knowledge16

Experience the Service Revolution



New Way of Working on the Platform

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servicenow

Agenda

The State of Work Today

Introducing Connect

Live Demo

Key Takeaways

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The State of Work Today

We are Highly Overwhelmed

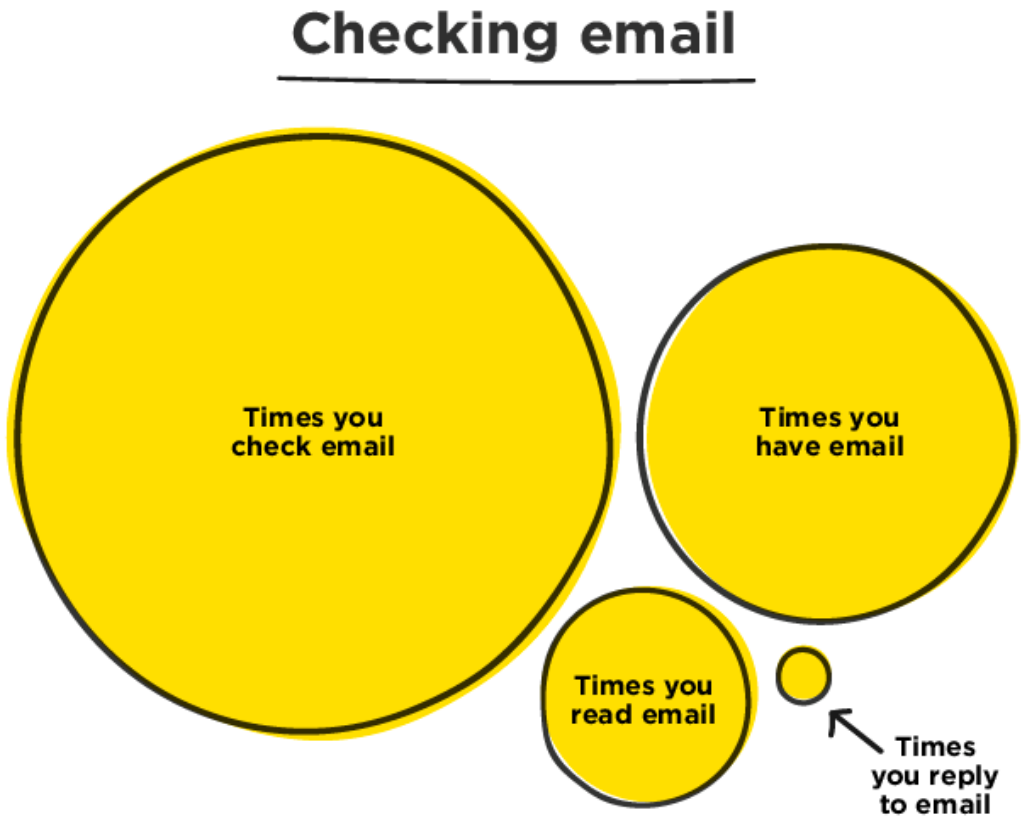
Disorganized More Than Ever Before

Constantly Distracted

And… We love the word “busy”

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So… What Are We “Busy” With at Work?

