

Bugzilla Integration with ServiceNow

The integration of Bugzilla with ServiceNow gives real-time visibility to the customer support teams into the status of bugs/defects. With this kind of visibility, the coordination between the customer support teams and customers become easier and the customer support teams can give real-time and accurate status to the customers always.



Integration overview

In an Application Lifecycle Management (ALM) ecosystem, the choice of systems and the collaboration between the cross-functional teams play a great role in delivering quality solutions. While the choice of systems impacts the productivity of a team, the cross-functional collaboration enhances seamless communication between teams to take better decisions, faster.

By integrating Bugzilla with ServiceNow, enterprises can diminish collaboration barriers that otherwise lead to customer disappointment, delivery delays, and financial loss.

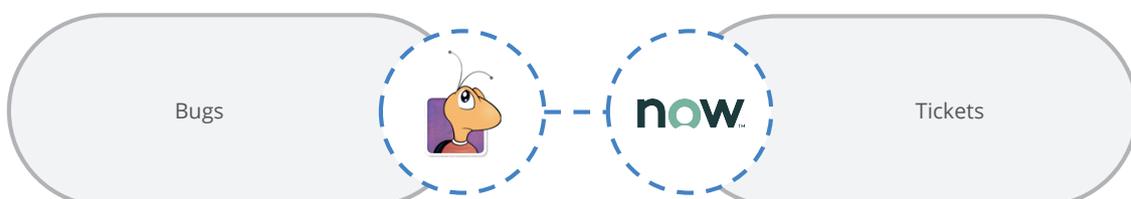
How OpsHub Integration Manager integrates Bugzilla and ServiceNow

OpsHub Integration Manager integrates Bugzilla and ServiceNow bi-directionally. It ensures that all historical and current data is available to each user, in that user's preferred system, with full context, in real-time. The customer support team, using ServiceNow, has access to the status of all bugs/defects/issues reported from customers in their own system.

How Bugzilla – ServiceNow integration is beneficial for an enterprise

- Real-time access to customer issues and priorities
- Communication on the work items from the native systems itself
- Real-time updates on the status of bugs reported by the customers

Commonly synchronized entities between Bugzilla and ServiceNow



Benefits of integration for Bugzilla and ServiceNow

Bugzilla users	ServiceNow users
Visibility into customer issues and priorities	Easy to categorize and transfer customer tickets to Bugzilla
No dependency on manual communication to update customer facing teams on status of bugs	No manual efforts needed to keep customers updated on real-time status of the reported bugs

Features of Opshub Integration Manager



Bi-directional sync with conflict resolution



Support for the largest number of entities



Database-class reliability and recovery



Support from 50+ systems and growing



History preservation and Process customization



Pre-requisites to run Opshub Integration Manager

Supported Operating Systems

Windows

- Windows Server 2008 R2 and above (64 bit)

Linux

- RHEL 5.2 + (64 bit), RHEL includes Cent OS and Fedora

Database:

- MySQL Server, MS SQL, Oracle, HSQLDB

Supported System Versions



- 4.4, 4.4.1, 4.4.2, 5.0 and above.
Ony Read supported for: 4.4.3 to 4.4.13

servicenow

- Till Fuji* Patch 5, Geneva Patch 7, Helsinki, Istanbul, Jakarta, Kingston, London, Madrid, New York, Orlando, Paris, Quebec, Rome

* Version Fuji requires Opshub Professional Services