Connecting ServiceNow

Connecting ServiceNow with QualityClouds · https://community-staging.qualityclouds.com/qcdocs/qc/connecting-servicenow-qualityclouds/connecting-servicenow/

Depending on your needs, and on your available Quality Clouds instances, you can configure one or more instances to be scanned by Quality Clouds. These instances can span development, integration and production environments, but they do need to be cloud-based instances. If you are running an on-premise instances contact your Quality Clouds sales representative to discuss possible options.

→ To connect ServiceNow

1. Configure ServiceNow Instances - configure your ServiceNow instance - you are always in control of which data can be scanned by Quality Clouds
2. Defining ServiceNow Instances- define which instances to scan in the Quality Clouds admin portal, and the authentication method and credentials to enable the connection
3. Testing Instance Connectivity - perform a test to check whether Quality Clouds has access to all required tables to perform an instance scan

ServiceNow apps

Optionally, you can also install and configure the following Quality Clouds apps:

Quality Clouds ServiceNow Store application

Quality Clouds for ServiceNow allows you to govern and monitor quality of your ServiceNow instances with the data generated by Quality Clouds' analysis engine.

Field Analysis for ServiceNow

Analyze the custom database table fields and get visibility as to which fields are populated and which are not. This analysis helps identify custom fields which are underused, and custom fields which have not been updated in a long time based on configurable thresholds.

Note: Quality Clouds is compatible with ServiceNow versions starting from **Fuji** onwards.