kloudspot

ServiceNow Integration

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Overview

ServiceNow is a ticketing tool that processes and catalogs customer service requests. If a user who has checked into the Kloudspot Hybrid workspace requires assistance, they can use this feature to submit a ticket.

Integrate ServiceNow

1. To integrate ServiceNow into the **'Kloudspot Hybrid Work'**, an Instance URI, Username, and Password are required.
2. To add it, navigate to the **Advanced Settings** page, then to **Configuration -> Hybrid Settings > Application Integrations** then scroll down and find the **Service Now**.
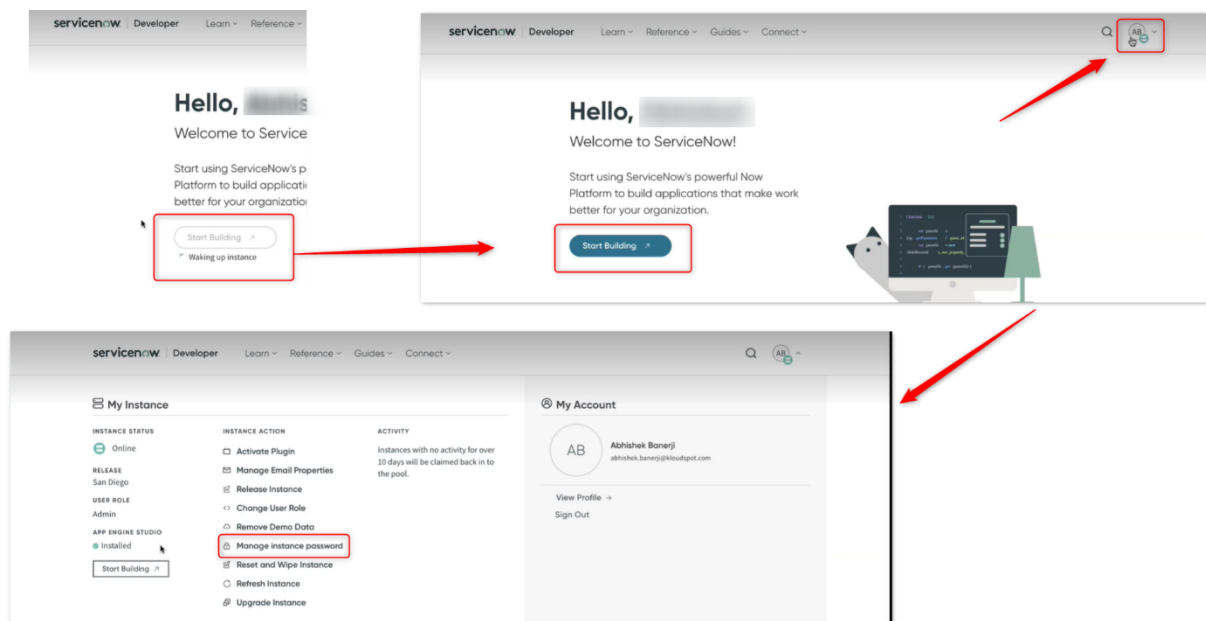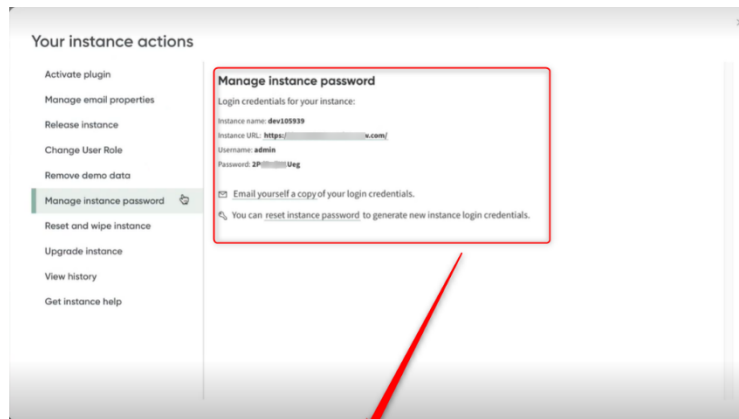

3. To obtain the credentials, follow the instructions.
4. Log in to the ServiceNow developer account with company credentials.
5. Wait till the instance details are waking up. Once it is active, navigate to **My Instance > Manage instance password.**

6. Then, from the window that appears, you will obtain the **instance URL, username, and password**. Copy it and paste it into the advanced settings.

7. Then click the **Save** button.
8. ServiceNow is integrated successfully.
9. ServiceNow cannot be activated just because it is integrated. Refer to the Configure Ticketing section to enable it.

