

M42 Approvals for MS Teams

Approve service requests on the fly

In the fast-paced world of Enterprise Service Management, approval delays can be a significant roadblock. Critical decisions are often held up by the unavailability of key approvers. Wouldn't it be nice if there was a way to speed up the approval process without compromising on efficiency?

Increase efficiency with M42 Approvals

M42 Approvals for Microsoft Teams is the solution to address the approval bottleneck challenge. Seamlessly integrated with the Matrix42 Service Catalog, this app empowers approvers within the MS Teams environment. No more toggling between applications – experience a streamlined approach to approvals.

M42 Approvals is easy to use. Approvers receive instant notifications of new requests that require an action – right from within MS Teams. They can then approve or deny the request with a single click, even complex requests with bundled services. The application also includes a built-in comment section, so that approvers can provide feedback to the requester.



12:10

M42 Approvals

☐ Select all

Pending ▾

☐ ORD00016
DEMO Service Engineer (1h)

Pending

✓ Approve

✗ Decline

Recipient

MM Marinescu, Maria

Additional information

-

Quantity: 1

Total (incl. First Year): 30.00 €

Price (Monthly): 0.00 € Hire

One Time Fee: 30.00 €

Requested Date

27 Jul 2023 11:42 AM

Activity

Chat

Teams

Calendar

Calls

More

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*Checking and approving Matrix42 Service Catalog requests directly from MS Teams

Approvals – just one click away!

M42 Approvals for Microsoft Teams allows you to view, approve or reject service requests submitted via the Matrix42 Service Catalog directly from MS Teams. Regardless of whether it is a complex service request or multiple service requests, they can all be processed without having to switch to another application. The application is available for the MS Teams client, browser, and the mobile application.

Example of use: Quick approval on the go

Step 1:

Sarah, a project manager, needs additional resources for an upcoming customer event next week. She orders the required resources from the Matrix42 Service Catalog. The request needs to be approved quickly by her department manager, John, so that the resources are available on time.

Step 2:

John is attending a multi-day leadership workshop in Vienna until the end of the week with only limited access to email and company applications. He only has a brief opportunity to check his messages on his iPhone during the next coffee break. He immediately sees that there are new notifications in MS Teams.

Step 3:

John opens MS Teams on his iPhone and clicks on the first notification which takes him to a summary of Sarah's request in the M42 Approvals application within MS Teams. With a few taps, John reviews the request and approves it directly in the MS Teams interface.

Final Step:

Sarah receives prompt approval for her request, ensuring that the necessary resources are allocated in time for the customer event.



Benefits of M42 Approvals for Microsoft Teams

1

Approve anywhere, anytime

Approve requests on the go, keeping processes agile and responsive.

2

Speed of approval

Approvals can be granted in minutes, ensuring that service requests can be processed smoothly.

3

Improve employee satisfaction

Faster response times mean less time waiting for critical approvals, a better Digital Employee Experience (DEX), and increased productivity.