



Service Now

You can take customer service to a whole new level by reducing your incident resolution time by integrating Zoho Assist with ServiceNow. With this integration, you can conduct a remote support session or even launch a screen sharing session for training or demo related purposes right from the ServiceNow incidents. Once the session ends you may update the incident state, short description and add session notes to be stored in the incident records.

Steps

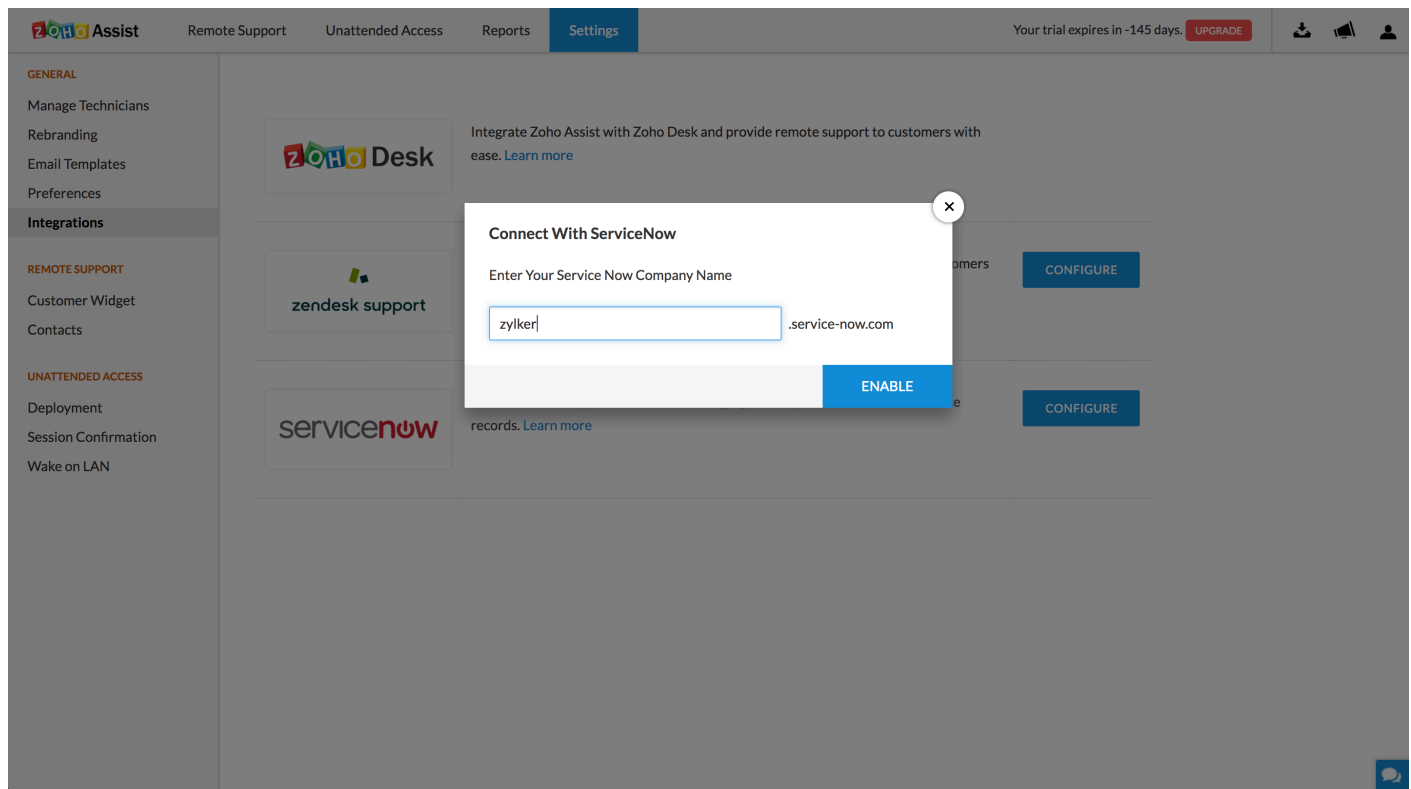
To use Zoho Assist from ServiceNow incidents you should,

- [Configure ServiceNow in Zoho Assist](#)
- [Install Zoho Assist App from ServiceNow Store](#)

Steps

How to configure ServiceNow

- Once you log in to your Zoho Assist account, go to **Settings**
- Choose **Integrations** under **General**.
- Click on **Configure** given beside ServiceNow.
- Enter your company name and click **ENABLE**.



