BOMGAR™

**ServiceNow Express Integration
with Bomgar Remote Support**

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ServiceNow Express Integration Installation

Service desks and customer support organizations using ServiceNow Express can integrate with Bomgar Remote Support (RS) to improve service levels, centralize support processes, and strengthen compliance. This document describes the installation and configuration of the Bomgar Remote Support integration with ServiceNow Express.

- **Outbound Support Sessions** - Technicians can launch Bomgar RS sessions from within ServiceNow Express incidents using the **Generate Session Key** button.
- **Jump Sessions** - Technicians can connect directly to remote Configuration Items using Bomgar RS Jump, Push/Start, RDP, Shell, and/or vPro technology.
- **Customer Initiated Sessions** - From within a ServiceNow Express Self Service module, customers can initiate chat sessions with Bomgar representatives from ServiceNow Express Incident records.

Prerequisites for the Bomgar Remote Support Integration with ServiceNow Express

Outlined below are requirements for the Bomgar Remote Support and ServiceNow Express integration. If any of the integration requirements are not yet met, they must be in place prior to starting the integration process unless the associated features of the integration are not required.

Applicable Versions

- **ServiceNow Express**: Version Geneva or later and a working Service Desk application
- **Bomgar Remote Support**: 14.2.1 or later and at least one rep console which can generate session keys

Configure ServiceNow

Unless otherwise noted, all of the steps in this section take place in the ServiceNow Express interface. Before installing a production environment, a development or test instance of ServiceNow Express should be used to thoroughly test the integration..
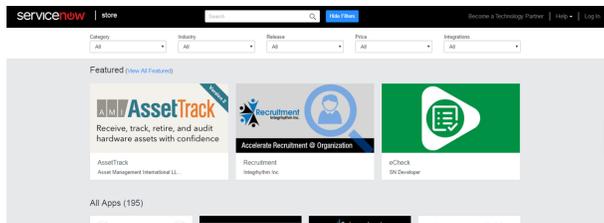
Install Bomgar Integration

To install, the Bomgar integration involves requesting the Bomgar RS and ServiceNow Express integration from the ServiceNow Store.

Install via App Store:

Please see ServiceNow's FAQ regarding APP installation via the App Store at https://store.servicenow.com/appStoreAttachments.do?doc_type=store_faq&inline=true

ServiceNow Store: https://store.servicenow.com

Configure Bomgar Properties

Bomgar properties allow the integration to connect ServiceNow Express with a Bomgar Appliance.

Browse to **Bomgar Integration (Express)** and click **Properties**.

- **The hostname of your Bomgar RS site** - The hostname or IP address of your Bomgar site. This determines the address ServiceNow Express uses for outbound access to Bomgar. An example of this access is when a user in ServiceNow Express clicks the Bomgar RS **Session Key** button. ServiceNow Express will then make an outbound connection to the Bomgar appliance in order to retrieve the key.
- **Enables Jumping to a system that matches the provided search string** - If checked, users see a button on the incident form, allowing a search string to be entered that represents a device to access.
- **Enables Jumping to a Configuration Item** - If checked, users will see a button on incident form that will jump to the incidents Configuration Item
- **Enables Generating a Session from an Incident** - If checked, users can generate a Bomgar Session Key from within a ServiceNow Express incident.
- **Enables Get Support Now from Incidents in the Self-Service Module** - If checked, customers see a button on the Self-Service incident form, allowing them to start a session with a Bomgar representative.
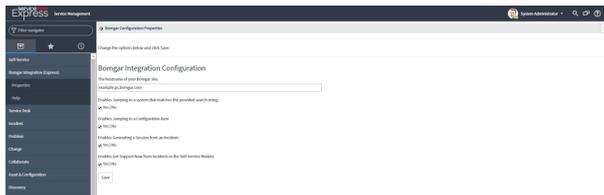
Assign Users Appropriate Roles

ITIL users who provide technical support using this integration should be given the **x_bmgr_bomgar_xp.bomgar_user** role.

