ServiceNow-Microsoft Dynamics 365 Incident Management Process Template



Jitterbit

Business Problems Solved:

- Automate new account creation in ServiceNow
  - A new account with a type of customer is created in Microsoft Dynamics 365
  - An existing account is updated to a customer
- Automatically update an account in ServiceNow when it is updated in Microsoft Dynamics 365
- Automatically create a new contact in ServiceNow with the appropriate account when,
  - A new Microsoft Dynamics 365 contact is added to an account that has a type of customer
  - An existing account is updated to be a customer
- Automatically update a contact in servicenow when it is updated in Microsoft Dynamics 365 and is already existing and is integrated
- Automated deactivation of a contact when its status is made inactive in Microsoft Dynamics 365
- Automated case creation in Microsoft Dynamics 365 with corresponding contact when an incident is created in ServiceNow
- Automatically update a case in MIcrosoft Dynamics 365 when the corresponding incident is updated in ServiceNow

Business Outcomes:

- Greater visibility into customer issues and priorities with more efficient tracking
- Streamlined and automated processes
- Increased customer satisfaction and enhanced customer experience
- Reduced issue resolution time, increased efficiency, and productivity

Pre-Packaged Template Value to Customers:

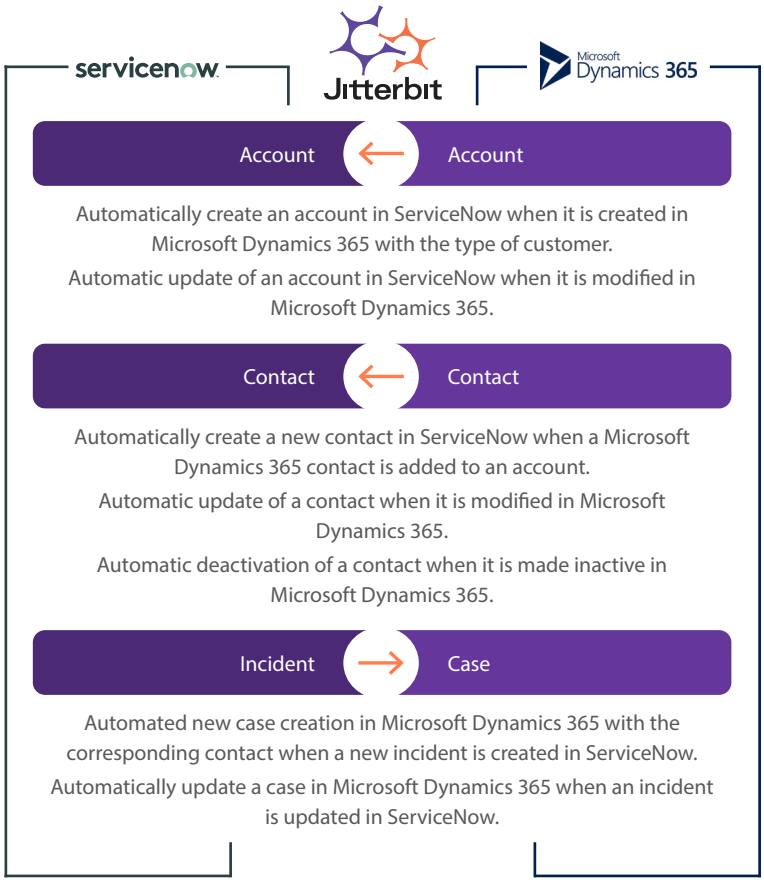
- Packaged solution speeds up customer issue resolution
- Automatic creation and updating of account, contact and incident information saves time and boosts the productivity of customer service teams
- Connect and synchronize data and processes quickly and easily between systems
- Improve cross-team collaboration and streamline communication
- Easily customize on top of pre-packaged templates
- Pre-built integrations accelerate your time to deploy by 50-80%

