

Inbound email routing made easy!

Postmaster provides a simple, point-and-click interface for managing how ServiceNow handles and routes inbound email.

With Postmaster, you can say goodbye to complicated scripting and empower your administrators to quickly and easily adjust inbound email routing to accommodate your changing business needs.

Postmaster can analyze any portion of an incoming email to route it to the correct task type and group for action, enriching the task with content according to your configuration. You can even trigger Service Catalog orders via email, automating self-service & freeing your technicians for higher-value efforts.

Key Features:

- **Multiple** ordered Email Routing Rules can be configured to determine routing behavior
- Use **conditions** such as 'Recipient is' or 'Body contains' to **route intelligently**
- From inbound emails, **create records on any task-based table**
- Automatically apply a chosen **template** to any created record
- Configure where the 'subject' and 'body' of the email should be copied
- For Service Catalog order creation, **automatically apply a Catalog item** and generate the appropriate REQ>RITM hierarchy

Ongoing benefits include:

- Simplified inbound email maintenance.
- Intelligent routing to tasks to eliminate manual effort.
- Quick reaction to changing business email requirements.
- Decreased costly configuration & scripting errors.