

ChatOps for ServiceNow

Bring ServiceNow to where your people work – Slack or Teams.

Accelerate throughput and simplify access to ServiceNow's data-rich capabilities with intelligent, task-driven workflows in chat. From incident response to request fulfillment, CI attestations to change execution – any task can be turned into an actionable moment with RapDev's ChatOps.

Trigger, update, and complete ServiceNow Tasks directly
from your chat interface



Orchestrate Action in Real Time

- Trigger ServiceNow workflows directly from Slack or Teams with full context
- Reduce noise and delays by surfacing only what matters, when it matters

Streamline Incident & Request Workflows

- Update work notes, reassign incidents, and fulfill requests – all in chat
- Keep resolution moving without switching tabs or chasing updates

Execute Change Tasks with Speed

- Handle pre- and post-implementation steps asynchronously in chat
- Eliminate handoff and approval bottlenecks with automated routing

Drive Accountability with Visibility

- Push critical tasks and alerts to the right owners instantly
- Give teams and leaders real-time clarity – without inbox overload



A global manufacturing leader improved their CMDB accuracy by 83% by automating the CMDB and using ChatOps to streamline validation and updates.

Bring speed, automation, and accountability to your chat-first workflows