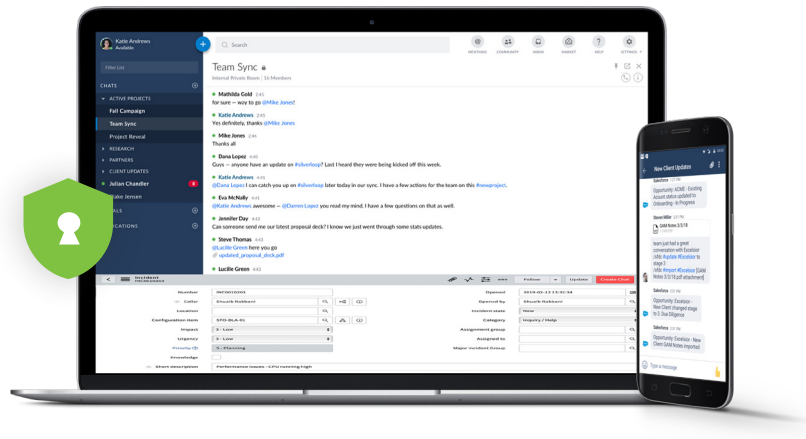# ServiceNow® for Symphony

CONNECTED, COLLABORATIVE & CONFIGURABLE

Symphony provides a packaged integration with ServiceNow® to enable seamless use of Symphony's secure team collaboration platform with any ServiceNow® application.

The connector supports bi-directional flow of information between ServiceNow® and Symphony, providing huge efficiency gains and significantly reducing email traffic.

INTEGRATED POWER ON SYMPHONY AND SERVICENOW

Symphony integrates with any ServiceNow® application to dynamically create chat rooms, allowing you to collaborate with the right people at the right time to achieve your business objective, all in a highly secure and compliant way.

Out of the box, the solution directly supports Change, Incident, Knowledge and Request Management with pre-existing templates and actions that can be triggered through Symphony. The solution is highly extensible and can be easily configured to work with any custom ServiceNow application with no coding.

FEATURES & BENEFITS

- Easily install and configure your existing ServiceNow environment
- Plug and play with any ServiceNow app - no coding required
- Synchronize messages with a bi-directional interface
- Update ServiceNow records directly from Symphony
- Receive ServiceNow notifications directly on Symphony
- Tightly manage the Incident, Problem and CMDB processes for ServiceNow from the Major Incident Portal (MIP)
- Leverage Symphony's industry-leading encryption
- Simplify compliance with full auditing of messages

- Work with pre-configured core ServiceNow ITSM applications
- Customize commands and templates
- Tailor the portal to the firm's detailed requirements and brand the portal for internal distribution
- Establish a clear distinction between recovery and communication roles
- Reduce messaging errors using templates for communications and tailoring the template firm requirements

MAJOR INCIDENT MANAGEMENT

When a major incident occurs, a chat room is automatically created with all necessary parties. Signals and desktop alerts will instantly surface this new incident. With this integration, teams can act faster to resolve urgent incidents.

OPERATIONS DAILY STAND UP

At the start of the day, Operations teams can use the ServiceNow integration on Symphony in place of a daily stand up. Here they can see a summary of all open incidents and get instant updates from team members all around the world. Managers can also save time and approve change requests here.

PRE-CONFIGURED COMMANDS

Create powerful no-code commands using templates that can be triggered directly from within Symphony. Use Symphony's advanced scripting framework to enable administrators and developers to fully leverage the platform.

ANY SERVICENOW APP

Symphony chat rooms can be created from any ServiceNow application, for both out of the box and bespoke apps. Use the solution to create chat rooms and subsequent invitations, for quick and effective collaboration.

For more information visit **workflow.symphony.com/ServiceNow**