

Resolve Integration with ServiceNow

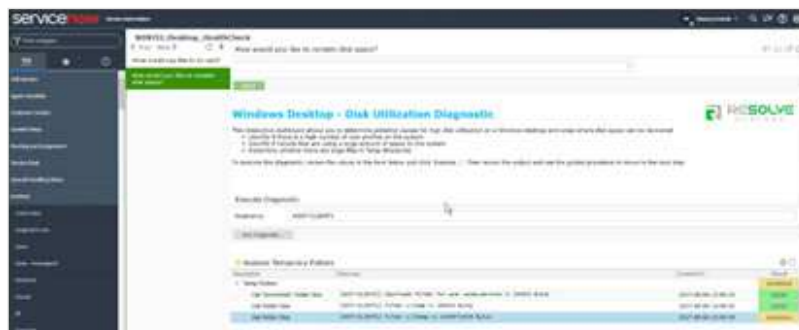
Key Benefits

- Improve Customer Experience**
 Automatically fix problems before they affect customers and reduce the time it takes to resolve incidents by leveraging end-to-end and human-guided automation, embedded directly into the interactive resolution process.
- Reduce Time to Resolution**
 With automated validation and diagnostics, interactive process guidance and human-guided automation, agents have all the key information and prescriptive instructions they need to resolve incidents in minutes, not hours.
- Empower Front-Line Agents**
 Give front-line agents the tools they need to resolve incidents without escalation. Incident resolution diagnostics provide automated test results and easy-to-follow troubleshooting actions to help front-line agents resolve incidents without directly accessing critical systems.

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Resolve Systems and ServiceNow

Resolve Systems and ServiceNow have partnered to offer a fully integrated solution for accelerating incident validation, diagnosis, and resolution. Resolve, the market-leading incident resolution platform, seamlessly integrates ticket data from ServiceNow with Resolve's own powerful automation and process guidance capabilities, enabling helpdesk and front-line operations agents to quickly validate, diagnose, and resolve incidents without escalation.



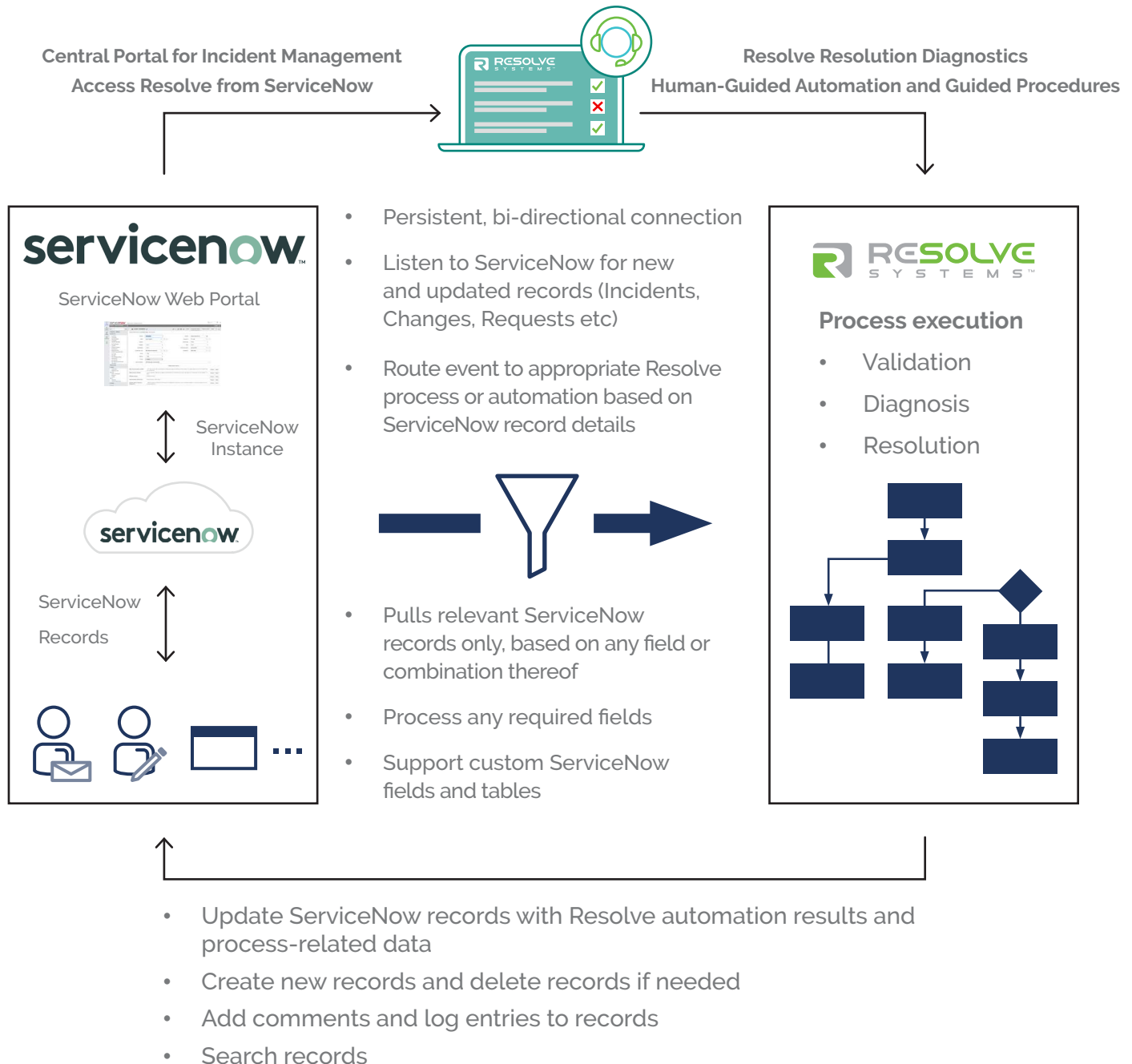
Key Capabilities

- Access Resolve's powerful automation and process guidance capabilities without leaving ServiceNow
- Launch Resolve's interactive process guidance with a single click in a ServiceNow incident
- Pass all contextual incident information bi-directionally between Resolve and ServiceNow. ServiceNow ticket IDs and other data are passed to Resolve to identify the best resolution process and automation for each incident. All actions, automations, and notes taken in Resolve are updated in the ServiceNow incident record
- Enable guided incident resolution procedures with step-by-step instructions, interactive troubleshooters, and automations for front-line agents, speeding resolution of ServiceNow incidents
- Resolve's centralized resolution platform integrates information from relevant systems and allows taking action on different systems and devices from one place--eliminating the need for agents to access multiple, disparate applications to diagnose and resolve incidents
- Resolve's integrated solution extends a quality service management platform with a powerful automation and incident resolution platform

How It Works

As a ServiceNow-certified platform, Resolve is integrated with ServiceNow through the ServiceNow REST API. Resolve's user interface can be accessed directly from ServiceNow to help agents manage and quickly resolve issues and incidents. ServiceNow users invoke Resolve with just a single click within ServiceNow. Single sign on (SSO) is available to allow a user seamless access to both ServiceNow and Resolve.

The Resolve-ServiceNow integration also enables real-time data sharing between the two systems. Resolve listens for new and updated records in ServiceNow (including Incident, Problem, Change, Service Request, CMDB, and custom tables), so when requests are submitted in ServiceNow, Resolve can trigger an automation or process to execute. Resolve can also create, update, search, or delete ServiceNow records in the course of automation execution.



Resolve supports the latest versions of ServiceNow and is featured in the ServiceNow Marketplace. Please contact Resolve Systems for details and system requirements.