- Now log in to your ServiceNow account and click **Allow**.

How to install Zoho Assist App in ServiceNow

- Go to **store.service.com** and install **ManageEngine Zoho Assist**.

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ManageEngine Zoho Assist - Remote Support and Screen Sharing

Instant remote support and screen sharing right from your ServiceNow instance records.

by ManageEngine

Compatibility: Jakarta, Istanbul



☆☆☆☆ No Reviews

Streamline your support workflow by integrating ManageEngine Zoho Assist with ServiceNow. With ME Zoho Assist, you can launch an on demand remote support session to monitor and control your customer's computer directly from your ServiceNow incidents.

Reduce your incident resolution time by accessing the remote screen in real-time with our secure and multi-platform remote access capabilities. A detailed summary of the remote support session along with the incident state and short description will be stored in the incident itself.

Key Features

- Remotely view and control customer's remote device
- Transfer files from/to your remote computer
- Instant Screen sharing for training or demo
- In-Session Chat to help you communicate with your customer
- Reboot and reconnect the remote desktop
- Store remote session details along with session notes within the corresponding incidents

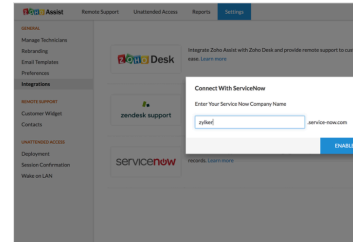
System Requirements

ME Zoho Assist Remote Support License (Standard)

ServiceNow Enterprise License

Release Notes

- Instant Remote Support and Screen Sharing right from incidents.
- Update incident state and description at the end of every support session.
- Store session details within corresponding incidents.



