

ServiceNow CSM Integration 1.0.1 Release Notes

August 10, 2021

Key Features:

- A technician-initiated Remote Support session can be launched directly from a ServiceNow case.
- Provides convenient technician access to the associated case record directly from BeyondTrust.
- Automatic updates of ServiceNow cases with basic details and chat dialogue from each BeyondTrust Remote Support session.
- Automatic case creation with the option for technician-initiated case association or creation.

Compatibility

This release is certified with the following Remote Support versions:

- 21.2.x
- 21.1.x
- 20.1.x
- 19.2.x