Introduction

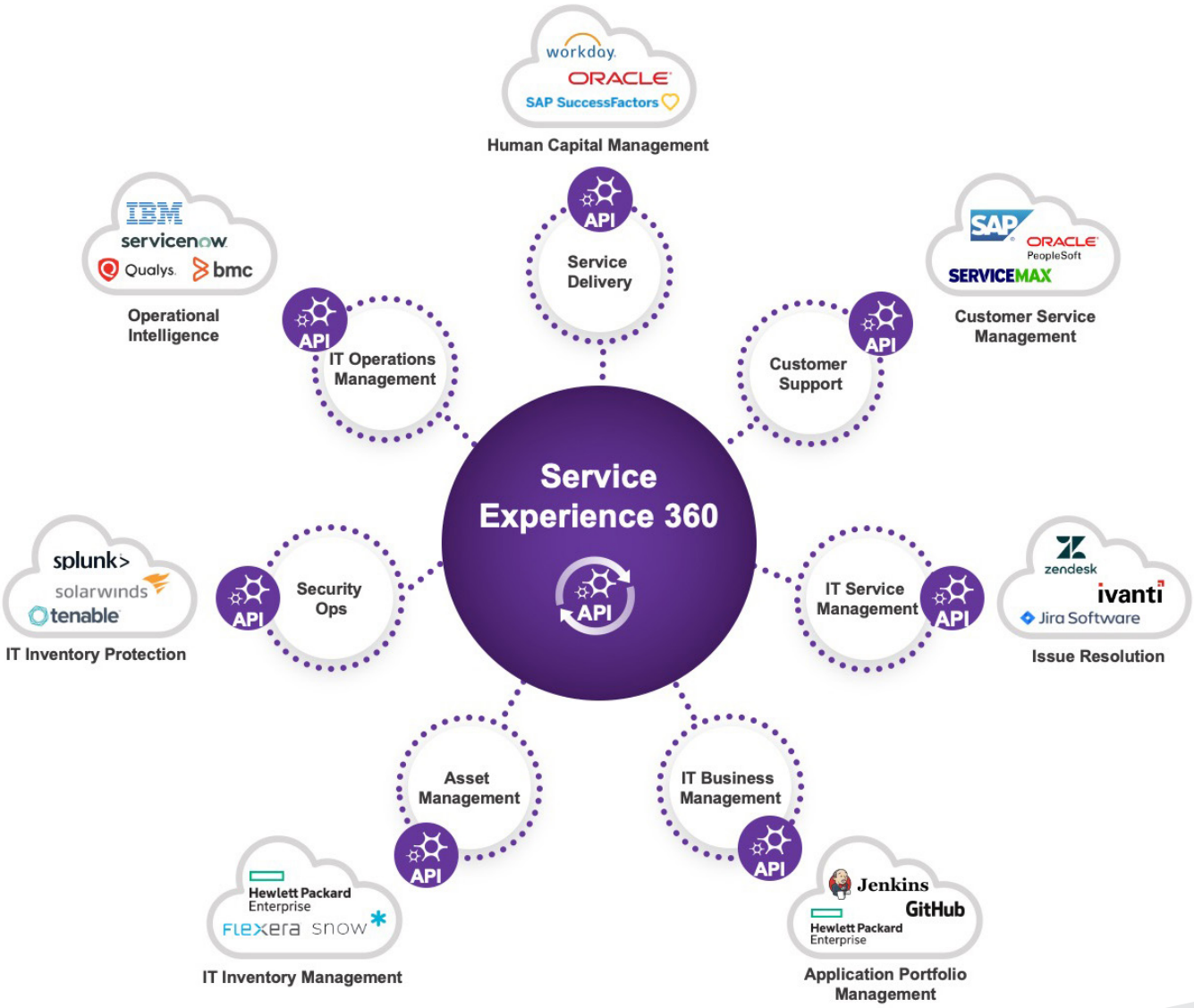
When it comes to servicing the needs of both customers and employees, time is of the essence. Customers expect fast resolutions to their issues, or they walk away and find somewhere else to spend their money. Likewise, if a new or veteran employee has an issue that needs to be addressed by service teams, they expect that issue to be resolved with lightning speed to preserve productivity and morale. The Services teams must work together to fulfill these needs in an accurate and accelerated manner. Unfortunately, the teams have their own unique tools they use to operate with, which makes it difficult for them to be in unison. The use of multiple tools may lead to time delays, manual errors, quality issues, and unsatisfactory customer experiences.

Jitterbit's ServiceNow-Microsoft Dynamics 365 Incident Management Process Template streamlines and automates processes while improving the collaboration between teams for highly effective employee and customer management. The template automates the creation and updating of an account, contact, and type in ServiceNow when they are created or updated in Microsoft Dynamics 365. It also automates the creation and updating of cases in Microsoft Dynamics 365 associated with the corresponding contact when a new incident is created in ServiceNow.

The template is a pre-packaged solution for integrating ServiceNow with Microsoft Dynamics 365, enabling the customer-facing teams to be quick, efficient, and productive. The template automates processes and operations that reduce time in resolving customer issues and invest it in more meaningful tasks that help to provide improved customer experiences.



The *API Lifecycle* of Service



The number of applications used by corporations to manage and improve the customer and employee experience is growing exponentially. Unfortunately, managing them has become a resource-intensive balancing act involving the coordination of multiple sets of employee and service data located in many different applications. To stay competitive, Jitterbit Harmony connects data, people and devices together to streamline service management business processes and enable a seamless Service API360 experience.

Jitterbit



About Jitterbit

Jitterbit, the API transformation company, makes it quicker and easier for businesses to exploit data from any source, empowering them to rapidly innovate and make faster, more effective decisions. The Jitterbit API integration platform enables companies to quickly connect SaaS, on-premises, and cloud applications and instantly infuse intelligence into any business process.

To learn more, visit jitterbit.com or call 1-877-852-3500. You can also follow us on Twitter or read our blog.

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