

Tricentis Test Automation for ServiceNow

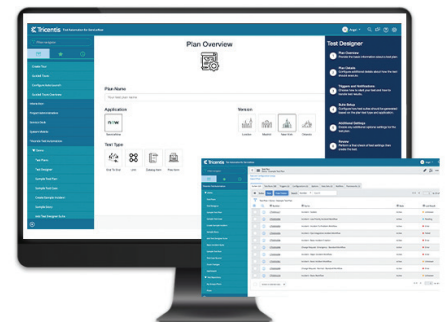
Business challenges

ServiceNow is a business-critical enterprise application platform and is the market leader in many IT categories (ITSM, CRM, VRM, ITRM and more). Not only is testing ServiceNow necessary, it's essential for quality deployments. With two platform releases every year and support of only the latest two versions, you need a solution that can keep up with the demands of testing. Every ServiceNow environment is different with a high degree of customizations. As changes and new business requirements are being added to the backlog, it's becoming necessary to be agile to keep up with releases and updates.

Solution overview

Tricentis Test Automation for ServiceNow is an essential component of the Tricentis continuous testing product portfolio. Our solution provides the ability to fully automate the testing of ServiceNow applications, workflows and customizations without limitations. We're built on ServiceNow, for ServiceNow and provide version-specific coverage for every release.

With over 450+ commands, easily test every aspect of ServiceNow, including customized applications and workflows to ensure you're delivering your digital workflows rapidly. Whether you're a business analyst, process owner or a developer, Tricentis Test Automation for ServiceNow has flexible automation features to enable users of all skill levels.



Use cases

Testing ServiceNow releases

- Easily select version-specific customizations and enhancements for every ServiceNow release
- Build automated tests with future-proof APIs that will work with every supported version

Testing business critical functions

- Test every aspect of ServiceNow with 450+ commands and an extendable API to create custom functions
- Generate test cases directly from ServiceNow records and configurations

Capturing and verifying business requirements

- For non-technical or technical users, create and expand on tests based on user actions with the point and click recorder
- Test on-demand with live playbacks of test cases with real-time results for faster debugging

Using DevOps workflows for continuous testing

- Easily integrates with common CI/CD pipelines with triggers, notifiers, webhooks and unattended execution
- Respond to change requests and new business requirements in your backlog more quickly.

Key features



A single repository of tests and data all in one central location on ServiceNow



Instant test plan layout and case creation based on your ServiceNow configuration



A variety of test result files, including screenshots and video for fast debugging



Separate server execution not tied to a browser with and real-time local playback



Track changes and link test case sources directly to source for easy maintenance

Customer testimonial

After one sprint using Tricentis Test Automation for ServiceNow, we were able to automate 38% of the test bed by creating 162 automated tests! And we now run the automated testing for the 162 tests, when before Tricentis, it took 7 days, and now the total time is 77 minutes of automation! This means more than 40x improvement from manual to automated testing!

Senior Manager,
Engineering/Operations, Fortune 50 company

Key benefits

Simplify your ServiceNow testing with our solution. Tricentis Test Automation helps you deliver ServiceNow digital workflows at speed and with confidence.

40x faster testing

Test every aspect of ServiceNow, including custom applications and workflows with over 450+ commands

Value from day 1

Developers, testers and business analysts can all collaborate with user specific features

DevOps ready

Easily integrate with CI/CD pipelines for continuous testing

Built on ServiceNow

A centralized dashboard provides visibility of the testing process from start to finish

Learn more

If you're interested in learning more about how Tricentis Test Automation for ServiceNow can help streamline your testing process, visit us at [tricentis.com/try-tta/](https://www.tricentis.com/try-tta/).

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