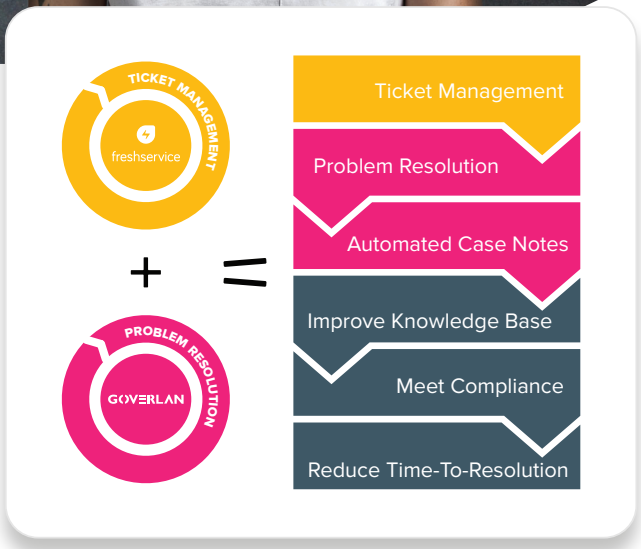
GOVERLAN

an EasyVista Company

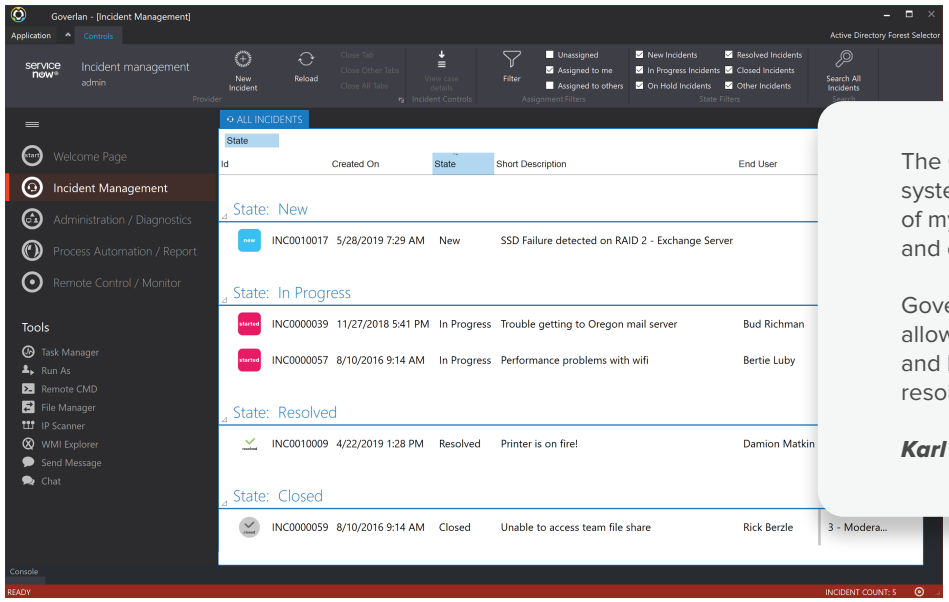
Freshservice® Integration with Remote Support



You're already using a leading ITIL Incident Management tool - Freshservice

Now vastly improve your ITSM workflow by coupling Freshservice with Goverlan Reach.

Goverlan's zero-hassle integration with Freshservice, plus powerful remote support features and automated case notes will boost your team's efficiency, time-to-resolution and compliance requirements.



The Goverlan integration with my ticketing system has vastly increased the effectiveness of my technicians who can now create, resolve and close tickets – all within one system.

Goverlan's automatic case notes generation allows us to meet compliance requirements and build a more accurate knowledge base of resolutions.

Karl Richmond - IT Director

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Freshservice® Integration
with Remote Support

Key Features & Capabilities

The Cool Stuff

Zero-Hassle Integration, No Complex Setup!

The Goverlan remote support integration with Freshservice® can be configured in less than a minute and doesn't require any complex setup.

- No Freshservice extension plug-in
- No Freshservice data schema change
- No Freshservice permission or access configuration

Easier compliance approval and faster integration!

Collaborate on Incident Resolution

Two or more technicians can work on the resolution of an incident simultaneously, promoting team collaboration.

Support Any System, Anywhere

Goverlan Reach allows you to remotely assist and manage all of your users and systems, whether they are within your organization, or anywhere over the web, even behind firewalls.

Support your users, on-demand or unattended - anytime, anywhere.

Streamline Ticket Management, Problem Resolution and Compliance

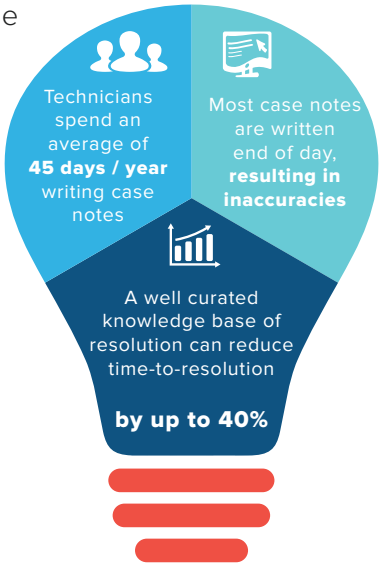
The integration between the two platforms provides a unique solution that expedites ticket resolution and streamlines the entire ITSM incident management process.

Benefit from a smooth workflow from ticket creation, incident resolution, to ticket management with automatic case notes generation.

Automated Case Notes

As technicians resolve incidents via Goverlan's powerful remote support toolset, a history of all actions, including full transcripts of chat sessions, is automatically generated and injected into the incident.

Remove Tedious Manual Work - Requiring your technicians to manually enter resolution information into their tickets is prone to omissions, inaccuracies, and low content quality. Improve productivity and efficiency by removing this tedious and manual task and let Goverlan auto-generate accurate and actionable resolution information.



INCIDENT MANAGEMENT
AMAZING FACTS!

Auto-Generate a Knowledge Base of Resolution Steps - Build a searchable knowledge base of resolution information using Goverlan's auto-generated case notes.

Improve Security and Compliance – Meet compliance requirements by enforcing the auditing of technicians' actions.

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Freshworks® Integration
with Remote Support

Goverlan is Much More than just a Remote Desktop Access Tool!

Goverlan Remote Support's integration with Freshworks offers **so much more** than just providing remote desktop access to your clients.

Goverlan includes a very powerful set of remote assistance and management abilities such as customizable workflow automations, software & patch deployment, running task management, performance tuning, power management and a lot more.

MORE INFO

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