

## Data Sheet

# Rescue and ServiceNow Integration



This powerful integration delivers secure remote support, AI-enhanced troubleshooting and instant AI-generated documentation—right inside your existing workflows. When ServiceNow and Rescue are connected, support session history, chat dialogues, and notes become part of a single system of record for each incident.

## Transform Your IT Support Workflows



### Reduce Average Handle Time

Easily generate a Rescue PIN and start a remote session without ever leaving ServiceNow, speeding up the time from issue creation to resolution.



### Improve Operational Efficiency

When all support session documentation is in one place, you can maintain a single source of truth for reporting on team performance and utilization.



### Save Time and Resources

Improve troubleshooting using AI-powered features to analyze screenshots or interpret errors, using ServiceNow ticket data and linked knowledge base articles to drive faster issue resolution.



### Secure Access

Leverage Rescue SSO capabilities so technicians don't have to login or store Rescue credentials within ServiceNow, allowing for secure and seamless access.



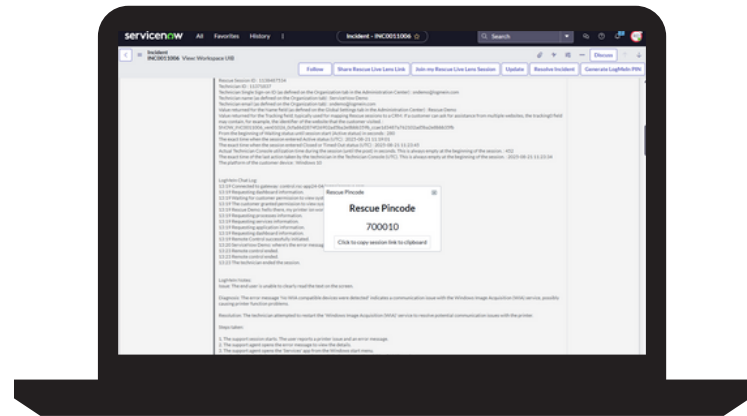
### Consolidate Documentation

Instantly synchronize chat dialog and AI-generated session summaries to ServiceNow tickets for comprehensive, up-to-date documentation with the ability to streamline knowledge creation.

# Integrate Rescue with ServiceNow to deliver secure, seamless, AI-enhanced IT support for any customer request.

## Use the Rescue and ServiceNow Integration to:

- ☒ Generate Rescue PIN codes to start support sessions from a ServiceNow case, incident or interaction.
- ☒ Start an IT session within a Rescue channel and open a new ServiceNow incident to store the session data.
- ☒ Define which contact information fields are pulled from the ServiceNow case.
- ☒ Instantly post AI-generated session summaries to the ServiceNow ticket with a single click.\*
- ☒ Analyze screenshots and interpret errors using the Service now ticket data and linked KB articles.\*
- ☒ Consolidate all support activity, session data, chat logs and notes within a ServiceNow incident or case.
- ☒ Leverage Rescue SSO capabilities within ServiceNow to login to Rescue.
- ☒ Take control of how and where your session data points are stored in ServiceNow.



\*AI features are part of Rescue's AI Package