

Client Automation for BMC Remedy ARS Mid-Tier & ITSM Suite

WHY MACROS?

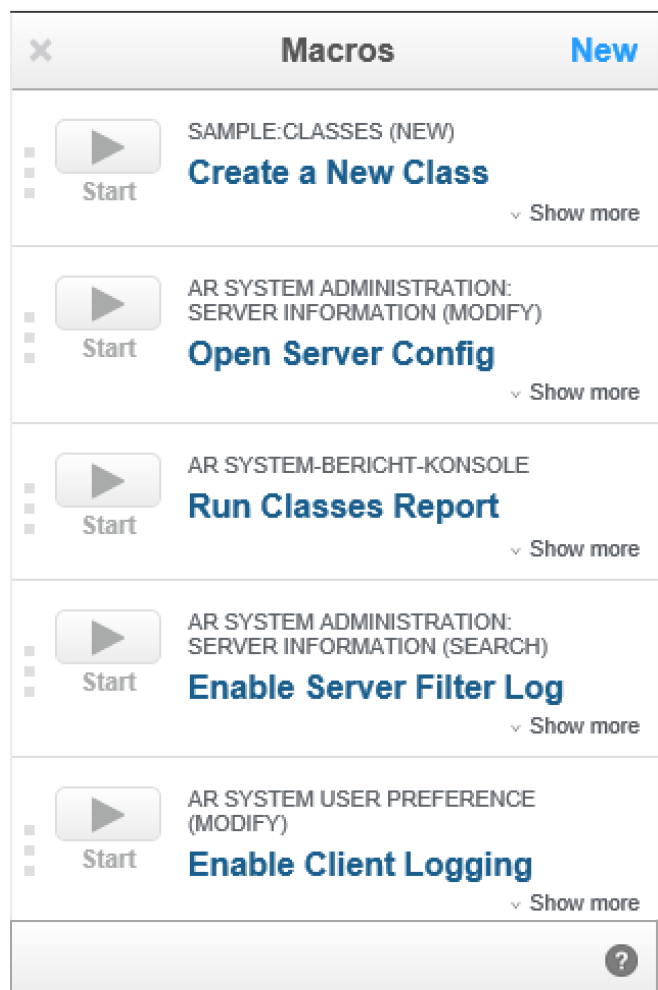
Every day your users spend hours filling out forms, updating data, searching for information, running reports or tediously clicking their way to forms and features.

PRODUCT DESCRIPTION

With the Macros add-on for the BMC Remedy ARS Mid-Tier and ITSM Suite you can:

- enable users to automate their daily tasks
- eliminate useless clicking
- increase user productivity and satisfaction
- reduce the need for customization

The product features a Macros bar including the macro recorder and the macro list. The macro bar (see picture) seamlessly integrates into every ARS or ITSM Suite window, so that at all times each of a user's daily workflows can be launched with just one mouse click.



KEY FEATURES

Some of the many features that empower you to get work done:

- **Integrated macro bar.** The macro bar seamlessly integrates into every ARS or ITSM window so that at all times each of a user's daily workflows can be launched with just one mouse click.
- **Opening forms.** Macros automatically open the necessary forms for the user. No clicking to the form required.
- **Variables.** Variables make form completion, data updates and searches even more powerful.
- **Form completion.** Macros can fill out all types of fields. They can even open dialogs and pick values from table fields.
- **Data updates.** Macros can update data, for instance open the User Preference Form and enable logging or forward a ticket to a specific group with a default or variable text.
- **Automated Searches.** Run your searches from anywhere without manually opening forms or clicking through menus. Additional keywords available, for instance: BEGIN_OF_TODAY, END_OF_THIS_WEEK, etc.).
- **Access control.** Access to the macro functionality can be limited to specific users.

COMPATIBILITY

The Macros add-on is compatible with the following product versions:

- BMC Remedy ARS Mid-Tier 7, 8, 9
- BMC ITSM Suite 7, 8, 9
- IE 11, Chrome 36, FF 27 or higher

INSTALLATION

The installation of the Macros add-on takes just three easy steps:

1. Import the Macros def-file
2. Place the arsmacros folder in your Mid-Tier installation directory
3. Add one line to the bootstrap.js (no changes to the clientcore.js required)

LICENSING

The Macros add-on is Licensed per Domain (Mid-Tier URL excluding port, for instance http://our-itsm.com) so it is not constrained by how many users use it or how many applications you run on that particular domain.

ABOUT US

MISKIEWICZ IT-Consulting

provides software tools and consulting solutions for BMC Remedy ARS. Established in 1997 with top tier customers from industries like automobile, banks, high-tech, government and others. Our consultants are BMC & ITIL certified.

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