

BEYONDTRUST REMOTE SUPPORT INTEGRATION FOR SERVICENOW

ServiceNow Integration Feature Description	Basic	Enterprise
End user can launch a "click to chat" BeyondTrust session from a submitted incident in ServiceNow and be placed in the BeyondTrust console general queue		✓
End user can launch a "click to chat" BeyondTrust session from a submitted incident in ServiceNow and choose from available representatives to work with.		✓
Service desk rep can generate a BeyondTrust session key from a submitted incident in ServiceNow to initiate a BeyondTrust session	✓	✓
Show basic system information in the incident for each completed BeyondTrust session (i.e. Hostname, OS, Public and Private IP info)		✓
Service Desk rep provided a button to send an email with an embedded URL to the caller to initiate a BeyondTrust session		✓
Chat log from BeyondTrust session is pulled back and linked with the incident record	✓	✓
Button on BeyondTrust session record in ServiceNow allows service desk rep to view the recorded BeyondTrust session (while it still exists on the BeyondTrust appliance. Session recordings naturally age off)		✓
Properties page provided for easy configuration without coding	✓	✓
Pull back BeyondTrust survey information details into ServiceNow		✓
Automatic or manual creation of task and call records, triggered when the representative joins a support session or clicks link in rep console		✓
Connect a Remote Support session to a ServiceNow task through a Rep Console Representative Survey question where the representative enters a task number		✓
Button on CI record and UI macro next to CI field on task tables allows a support desk rep to utilize BeyondTrust's "Jump To" API for unattended access to a device ¹		✓
Button on CI record and UI macro next to CI field on task tables allows a support desk rep to utilize BeyondTrust's "Jump To" Intel vPro API for unattended access to a device		✓



ServiceNow Integration Feature Description	Basic	Enterprise
Any advanced system information gathered during session pulled back and linked with incident		✓
Define email body text including the session URL that is sent to the caller to initiate a BeyondTrust session		✓
Provide a web service on ServiceNow that generates an incident based on parameters passed in and returns a BeyondTrust session URL ²		✓
Links provided in ServiceNow are linked to incident to view and download run command sessions recorded during session		✓
Information around files transferred during session pulled back into ServiceNow and linked with incident		✓
Ability to log work notes on both incident and BeyondTrust session form		✓
Ability to set TTL value for BeyondTrust session keys generated in ServiceNow (requires enterprise BeyondTrust licenses)		✓
Import Remote Support session detail into ServiceNow in one of two ways: 1) Real time through Remote Support outbound events (recommended method); or 2) Periodic polling of available sessions through a polling mechanism initiated from within ServiceNow		✓

¹ This includes jumping to a machine from a change request and auditing actions taken on related configuration item by linking back to the change request.

² This web service can be used to enable the end user to launch a “click to chat” BeyondTrust session from any form in ServiceNow or internal web page without submitting an incident.

ServiceNow integrates with BeyondTrust to reduce cyber risks and increase productivity enterprise-wide. Learn more at beyondtrust.com/service-now