GoTo Resolve



Data Sheet

GoTo Resolve and ServiceNow: Better Together

If your support team is already using a leading incident management tool like ServiceNow, make it even more powerful and efficient by pairing it with GoTo Resolve.

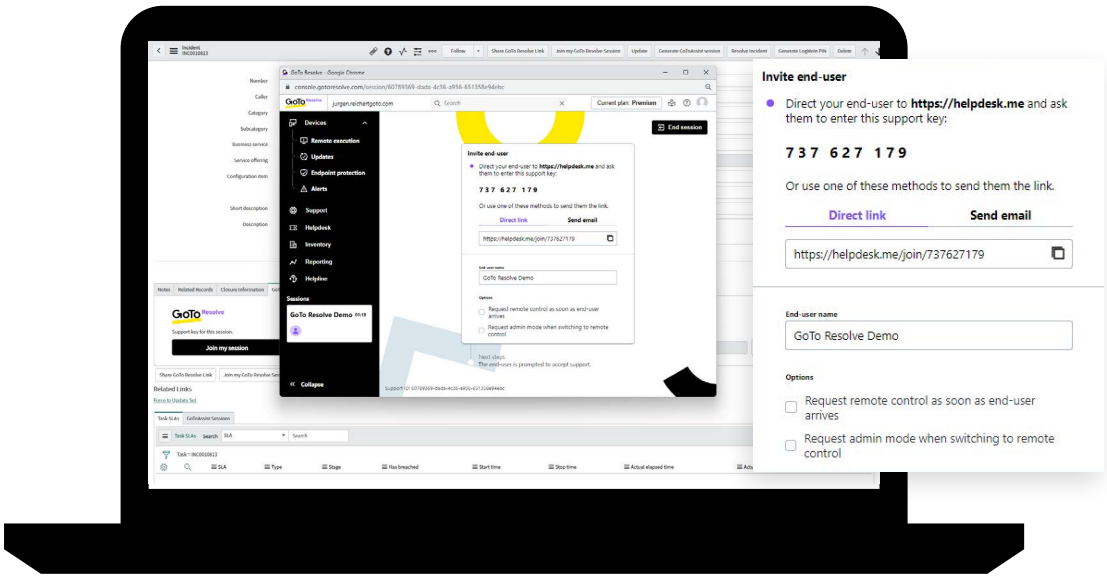
ServiceNow takes GoTo Resolve's support capabilities to the next level:

- Take advantage of a smooth workflow – from issue creation in ServiceNow to a remote support session in GoTo Resolve.
- Speed up time to resolution by starting a remote session without leaving your ticketing tool.
- Maintain a single source of truth for reporting on team utilization and performance.
- Leverage OAuth capabilities so technicians don't have to login or store GoTo Resolve credentials within ServiceNow.
- Take control of how and where your session data points are stored in ServiceNow.

GoTo Resolve Integrations

Explore the ServiceNow API and other available integrations.

Not only does GoTo Resolve's integration with ServiceNow provide significant value – it's also a breeze to stand up and use. Our ServiceNow connector easily links ServiceNow and GoTo Resolve, creating a seamless workflow between issue management and to running a remote support session.



Invite end users to a remote session from within the ServiceNow incident.

Once the ServiceNow/GoTo Resolve integration is set up, users will be able to:

- Start a support session from ServiceNow in one click.
- Define which contact information fields are pulled from the case.
- Automatically insert the join link into a ServiceNow incident.
- Synchronize session history and notes from GoTo Resolve to ServiceNow.

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