



Micro Focus Service Desk 7.4

What's New Reference

May 2017

Legal Notices

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see <https://www.microfocus.com/about/legal/>.

Copyright © 2017 Micro Focus Software Inc. All Rights Reserved.

Contents

About This Guide	5
1 What's New in 7.4	7

About This Guide

This *Micro Focus Service Desk* provides information about What's New in the Micro Focus Service Desk 7.3 release. The guide includes the following sections:

- ◆ [Chapter 1, "What's New in 7.4," on page 7](#)

Audience

This guide is intended for Micro Focus Service Desk users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the **comment on this topic** feature at the bottom of each page of the online documentation.

Additional Documentation

ZENworks is supported by other documentation (in both PDF and HTML formats) that you can use to learn about and implement the product. For additional documentation, see the [Micro Focus Service Desk documentation website](#).

1 What's New in 7.4

The Micro Focus Service Desk 7.4 release comes with the following:

- ♦ **Support for Mobile devices and Mobile bundles:** With this support you no longer consider mobile devices as hardware, but as devices with their own set of custom fields.
- ♦ **Support for automated installation of iOS bundles:** Store users can now request for iOS bundles and have them automatically installed on their mobile devices.
- ♦ **Assigning ownership from the Request Information page:** Now technicians can add or reassign the ownership of an item to the requester from the [Request information](#) page.
For example, if a user, Ron, requests for a laptop, a technician can assign the ownership of that laptop exclusively to Ron (by re-assigning from the stockroom owner).
If Ron requests paid membership access, the technician can add him as one of the owners who has been assigned paid membership access.
- ♦ **Enhanced Store templates:** Automates the process where one has to branch on a decision based on the assignment status.
- ♦ **Disable and Delete options for Configuration Item:** The [Disable](#) option is used to disable an item temporarily. It can be enabled when required and will get enabled after the next AMIE sync. The [Delete](#) option deletes an item permanently and will get re-created as a new item after the next AMIE sync.
- ♦ **Change in behavior of Email as an Attachment:** Content of the attached email will be added as a description for the new request and as a note for the existing request.