1. Browse to **User Administration > Users**.
2. Select a user.
3. Find the **Roles** tab and click the **Edit...** button.
4. Add the **x_bmgr_bomgar_xp.bomgar_user** role from the **Collection** list to the **Roles** list.
5. Click the **Save** button.

Test the Integration

The following steps take place in ServiceNow Express and Bomgar RS and are provided to ensure that the integration is working properly. Troubleshooting suggestions are provided with each step in case of failure.

1. Log into the Bomgar representative console, and then log into ServiceNow Express with the same account.

2. Open an active incident, and make sure the **Bomgar Session Key** button does not appear for either of them.

3. Click the **Bomgar Session Key** button and ensure that the Bomgar Rep Console opens and displays the Session Key dialog box.

ServiceNow Express and Bomgar Remote Support Integration Use Cases

Service desks and customer support organizations using ServiceNow Express can integrate with Bomgar RS to improve service levels, centralize support processes, and strengthen compliance. Below is a list of use cases that are addressed by the Bomgar RS and ServiceNow Express integration.

Generate Session Key

Technicians can generate a session key from within an incident, which is sent to the customer to initiate a support session.
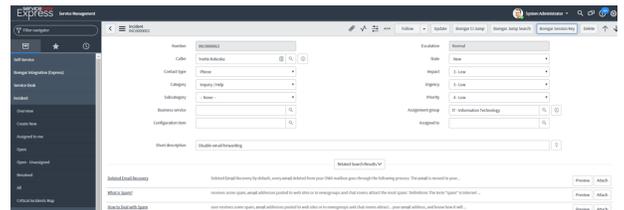

Jump To Configuration Item

Technicians can leverage Bomgar Jump Technology by accessing an incident's configuration item. The name of the configuration item is used to locate a Jump Client associated with the Bomgar Appliance.
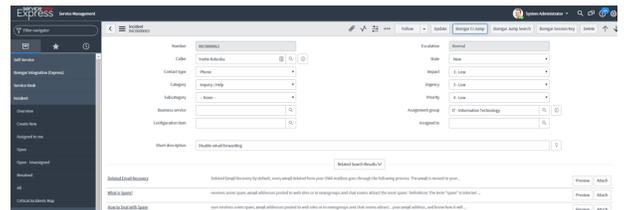

Jump To Search

Technicians can leverage Bomgar Jump Technology by entering the name of a Jump Client associated with the Bomgar Appliance. The entered name is used as the search string to locate a Jump Client associated with the Bomgar Appliance.
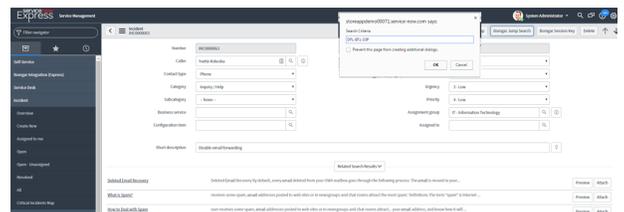
Customer Initiated Chat

Customers can open incidents for which they are assigned as the caller, and request a support session with a technician by clicking the **Get Support Now** button.

This functionality allows customers an expedient path to resolution while also providing the technician with the necessary context to effectively assist the customer.
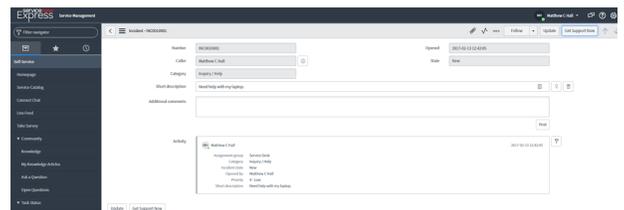
If the technician deems it necessary, sessions, which are started quickly using Bomgar's click-to-chat functionality, can be elevated to full support sessions

TC: 8/31/2017