



Rescue is now available for the ServiceNow® London release. [Download it today](#) from the ServiceNow® store.

# Rescue 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 LogMeIn Rescue. When ServiceNow and Rescue are tied together, support session history, chat dialogues, and notes become part of a single system of record for each incident. With this simple integration, your support team can provide superior, seamless remote support for virtually any customer request.

ServiceNow takes Rescue's industry-leading functionality to the next level:



Take advantage of a smooth workflow – from ticket creation in ServiceNow to a remote support session in Rescue.



Speed up time to resolution by starting a remote session without leaving your ticketing tool.

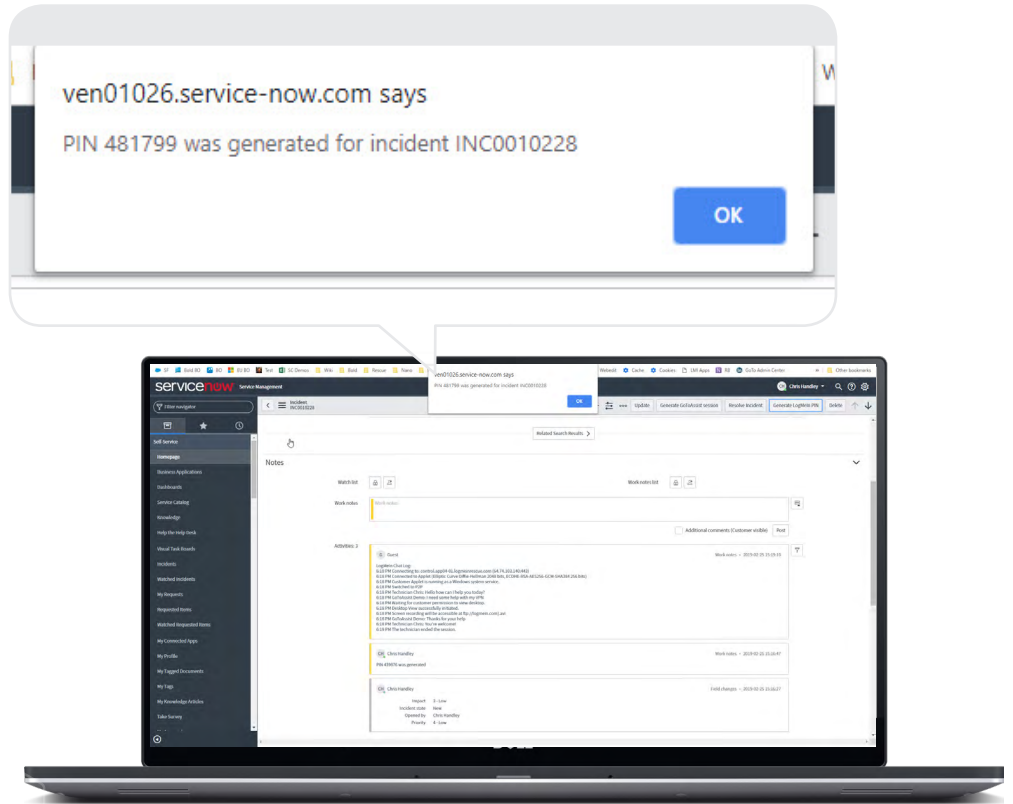


Maintain a single source of truth for reporting on team utilization and performance.



Leverage Rescue SSO capabilities so technicians don't have to login or store Rescue credentials within ServiceNow.

Not only does Rescue's integration with ServiceNow provide significant value – it's also a breeze to stand up and use. Our ServiceNow connector easily links ServiceNow and LogMeIn Rescue, creating a seamless workflow from ticket generation to running a remote support session and back.



CREATE A LOGMEIN RESCUE PIN RIGHT WITHIN THE SERVICENOW INCIDENT.

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



Easily generate and send a LogMeIn Rescue PIN in the ServiceNow interface



Synchronize all chat dialogue from Rescue to ServiceNow



Synchronize session history from Rescue to ServiceNow



Streamline login experience through Rescue SSO