Get

Pricing

Free

Compatibility

Jakarta
Istanbul

Version

1.0.0

Industry

All

Category

Incident Management

Type

Integration

Contact Seller

Feedback

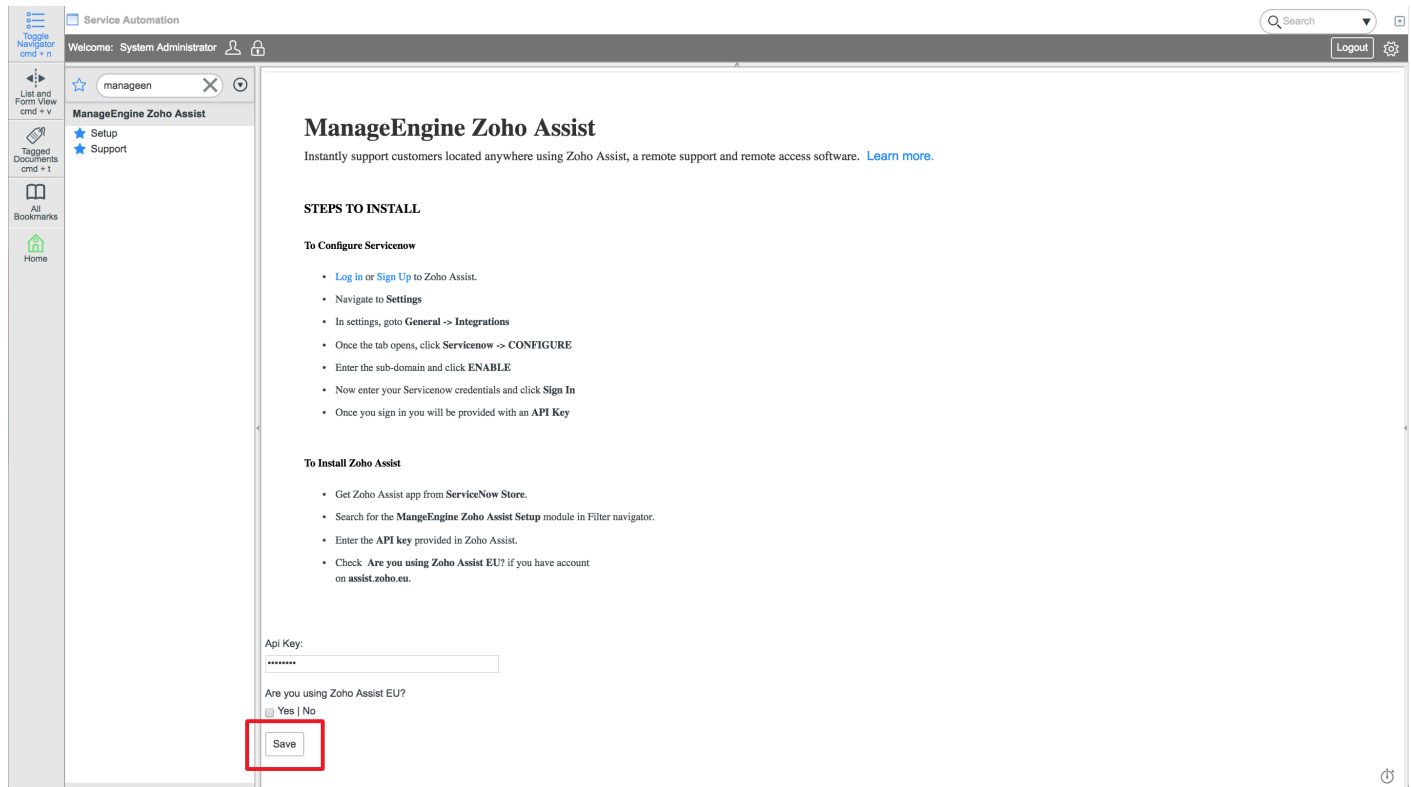
Supporting Links & Docs

[Help Page](#)
[Home Page](#)

Support Contacts

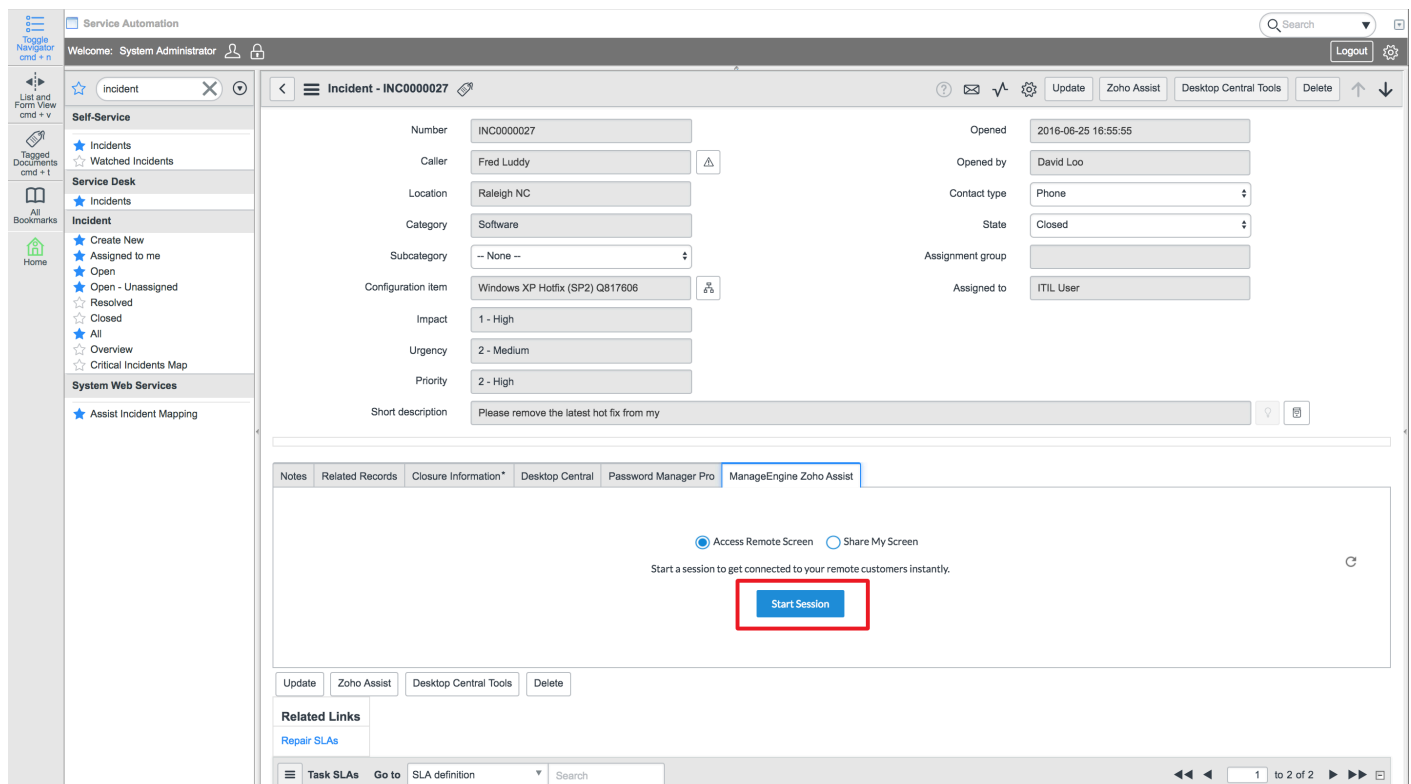
Technical Support
support@zohoassist.com

- Once installed, go to **Setup** under **ManageEngine Zoho Assist** module.
- Copy paste the API Key generated in Zoho Assist website and click **Save**.

