



Administration Guide

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Administration Guide

Integria IMS

Installation and administration

1. Installation.
2. Management of users, permissions, groups.
3. Updating.

Support and tasks.

1. Ticketing and support.
2. Support: Workflow.
3. Support: E-mail management.
4. Support: Knowledge base.
5. Support: Downloads.

Wiki.

1. Wiki.

Inventory.

1. CMDB inventory.

Tasks and management.

1. CRM customer management.
2. Project management.
3. Time management.

Reports.

1. Reports.



Advanced management.

1. Chatbot and Artificial Intelligence.
2. Advanced configuration.

Integrations.

1. Integration with eHorus.
2. GitLab.
3. Pandora FMS integration.

Annexes.

1. API Technical Reference.

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