● activu® Link for ServiceNow

Link connects to *ServiceNow* and automates the display of incidents by relevance and importance, as they happen.

Configured specifically to a customer's operational environment, Activu **Link for *ServiceNow*** filters the most important live incident data, and seamlessly displays the correlated incident content wherever it's needed.

Activusers configure **Link** to identify *ServiceNow* incidents by category, severity, type, orig- inator, age, content, or other factors. Related incident con- tent—like dashboards, websites, streaming content, and more— are specified by the Activuser

and managed within vis|ability as **Sources**. Alternately, **Source** content captured in a database, spreadsheet, comma-delimited file, or part of a custom incident table element can be provided to Activu as a lookup table, for access by our integration team.

Management for the display of incidents and their related **Source** content—such as where they should appear, at what size, labeling, borders, and more—are defined within the **Link** configu- ration tool.

As a result, **Link** automatically makes the selected *ServiceNow* incidents more visible through- out an organization by directing the defined content to shared **Displays**, virtual displays in vis|ability called **Spaces**, and directly to users on **Desktop** and **Mobile** devices.

Define How & Where to
Display Alerts & Content
Placement, labeling, and more.

Define Important Incidents

Define Associated Sources

A Display, a Space

Position, Color, etc.

People, Groups

Based on tickets delivered
directly from ServiceNow

Decide what's relevant to
each group of incident types.

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Events
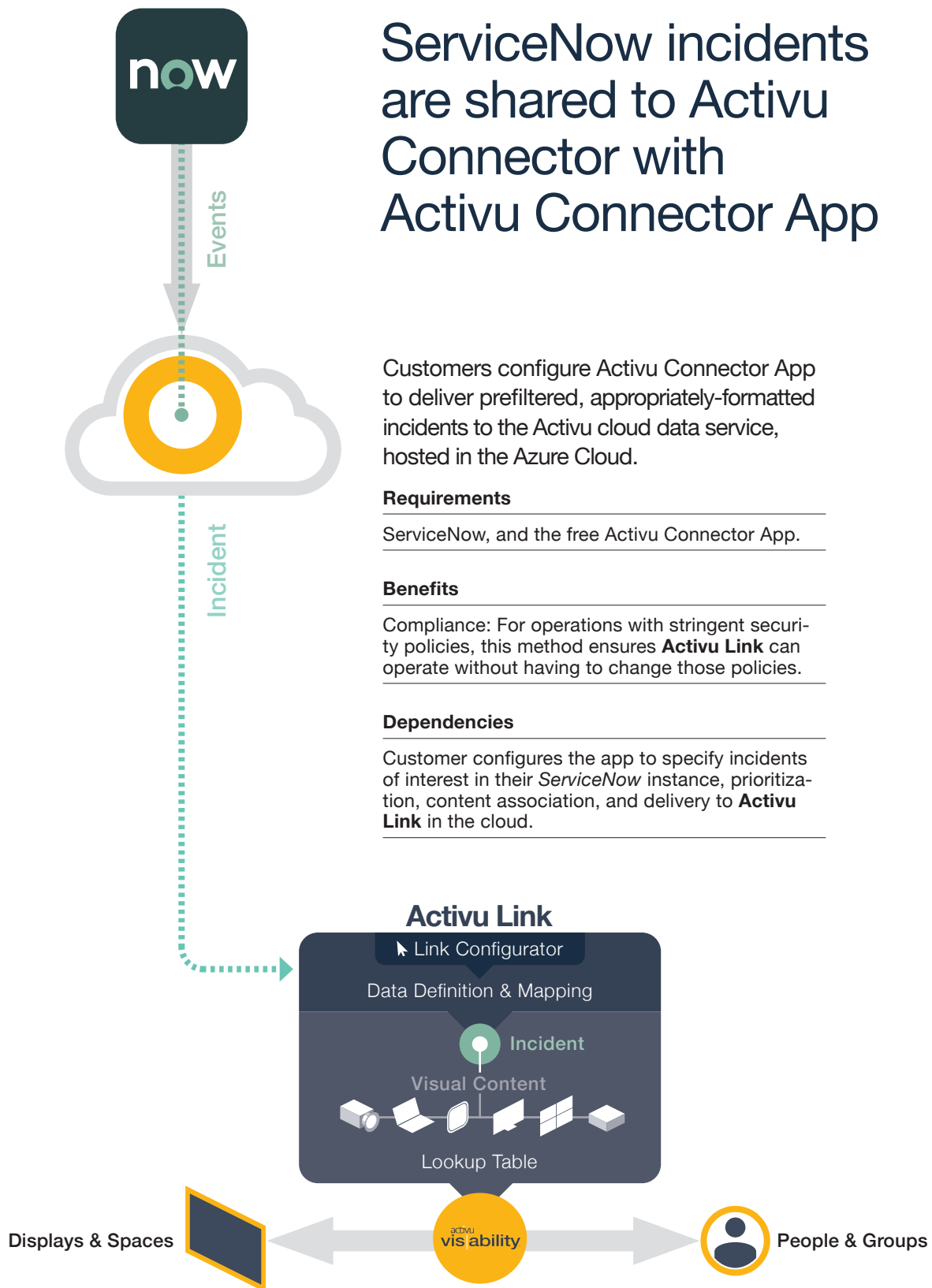
Incident

ServiceNow incidents are shared to Activu Connector with Activu Connector App

Customers configure Activu Connector App to deliver prefiltered, appropriately-formatted incidents to the Activu cloud data service, hosted in the Azure Cloud.

Requirements

ServiceNow, and the free Activu Connector App.

Benefits

Compliance: For operations with stringent security policies, this method ensures **Activu Link** can operate without having to change those policies.

Dependencies

Customer configures the app to specify incidents of interest in their *ServiceNow* instance, prioritization, content association, and delivery to **Activu Link** in the cloud.

Activu Link

▸ Link Configurator

Data Definition & Mapping

● Incident

Visual Content

Lookup Table

Displays & Spaces ◄—— activu **vis** ability ——► People & Groups

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