

# MORE INCENTIVE FOR YOUR SERVICENOW THROUGH SMARTER SELF-SERVICE

Smart Link is the self-service software that establishes a smart connection between IT end users and IT support. Smart Link is always the first point of contact for IT end users – regardless of whether error messages, IT-related questions or service requests are involved. Furthermore, all of this is possible across all channels of communication; on every desktop PC, notebook, tablet and smartphone.



**20 %**  
fewer tickets in IT support



**90 %**  
faster resolution time



**100 %**  
customer satisfaction

## SEAMLESS INTEGRATION

Due to its high-performance programming interface (API) and standard connectors, Smart Link is very easy to integrate into your ServiceNow and other external systems.

### TOP 6 REASONS TO USE SMART LINK

- 1** Completes your ServiceNow through smart self-service on all channels
- 2** Offers intuitive usability and demonstrably ensures high user acceptance
- 3** Avoids unnecessary tickets via alerting and provides information only to users concerned
- 4** Provides all information via one interface; no need to specify queries
- 5** Adds a chat feature to your communication options
- 6** Automatically analyzes diagnostic information and thus enables faster troubleshooting