



ServiceNow Updates

On **March 2**, we're upgrading key support processes to ServiceNow to provide a faster, clearer, and more consistent experience. Below is a quick overview of what's changing and what it means for you.

High-Level Takeaways

- Approval requests will now come through a ServiceNow email, not Benefitsolver → Discovery.
- Emails to your support inboxes will automatically create ServiceNow cases.
- Before cases close, you'll have the chance to Accept or Deny a proposed solution.
- Your full support team will have centralized visibility—no more CC'ing to ensure awareness.

Work Request Approvals Will Now Come From ServiceNow

What's changing?

- Work Request approval emails will now be sent directly from **ServiceNow**, not from **Benefitsolver** → **Discovery**.
- Each approval email will include **Approve** and **Reject** options.
- Clicking either option automatically opens a new draft email—just hit **Send** to complete your action.

What's the impact?

- A simpler, more efficient approval process.
- No need to log in to multiple systems.
- Faster decision-making with fewer steps.

Work Order Approval Required

Please review the attached work order and confirm approval by clicking the link below. Please note we will not begin work on this project until the work order has been approved..

Approving: Work Order: WOR0001001

[Click here to approve WOR0001001](#)

[Click here to reject WOR0001001](#)

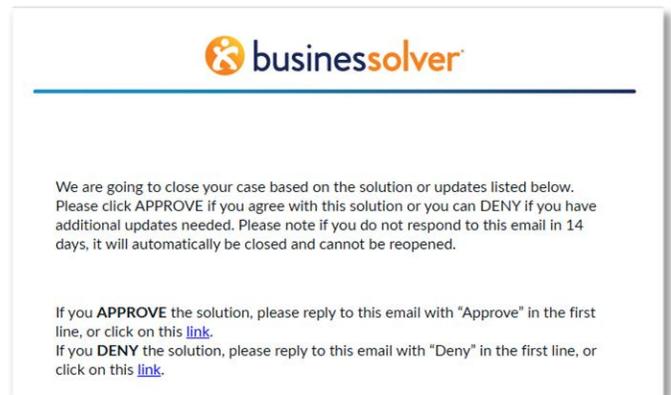


Support Emails Will Automatically Create ServiceNow Cases

What's changing?

Any message sent to your designated support inboxes (e.g., **clientname@businessolver.com**, **clientnameEDI@businessolver.com**) will automatically create a **ServiceNow case**.

- Before closing a case—if the solution needs clarification—you'll receive an email with the option to **Accept** or **Deny** the proposed resolution. Clicking your choice opens a draft email that you simply send.
- Once a case is closed, it cannot be reopened. If additional assistance is needed, you'll be prompted to submit a new request.



What's the impact?

- Clear tracking for every request.
- A consistent case lifecycle and improved transparency.
- Confidence that issues are fully resolved before closure.

Enhanced Visibility for Your Client Service Leads

What's changing?

- Your Client Service Leads (CSLs) will have unified visibility into all communications sent to your support inboxes via ServiceNow.
- This means your CSLs can monitor request activity without needing to be CC'd on every email.

What's the impact?

- Stronger team coordination behind the scenes.
- Better alignment and faster response times.
- Fewer emails for you to manage.

Looking Ahead

- These updates improve consistency, reduce delays, and make your experience more intuitive.
- ServiceNow scales with you, supporting more sophisticated workflows as your needs grow.
- In early 2027, our new client portal will launch—giving you unified, self-service visibility into your requests, history, and support activity.

Have questions?

Please reach out to your client services team. We have been using this system internally and they've been trained to help make this a smooth transition.