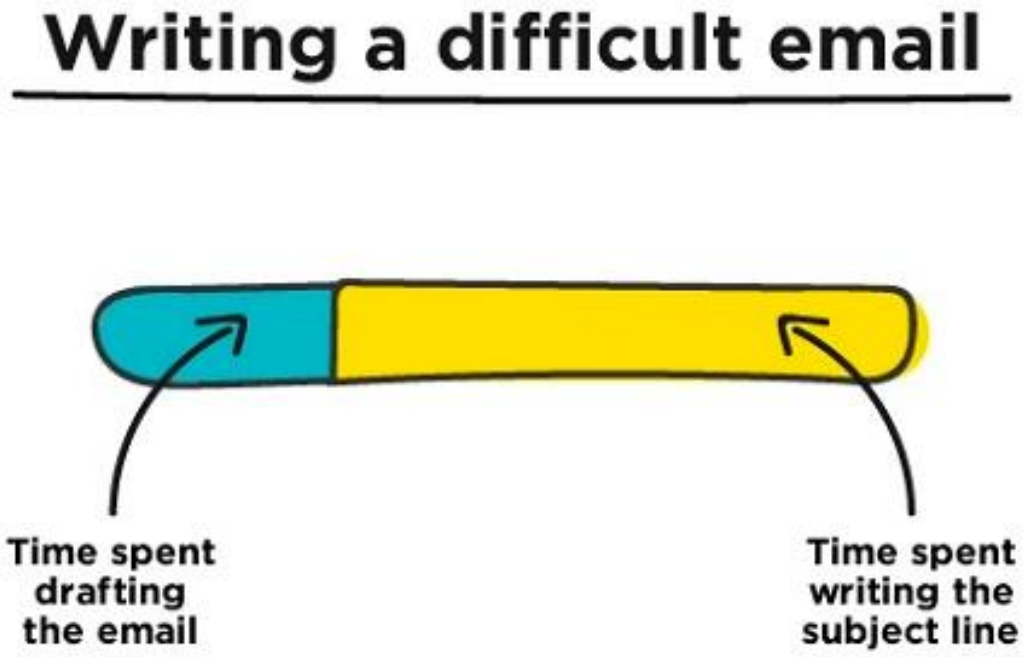


Oh, and don’t forget to refresh to ensure you don’t have any new emails!

Michelle Rial for BuzzFeed

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So… What Are We Busy With?

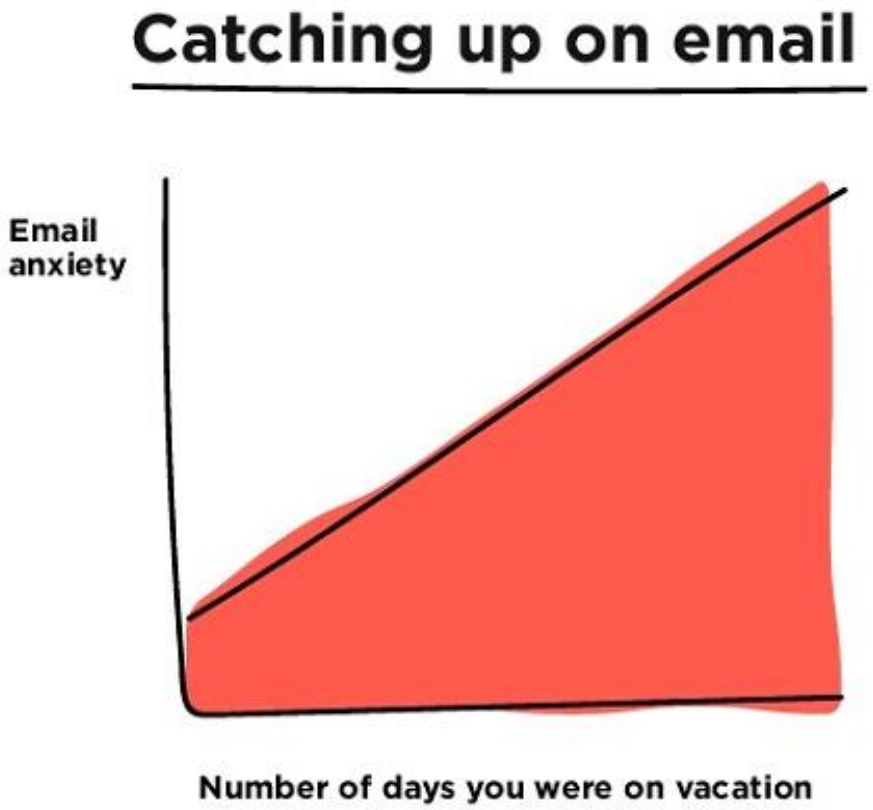


"Man… that's like writing a marketing email: good subject guarantees a high CTR"

Michelle Rial for BuzzFeed

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So… What Are We Busy With?

