Remote Support Enterprise Integration for ServiceNow Version 2.2.3 Release Notes

November 16, 2021

Key Features:

- Added the ability to view human-readable ticket ID in the External Key of an associated session.
- In auto-create use cases, added support for populating customer email from **email** field used on SAML-enabled public portals.

Notes:

- Published to the ServiceNow Store at https://store.servicenow.com/sn_appstore_store.do#!/store/application/9f1240704f373100237ca5017310c7f7/.
- Certified against ServiceNow Paris, Quebec, and Rome releases.
- Requires Remote Support v17.x or later.