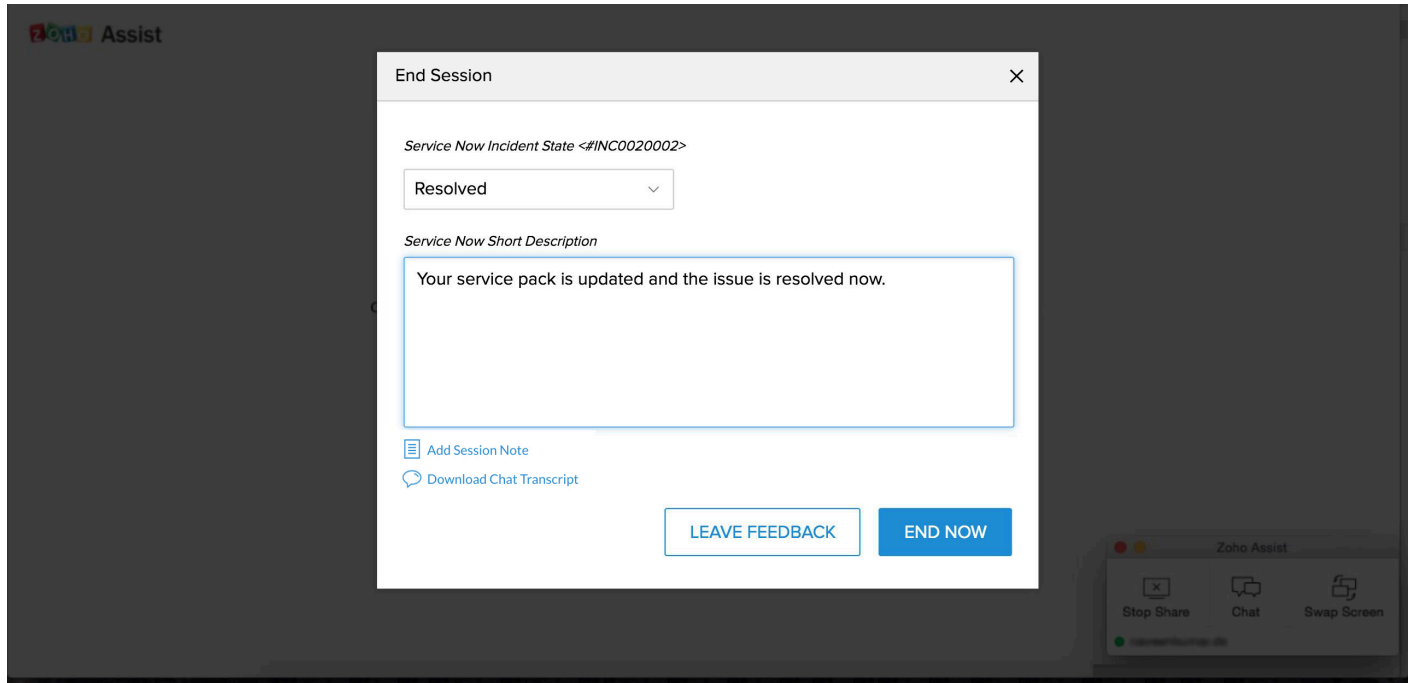


How to start a remote support/screen sharing session

- Go to any Incident and choose either **Access Remote Screen** or **Share My Screen**.
- Click on **Start Session**.



- An email invitation will be sent to your customer to join the remote support session along with the incident details.
- The remote support/screen sharing session will begin once your customer joins the session.
- Once the session ends, you can update the incident state, short description and session notes for the corresponding incident from Zoho Assist Technician Console itself.



Note:

Only users with the below assigned roles can conduct Remote Support/Screen Sharing session from ServiceNow.

- x_manen_assist.AssistUser
- x_manen_assist.AssistModerator
- x_manen_assist.AssistAdmin