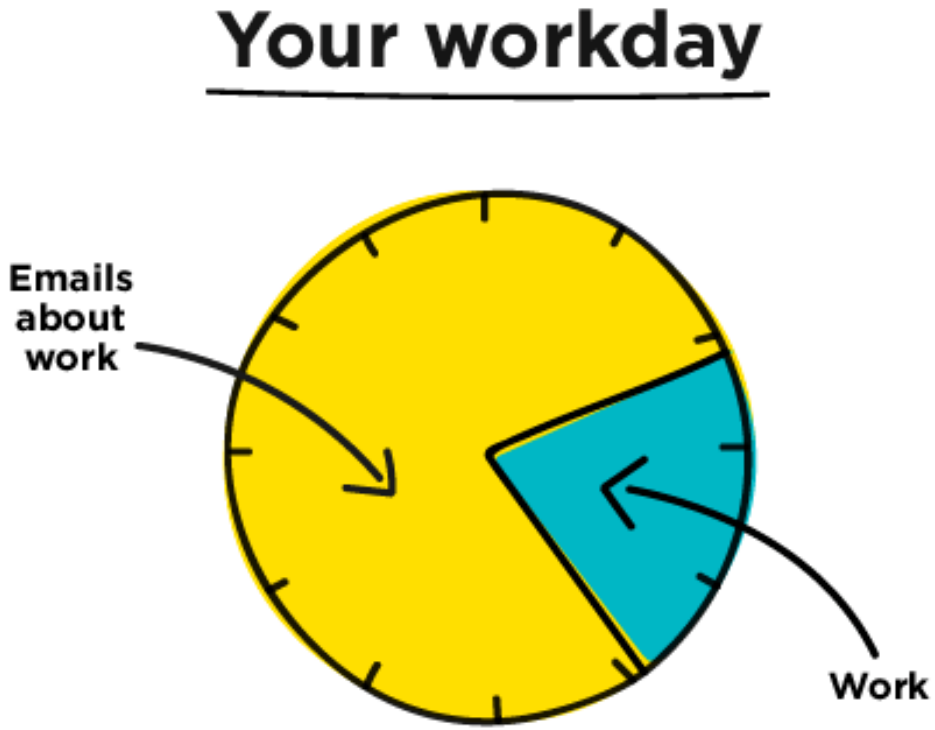


"Ahh, gotta love that vacation…"

Michelle Rial for BuzzFeed

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So… What Are We Busy With?



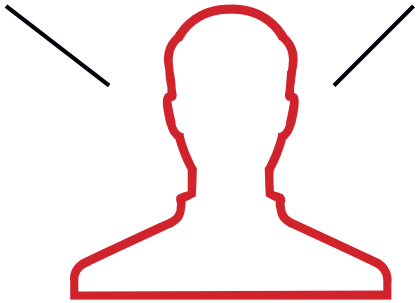
And at the end of the day…

Michelle Rial for BuzzFeed

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So… What Are We Busy With?

Texts, calls and email are probably not the best way to reach me.



