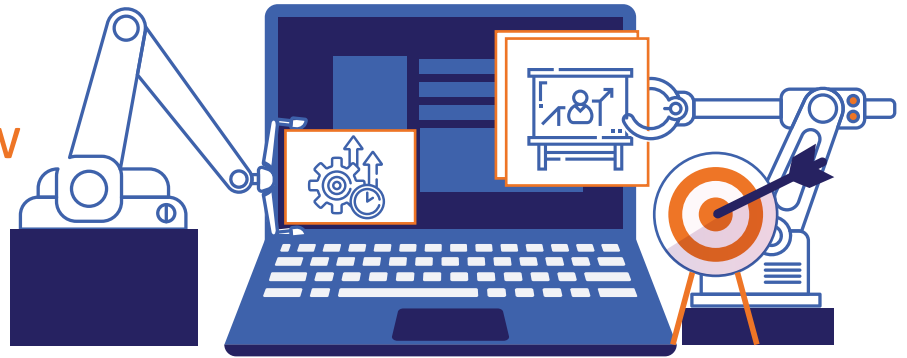


# SAPPER.

Integrate ServiceNow using Intelligent Integration and Automation -



## ServiceNow Automation eBook

Productivity is the core of any organization. We cannot name the number of applications we use to keep our teams productive. There are tons of applications to configure when running even a medium scale enterprise. That's why we need applications that will help us define strategy, execute all the parameters and streamline processes to deliver the services.

With regards to streamlining service processes, ServiceNow has been considered the best of all applications. You can immediately start running your business and be productive with this platform.

But even this application has its limitations. In this eBook, we'll discuss how intelligent integration & automation can help us extract maximum value from the ServiceNow application.

## What is ServiceNow?

It unites all the core business functions from customer service to HR to security and more.



Basically, ServiceNow is a cloud-based workflow automation platform that enables employees to create and manage their own workflows. With its root in the IT service industry, ServiceNow has become the most preferred platform by enterprises across the world.

Companies use ServiceNow to Manage their digital workflows.

### Benefits of Using Sapper



Automates Routine Processes



Assigns and prioritise work automatically



Maintain clear visibility to task holders



Consolidates all the functions in one single architecture

## How Intelligent Integration and Automation can Help?

When equipped with ServiceNow, your enterprise may leave a door open to data silos. As an enterprise, you may use a number of applications, making it difficult to navigate.

With intelligent integration & automation, you can make all the applications work in sync and retrieve any information automatically.

## Sapper's Pre-built ServiceNow Automation

### Show Incident details in ServiceNow using Slack

- Type the command ServiceNow show incident in the channel.
- Sapper's Intelligent integration & automation will ask for an incident number
- Sapper will display the ServiceNow incident in your Slack tool

### Sync Salesforce to ServiceNow

- A new user is created in Salesforce
- Sapper searches for the new user in ServiceNow by email id
- If no matching user is found, Sapper creates a new user ID.
- If a user is matched, Sapper updates the relevant information

### New Request in ServiceNow will be posted in Slack

- A new request is created in ServiceNow
- Sapper Intelligent integration & automation posts the request in Slack with all the details

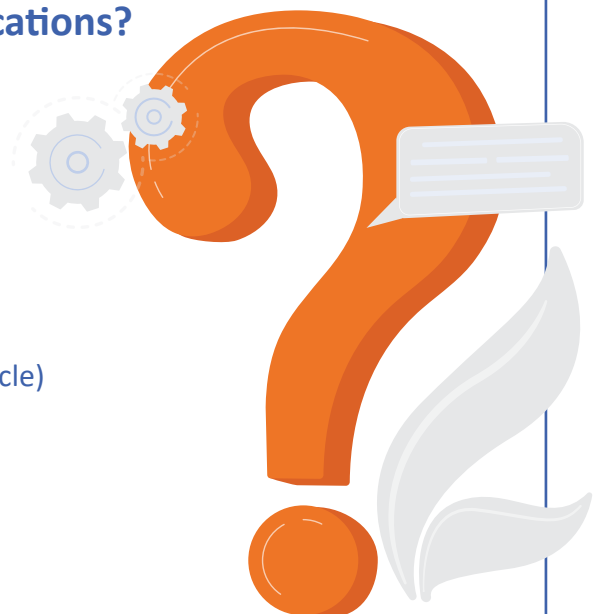
## ServiceNow Integration FAQ's

### 1. Why integrate ServiceNow with other Applications?

- Connect ServiceNow to any data source
- Manage healthy IT relationships'
- Extend your Business capabilities
- Deploy integrations without developers
- Transform your business infrastructure

### 2. Some Popular ServiceNow Use Cases

- ServiceNow and Human Resource Applications (Workday, Oracle)
- ServiceNow and Sales Applications (Salesforce, Marketo)
- ServiceNow and CRM tools (Hubspot)
- ServiceNow and Project management tools (Jira, Zoho)
- ServiceNow and Communication tools (Teams, Slack)



## Why Choose Sapper?

- ✓ • Ready to Use Automations
  - ✓ • Fast Pace with Intelligent Integration & Automation
  - ✓ • Eliminate Technical Glitches
  - ✓ • Build Bots to Work for You
- 

## Want to Know More About Sapper Automation?

Contact an expert

[Book a Free Demo Now](#)

**SAPPER.**

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