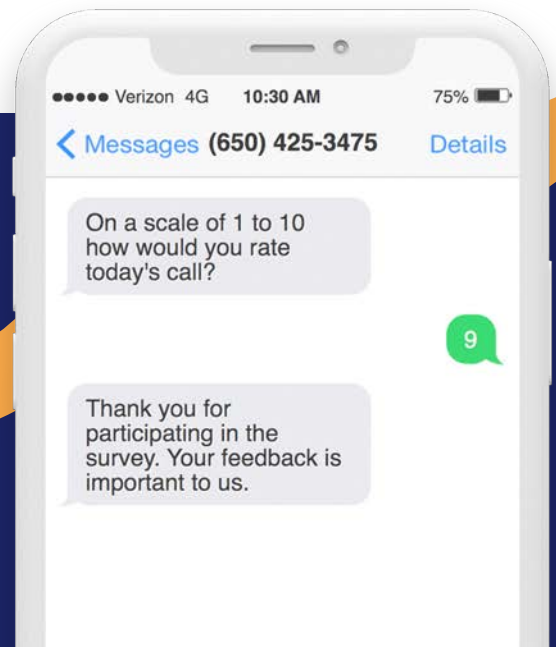




Engage Customers Anywhere, Anytime: SMS for CRM and Service Management in ServiceNow®



Drive a more connected customer experience with integrated SMS for instant notifications, automated alerts, and one-click outreach from ServiceNow. It's one more way 3CLogic makes it easy to engage.

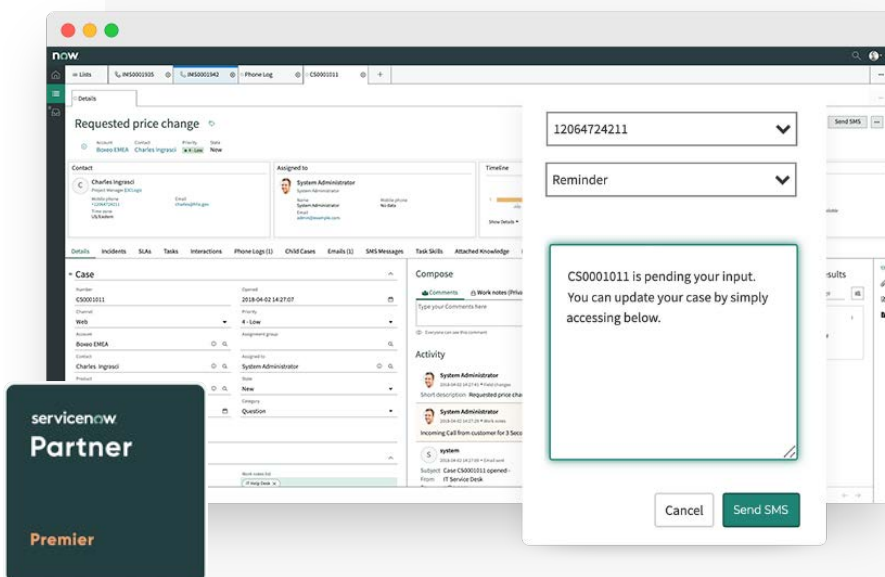
Leverage End-to-End SMS Capabilities in ServiceNow

> Click-to-SMS & SMS Templates

Create SMS messages directly from ServiceNow. Build templates with pre-packaged messages that pull in information from the ticket.

> Ticket Creation

Generate records in ServiceNow through SMS for any type of ticket (Incident, Case, HR Case, etc.). The short description and contact fields will pre-fill based on the phone number and message.



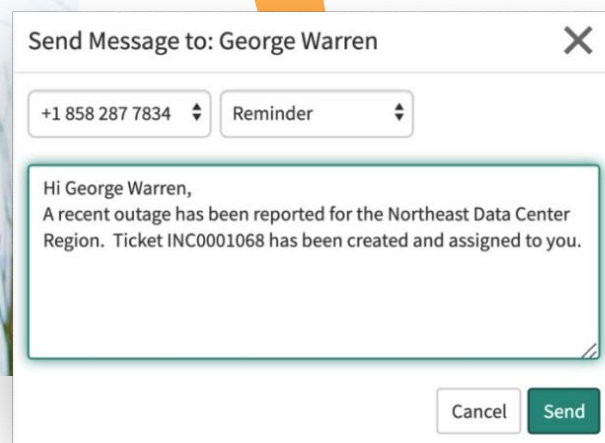
> **Post Call SMS Survey**

Send an SMS survey question after a call to quickly rate the experience. Users can also send a link to a more detailed survey within ServiceNow's web portal.



> **Two-Way SMS**

Create an asynchronous back-and-forth experience with two-way SMS and ServiceNow notifications. Simply respond with a ticket number in the message and it will be appended to that ticket's work notes.



> **Two-Factor Authentication**

Increase security for sensitive self-service use cases such as password resets or financial data protection. The IVR can generate a random verification code as a text message to the caller's phone.

> **Automated ServiceNow Notifications**

Set up SMS notifications based on triggers in ServiceNow. This can include updates to the work notes of a ticket, a ticket state changing to resolved, a laptop request being fulfilled, and much more—with no live agent involvement.

About 3CLogic

3CLogic integrates natively with the ServiceNow platform to complement existing digital channels, like email and chat, in order to create an omnichannel experience with voice and SMS text capabilities.