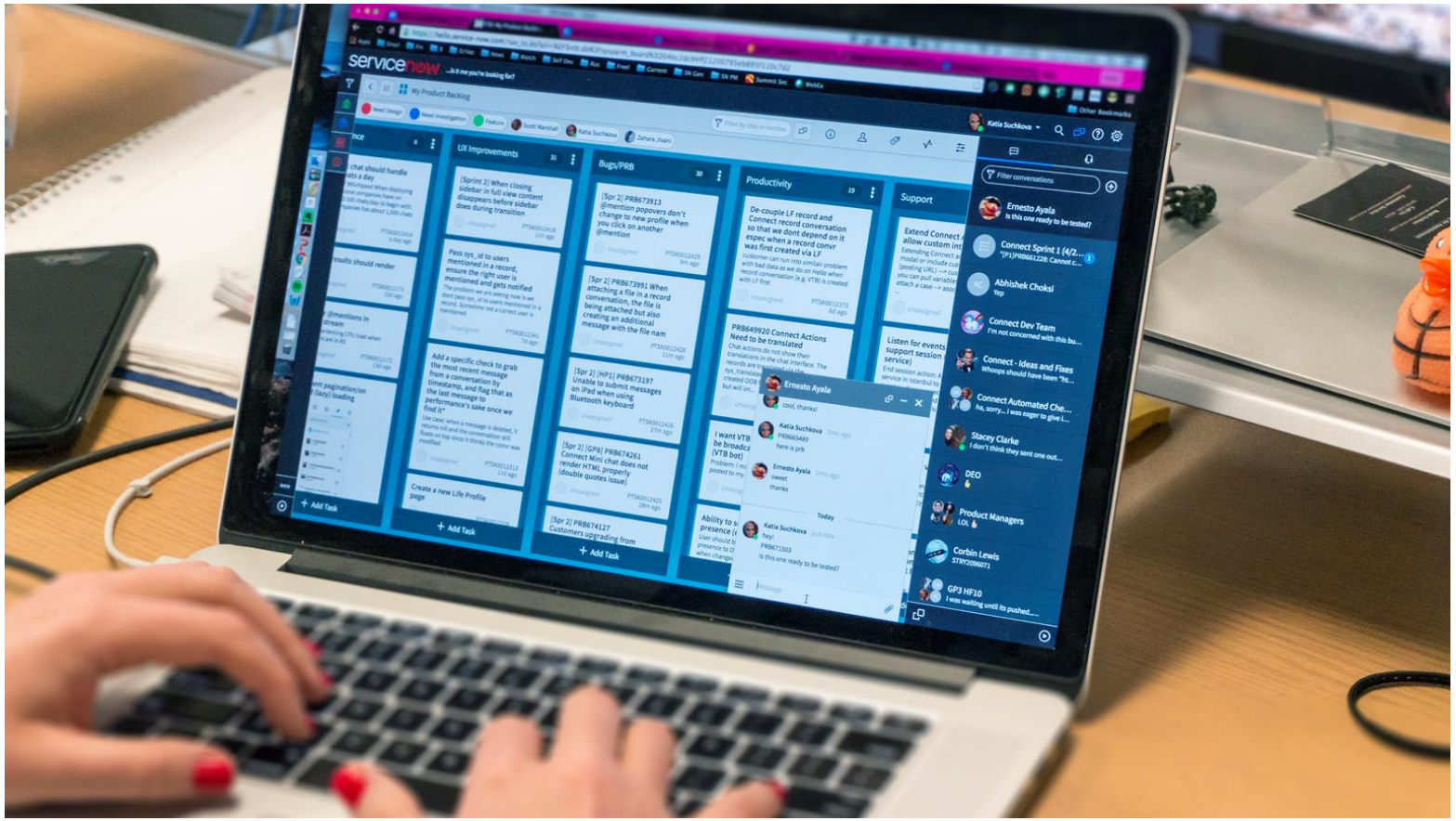
And at the end of the day…

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Introducing Connect, a new way of doing work on the platform

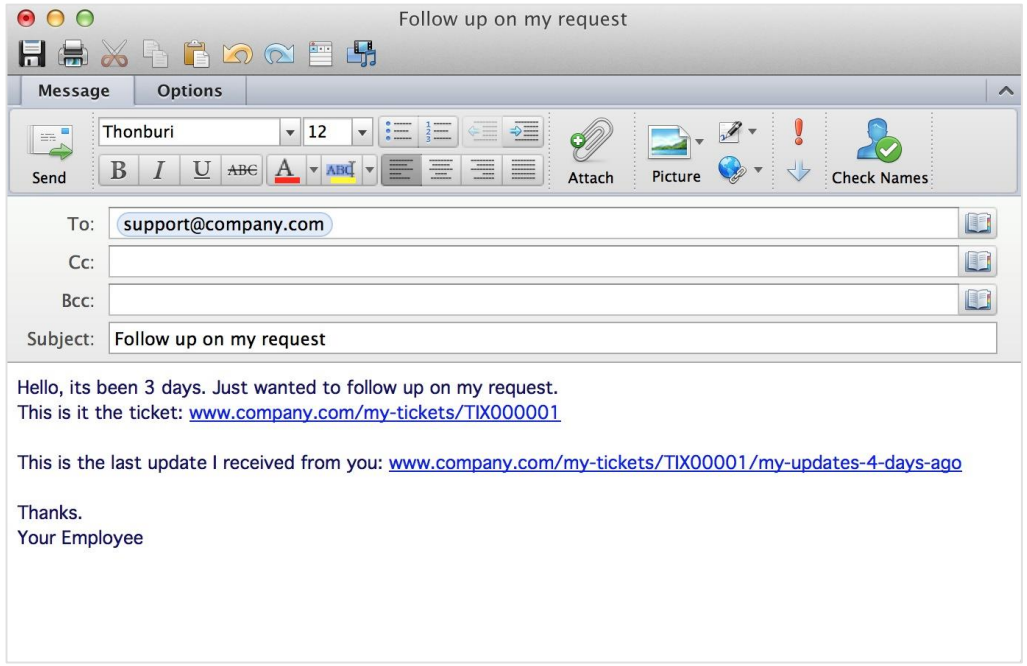
Mobile first, real-time interaction experience, from both your browser and the new mobile app

- Significantly reduce resolution times
- Bring down the amount of email exchanges
- Increase employee satisfaction and productivity



