

SmartSuite

IT Service Delivery > Enterprise Service Desk (ESM) · Datasheet

Service Desk & Request Portal

Manage tickets, service requests, and fulfillment workflows with a centralized service desk, self-service portal, and automated operations.

SKU	IT-ESM-SRV
Solution area	IT Service Delivery
Works with	Service Catalog, Knowledge Management, IT Asset Management, Incident Management, Problem Management, Service Level Management (SLAs)
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

A Service Desk & Request Portal is a system that enables users to submit and track requests while allowing teams to manage tickets, workflows, and fulfillment processes. It combines a user-facing portal with backend service management to ensure efficient, consistent service delivery.

SmartSuite's Service Desk & Request Portal software provides a structured, scalable system to manage service delivery across your organization—from request intake through fulfillment and resolution. It combines ticket management, self-service access, and automated workflows into a unified experience for both users and service teams.

Behind the scenes, the service desk centralizes all requests and tickets, enabling teams to:

Core capabilities

Centralized Ticket & Request Management

Capture, track, and manage all service requests and support tickets in one system.

Self-Service Request Portal

Enable users to browse services, submit requests, and track progress.

Request Fulfillment Workflows (New emphasis)

Automate fulfillment steps including provisioning, approvals, and task routing.

Dynamic Request Forms

Capture all required information using structured, configurable forms.

SLA & Priority Management

Track response and resolution times to ensure service commitments are met.

Approval & Routing Automation

Automatically route requests and enforce approval workflows.

Multi-Department Service Delivery

Support IT, HR, facilities, and other teams in a single platform.

Knowledge Integration

Provide articles and solutions to enable faster resolution and self-service.

Real-Time Dashboards & Reporting

Monitor performance, workload, and service trends.

The Service Request Lifecycle

Step 1 Submit Request Users submit requests through the portal.	Step 2 Categorize & Route Requests are classified and assigned to the appropriate team.	Step 3 Approve & Process Requests move through approval and fulfillment workflows.	Step 4 Fulfill & Resolve Teams complete tasks and deliver services.	Step 5 Track & Optimize Monitor performance and improve workflows.
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Who it is for

Service Desk Manager Oversees service delivery and performance.	Support Agent Manages tickets and fulfills requests.	IT Operations Lead Ensures efficient execution of service workflows.
Business Operations Teams Delivers services across departments.	End User / Employee Submit and track requests through the portal.	Executive Leadership Monitors service performance and efficiency.

Works with

Service Catalog Defines services and request structures.	Knowledge Management Supports self-service and faster resolution.
IT Asset Management Enables provisioning and asset-based workflows.	Incident Management Handles service disruptions and escalations.
Problem Management Identifies recurring issues and root causes.	Service Level Management (SLAs) Tracks performance and SLA compliance.

Built differently. Service Desk & Request Portal runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Service Desk & Request Portal configured for your organization, or read the full product entry at smartsuite.com/products/service-desk-request-portal.

Schedule a demo