Netop Remote Control: ServiceNow Integration Guide (EN)

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The ServiceNow integration enables technicians to remote control machines with the click of a button from within the open incidents, increasing the incidents first-time resolution. In order for technicians to use the integration, the administrators need to: Make sure that the ITSM has the Incidents plugin installed. Get the Netop Remote Control app from the ServiceNow store, from [here](). Install the app. Configure incidents. For detailed information on how to install and configure the integration, see the guide below.

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