CERTIFIED SERVICENOW® CONNECTOR

SPEND MORE TIME TRIAGING INCIDENTS, AND LESS TIME HUNTING DOWN THE RIGHT TEAM MEMBERS

Resolve incidents more quickly directly from ServiceNow®. Tap into the leading critical communications platform with Everbridge IT Alerting and automatically contact on-call team members, launch conference bridges and escalate incidents to senior personnel when needed. Avoid wasted time looking for cell phone numbers and paper schedules and spend more time resolving incidents with Everbridge IT Alerting.

WHY YOU NEED IT ALERTING

+ Automate IT Incident Communication workflows with fewer forms

+ Reach any team member anywhere at any time on any device

+ Triage and communicate from ServiceNow® on a "single pane of glass"

+ Easy to configure with no coding

KEY FEATURES AND FUNCTIONALITY

MULTI-MODAL ALERTING

Notification recipients will be reached through multiple modalities such as email, push notification, SMS text and voice.

TRUE SCALABILITY AND GLOBAL REACH

Built to deliver millions of messages around the world at the same time, the Everbridge platform is tested daily and trusted by the most demanding Federal, State, Military, Healthcare and corporate customers.

ONE-CLICK CONFERENCE CALLS

Launch "war room" conference calls with "one-click."

EASY TO USE TEMPLATES

No need to code template – use 'drag and drop' conditional logic and tokens to build flexible templates.

ON-CALL SCHEDULING

The ServiceNow Connector will trigger an Everbridge incident which will go out to the right on-call resources with the appropriate skill sets. You can configure your on-call calendars in the Everbridge Scheduling module or in ServiceNow On-Call Scheduling . Our connector can work with either to notify the right on-call resources.

AUTOMATIC ASSIGNMENT AND ESCALATION

Assign users based on their response and track it in the ServiceNow® Incident "Assigned To" section. If nobody responds, automatically escalate to individuals, groups or on-call resource based on customizable and self-configurable rules.

DETAILED PERFORMANCE REPORTS

All Everbridge notification details and delivery details are available for reporting. ServiceNow® users know what incidents were launched from Everbridge and what delivery paths were used to reach contacts. Users can also see who responded through which delivery paths at what time.

SIMPLE TO CONFIGURE

The integration with ServiceNow® is completely self-configurable. ServiceNow® administrators can define the conditions under which an Everbridge incident will be launched. The conditions can be configured based on any of the ServiceNow® incident fields.

+ GET STARTED REDUCING YOUR MEAN TIME TO REPAIR CRITICAL IT SERVICES

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

everbridge®

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