



DATASHEET

RESCUE AND SERVICENOW: BETTER TOGETHER



If your support team is already using a leading incident management tool like ServiceNow, make it even more powerful and efficient by pairing it with Rescue. When ServiceNow and Rescue are tied together, support session history, chat dialogues, and notes become part of a single system of record for each incident. With this simple integration, your support team can provide superior, seamless remote support for virtually any customer request.

ServiceNow takes Rescue's industry-leading functionality to the next level:



Take advantage of a smooth workflow – from issue creation in ServiceNow to a remote support session in Rescue.



Speed up time to resolution by starting a remote session without leaving your ticketing tool.



Maintain a single source of truth for reporting on team utilization and performance.



Leverage Rescue SSO capabilities so technicians don't have to login or store Rescue credentials within ServiceNow.



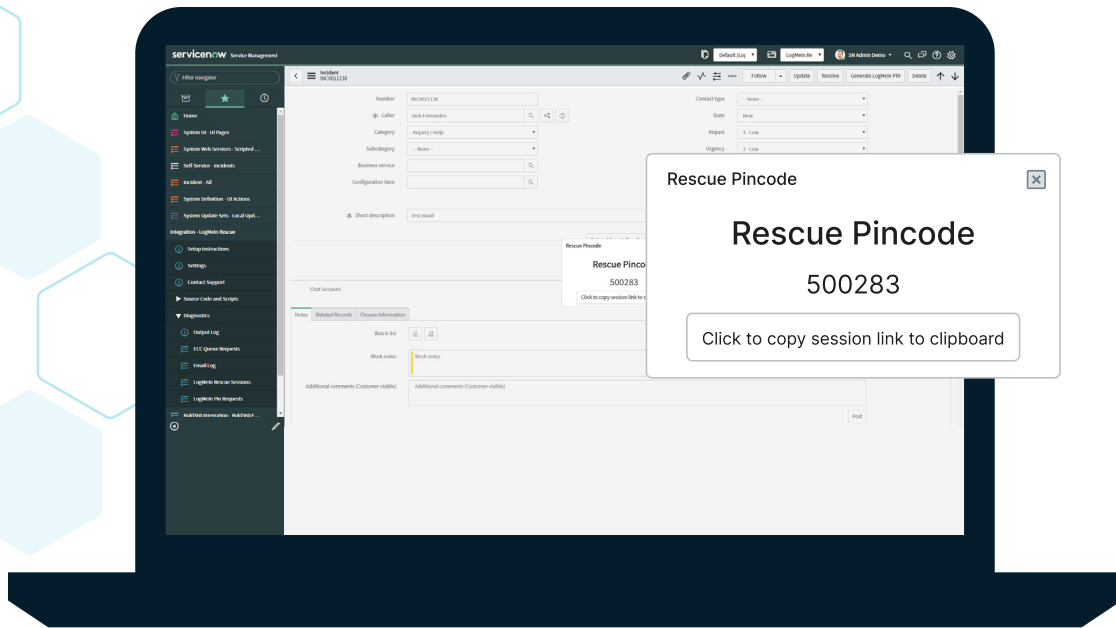
Take control of how and where your session data points are stored in ServiceNow.



Rescue Integrations

Explore the ServiceNow API and all the other Rescue integrations available out of the box.

Not only does Rescue's integration with ServiceNow provide significant value – it's also a breeze to stand up and use. Our ServiceNow connector easily links ServiceNow and Rescue, creating a seamless workflow between issue management and to running a remote support session.



Create a Rescue PIN right within the ServiceNow incident.

Once the ServiceNow/Rescue integration is set up, users will be able to:



Easily generate and send a Rescue PIN in the ServiceNow interface.



Define which contact information fields are pulled from the case.



Automatically insert the join link into a ServiceNow chat.



Synchronize all chat dialogue and session history from Rescue to ServiceNow.



Automatically email the PIN code to the end user.



Send Rescue session data to ServiceNow, no matter where the PIN code is generated.



Rescue, built by GoTo.
Remote support made easy.

We're here to help!
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