

SERVICENOW® CSM + REMOTE SUPPORT

OVERSEE AND TRACK ALL INTERACTIONS WITH YOUR CUSTOMERS



Increase Productivity

Technicians can launch a remote session from an open ticket in ServiceNow CSM, and append notes to the ticket.

Streamline Customer Service

Make it easy for teams to access desktops, servers, and systems quickly and securely, for any operating system.

Lower Costs

Retrieve session details and their associated tickets or change requests on demand to prove compliance with ease.

Thousands of organizations worldwide rely on ServiceNow® solutions for service management across IT, human resources, facilities, field service, and other disciplines. ServiceNow integrates with BeyondTrust to streamline operations, reduce cyber risks and increase productivity in your service desk.

Elevate your customer service experience from issue to resolution with features that will allow you to easily fix and even resolve repeat issues more quickly by connecting customer service and remote support seamlessly.

Features and Capabilities

Remote Support with ServiceNow CSM

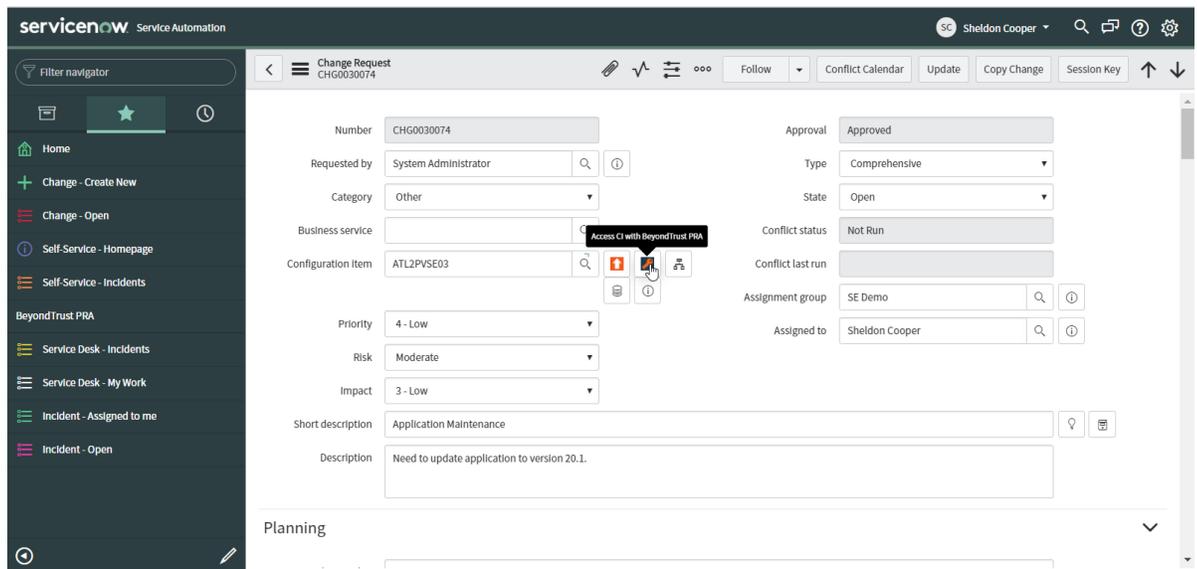
- Generate session key from within a case to initiate a support session with the customer; once the session ends, basic session data along with the chat dialogue will be imported into ServiceNow CSM.
- Enable single-click support sessions that can be initiated by end-users via the ServiceNow self-service portal.
- Save time by accessing ServiceNow records directly from the Remote Support Rep Console to review details like issues, history, or other context to help quickly resolve the issue.
- Automatically update ServiceNow incidents and change requests with details from each BeyondTrust Remote Support session, including basic session information and the Chat Transcript.
- Generate a ServiceNow incident directly from a Remote Support Session, decreasing the manual tasks that can weigh down your Support organization
- Enable integrated secure chat, so you can offer live help from your website, knowledge-base or self-service support portal

► Find BeyondTrust in the [ServiceNow App Store](#)

Better Together

The BeyondTrust and ServiceNow integration enables organizations to consolidate their technologies, have better visibility into operational processes, speed up communications and reporting, and to stay in compliance. This integration saves time, improve efficiency, and provides a familiar workflow for users to create a seamless user experience for our customers.

Initiate support sessions directly from a ServiceNow CSM incident or change record and leverage the power of Remote Support to improve first-call resolution (FCR) rates.



“In addition to the ease with which representatives can launch sessions and track them from the ServiceNow® service desk, the BeyondTrust interface has a number of other valuable features that our representatives really appreciate.”

STACEY NICHOLSON, HELP DESK MANAGER, SHAW INDUSTRIES

BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering companies to secure and manage their entire universe of privileges. The BeyondTrust Universal Privilege Management approach secures and protects privileges across passwords, endpoints, and access, giving organizations the visibility and control they need to reduce risk, achieve compliance, and boost operational performance.

beyondtrust.com/servicenow