

ServiceNow Connector

Manage Support Service Operations Seamlessly within Microsoft Teams using Copilot Agents

Users often spend significant time switching between ServiceNow and collaboration tools, portals to manage look for information, incidents, approvals, and talk to an agent. This leads to productivity decrease, fragmented visibility into ticket status, and lower efficiency. Employees needed a solution that brings ServiceNow capabilities directly into their everyday communication platforms, reducing context switching and streamlining operations.

ServiceNow Connector

Developed under the Microsoft Copilot Studio Accelerator program by Acuvate, the connector integrates ServiceNow with Copilot Studio Agents, enabling users to perform all key support operations without leaving their collaboration environment.

This integration improves operational efficiency, response times, and overall support service management productivity.

Key Capabilities

Capability	Description
Incident Creation & Updates	Create or modify incidents from Teams chat or channel.
Real-Time Notifications	Stay updated on ticket status, approvals, and SLA breaches instantly.
Ticket Summary View	Access ticket details, assignee info, and workflow from Teams.
Knowledge Search	Fetch relevant articles from ServiceNow KB using Copilot Agents.
Live Agent Handoff	Escalate seamlessly to a support agent within the same interface.
Real-Time Translation	Enable multilingual support and reduce skilled agent dependency.

Business Impact

- Increase User efficiency by reducing the need to switch between platforms.
- Improve response times with instant notifications and real-time visibility into ticket status.
- Empower users to manage incidents and requests directly from their collaboration tools.
- Enhance productivity of users across by fetching the responses for user queries.

Smarter, faster, and more connected support operations — powered by Copilot Agents and ServiceNow integration within Microsoft Teams.