

What's new in OpenText ZENworks Service Desk?

Fast, affordable self-service ITIL-based service desk and incident management solution streamlines internal support operations

Every OpenText™ ZENworks Service Desk release brings a host of new features, existing feature enhancements, and defect fixes. Here are the highlights of what's been added in the latest releases.

OpenText ZENworks Service Desk v25.1

In version 25.1 (released Feb 2025), we added the key enhancements highlighted below. For a full listing of enhancements and fixes, see the [OpenText ZENworks Service Desk 25.1 Documentation](#).

Database backup and maintenance

You can now make a backup of the embedded database easily with the help of an included script. We have included an option to optimize storage. This allows you to meet your organization's disaster and recovery policies easily.

Control visibility of quick calls

Some organizations prefer customers to raise IT tickets exclusively via quick calls. A new setting allows supervisors to configure the customer portal to display only the quick call option, effectively hiding other ticket creation methods from customers

OpenText ZENworks Service Desk 24.4

In version 24.4 (released Oct 2024), we added the key enhancements highlighted below. For a full listing of enhancements and fixes, see the [OpenText ZENworks Service Desk 24.4 Documentation](#).

Re-open or close requests via email

Capability has been added so that a customer can re-open or close a request by just sending an email. This eliminates the need for customers to login to end user portal and do the same.

Integration with third-party chat clients

OpenText ZENworks Service Desk can now integrate with chat clients like WhatsApp and Microsoft Teams. This capability allows technicians to invoke via a single click, selected chat client and message a selected user

OpenText ZENworks Service Desk v24.3

In version 24.3 (released July 2024), we added the key enhancements highlighted below. For a full listing of enhancements and fixes, see the [OpenText ZENworks Service Desk 24.3](#).

Handling of downgraded technician

With this change, when the technician role is removed from a user, the user will be removed from the respective teams and reassigned to another technician. This ensures that a request always has an owner assigned and get acted upon.

OpenText ZENworks Service Desk v24.2

In version 24.2 (released April 2024), we added the key enhancements highlighted below. For a full listing of enhancements and fixes, see the [OpenText ZENworks Service Desk 24.2](#).

UI modernization of manufacturer page

Settings page dealing with management of manufacturer, as well as related child pages, have been converted to newer and more user-friendly UI.

Resources

[Learn more ›](#)

Did you know?

OpenText ZENworks Service Desk is a key piece of the OpenText Unified Endpoint Management portfolio of solutions. The portfolio also includes the ZENworks suite of endpoint management products:

- [OpenText ZENworks Configuration Management](#)
- [OpenText ZENworks Asset Management](#)
- [OpenText ZENworks Full Disk Encryption](#)
- [OpenText ZENworks Endpoint Security Management](#)
- [OpenText ZENworks Patch Management](#)
- [OpenText ZENworks Service Desk](#)
- [OpenText Hybrid Workspaces](#)