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Non-Reliable

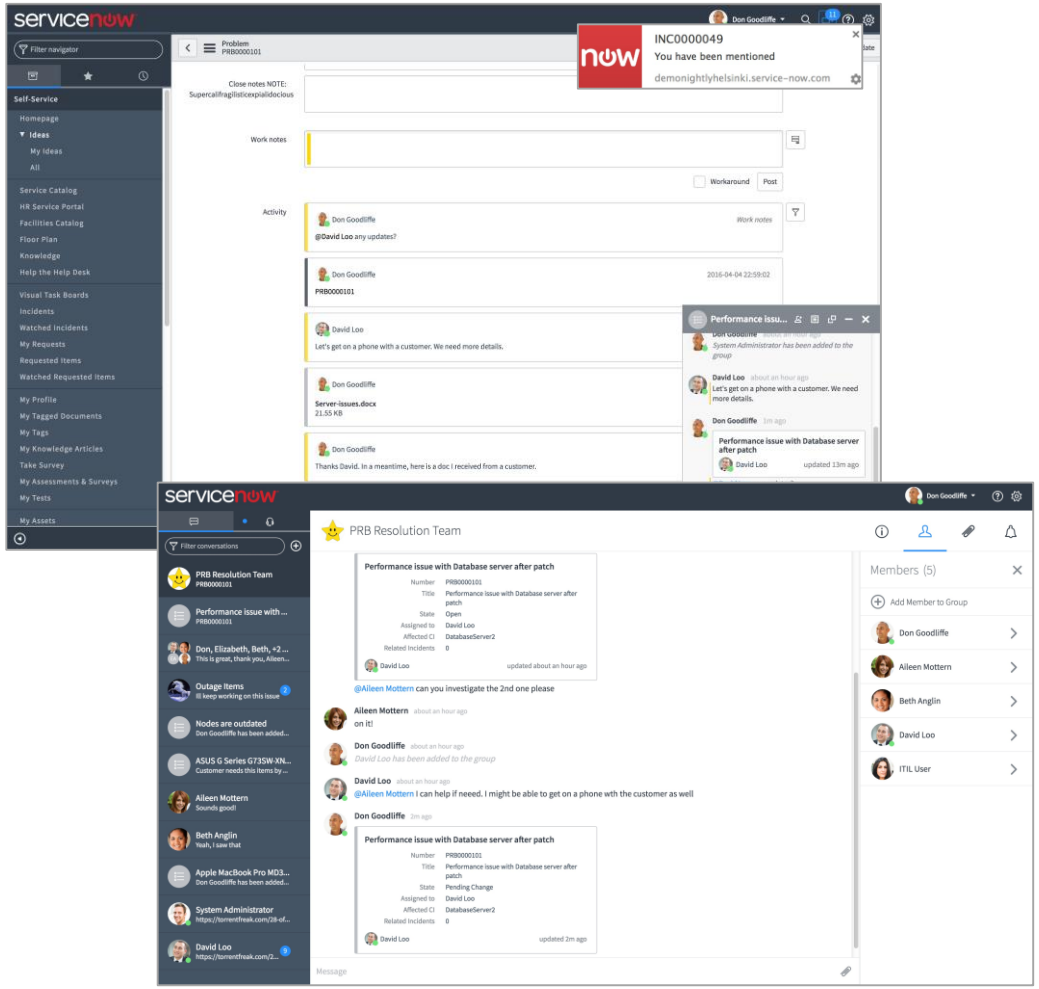


Hit “Send”, relax and wait to hear back…

Include links, they’ll click on them anyway

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Real-Time



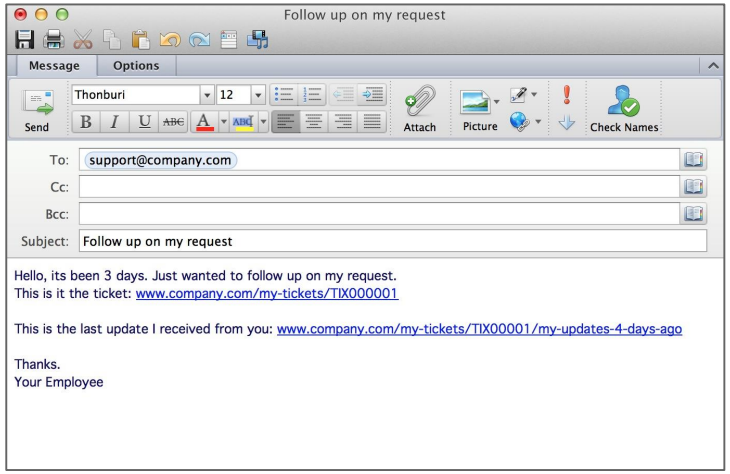
Real-time desktop notifications

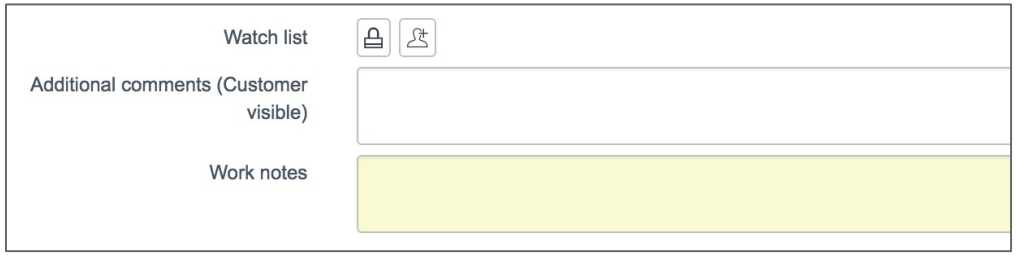
Contextual cards to preview links