Configure Ticketing

1. Navigate to **Advanced settings > Configuration > Integrations > Communications**. Then scroll down and find **Ticketing Settings.**
2. By default, Enable checkbox will be in the unchecked condition. Check the Enable checkbox and select the provider then click **Save**.
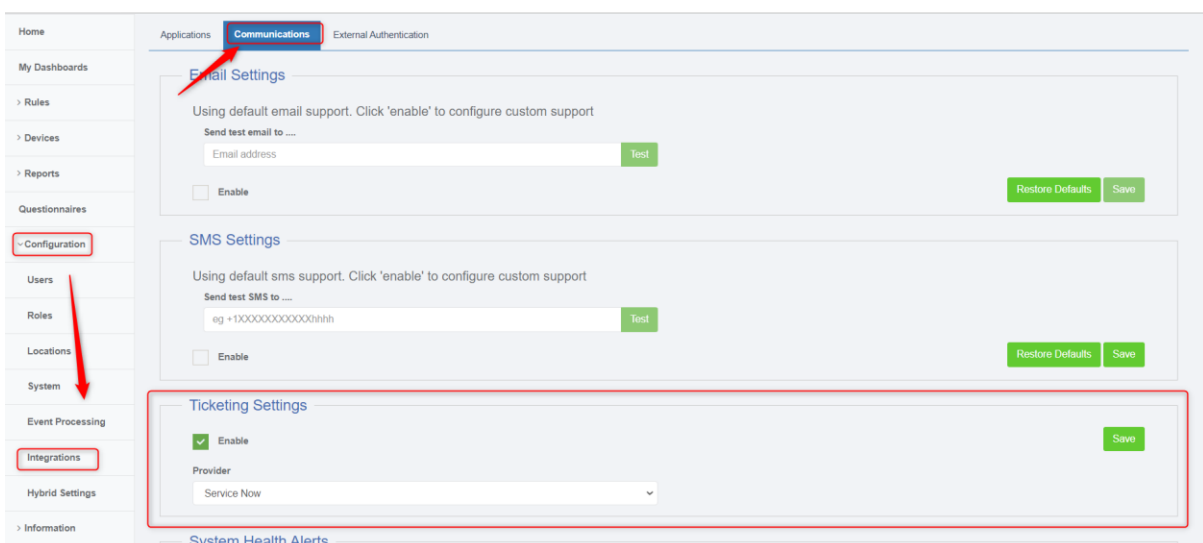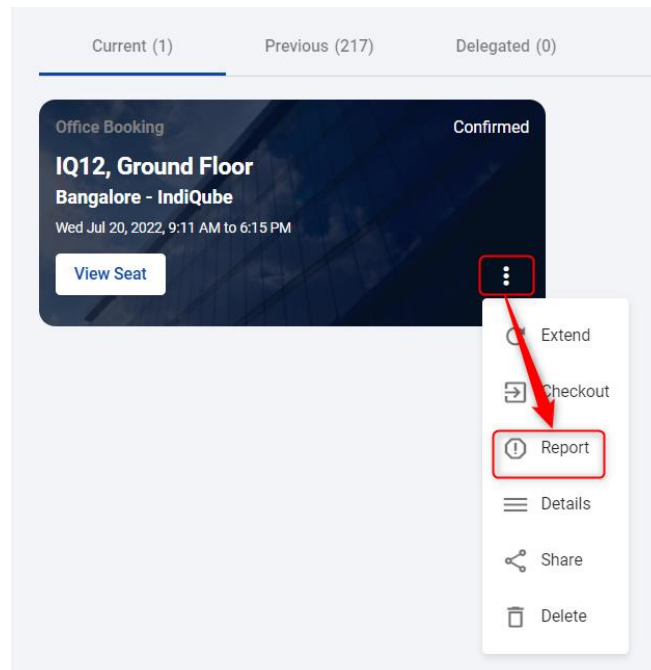

3. ServiceNow is activated now.

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Report an issue

1. You can report anything related to the checked-in seat.
2. For that, first you need to Check in a seat. Then navigate to **My booking > Current tab**.
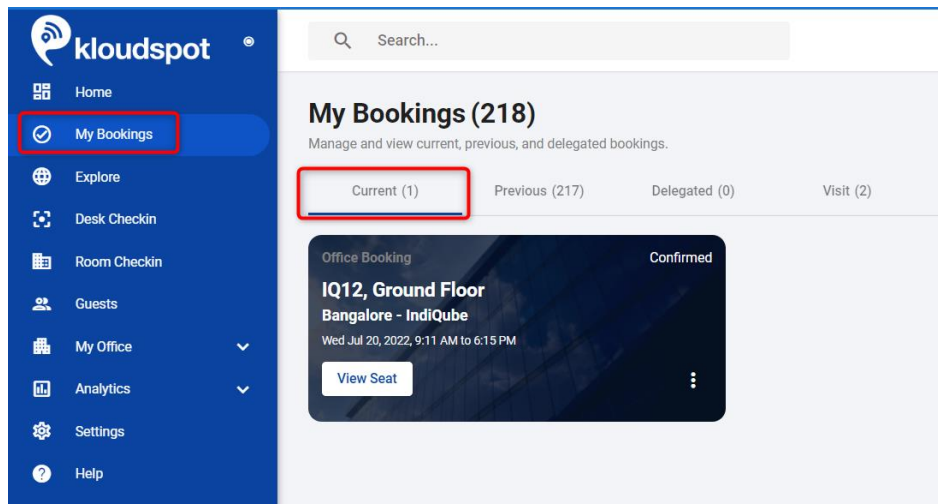
3. Click the **menu icon** on the booking card and then select the **Report** option. describe your problem in the description column and click the **Submit Issue** button.

Report An Issue

Title
Issue with infospot Satellite Offices > Bangalore - IndiQube > Ground Floor > IQ12

Description
Monitor is not working

Cancel   **Submit Issue**

4. Submitted issues can be viewed in the incident window of ServiceNow.
5. Depending on the nature of the issues, the supporting team will resolve them as soon as possible.