1KOSMOS

1KOSMOS + servicenow® integration

Available on the ServiceNow App Store

Stop social engineering at the service desk.

Service desks are prime targets for phishing and social engineering. Attackers can easily impersonate users to reset credentials, hijack sessions, or request privileged changes. Meanwhile, legacy KBA/OTP checks can't keep up with modern threats and only add friction for your users.

The Solution: IDV meets ServiceNow

With this integration, 1Kosmos delivers high-assurance identity verification (IDV) that drops seamlessly into ServiceNow workflows.

After a one-time proofing, staff can initiate IDV in the context of any of the following workflows:

High-risk password reset

Require IDV before an agent resets workforce credentials.

Privileged change control

Step-up to verify a user before approving access or configuration changes.

HR & finance requests

Verify identity before SSN or tax updates or any payroll-related changes.

Onboarding & contractor access

Proof once, then grant paswordless access to mission-critical apps.

Verification can be started by an agent or enforced automatically as part of an incident.

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How it works

ServiceNow Admin

1. Build workflow requiring identity verification.

2. Add the 1Kosmos Verify connector.

3. Configure settings (Verification ID, Email/ SMS).

4. Test and activate the workflow.

ServiceNow Agent

1. Create an incident in ServiceNow.

2. Workflow prompts identity verification.

3. User receives an email/SMS verification link.

4. User submits ID document and selfie.

5. Agent is notified when verification completes.

6. Worknotes auto-update with user details.

7. Agent proceeds with reset or sensitive action.

Now available on the ServiceNow App store.

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