

# 5.3 ServiceNow Integration

## Bright Pattern Documentation

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**Table of Contents**

Table of Contents	2
Purpose	3

# Purpose

Bright Pattern Contact Center omnichannel cloud call center software integrates with ServiceNow IT service management software to enable seamless customer conversations using voice, messaging, email, and video.

The Bright Pattern Contact Center *ServiceNow Integration Guide* provides instructions for setting up your Bright Pattern Contact Center to function in an integrated manner with your ServiceNow applications.