

Remote Support Enterprise Integration for ServiceNow Version 23.1.1 Release Notes

September 12, 2023

Requirements:

- BeyondTrust Remote Support version 18 or higher.



For more information, please see [Supported Platforms](https://www.beyondtrust.com/docs/remote-support/documents/features/rs-supported-platforms.pdf) at <https://www.beyondtrust.com/docs/remote-support/documents/features/rs-supported-platforms.pdf>.

New Features and Enhancements:

- Implemented a new approach for the display of chat dialog and session notes that is compatible with both standard and workspace views.
- Added the ability to map Assignment Group from the representative's team when auto-creating a new ticket.

Issues Resolved:

- Resolved an issue in which the auto-create custom link could have inconsistent results if utilized multiple times for the same session.
- Removed a legacy reference to the call_id custom field that is no longer needed since call records are deprecated in ServiceNow.

Known Issues:

None.

Notes:

- Published to the [ServiceNow Store](https://store.servicenow.com/sn_appstore_store.do#!/store/application/9f1240704f373100237ca5017310c7f7/) at https://store.servicenow.com/sn_appstore_store.do#!/store/application/9f1240704f373100237ca5017310c7f7/.
- Certified for GA.
- Certified against ServiceNow San Diego, Tokyo, Utah, and Vancouver releases.
- Has passed technical and marketing reviews as part of the ServiceNow certification process.
- Supports upgrades from any prior release.