@mentions to grab others' attention fast

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Guessing



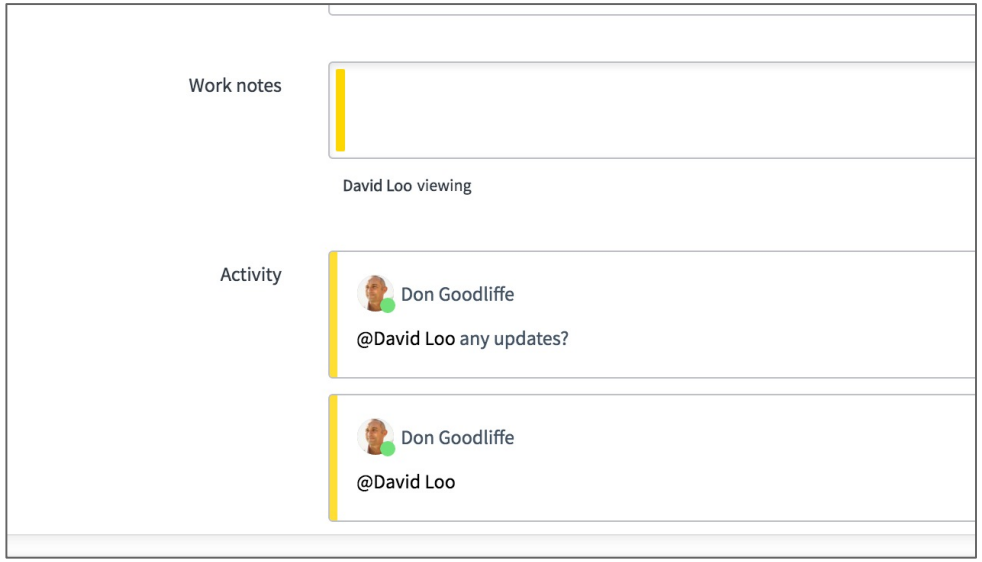


Did them receive my note?

Are they available? I should probably call…

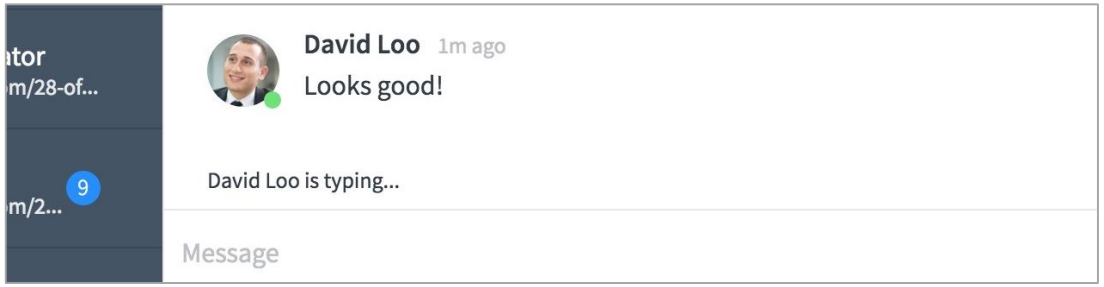
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Knowing



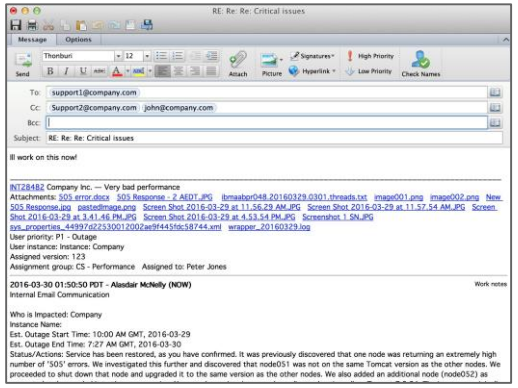
Know who is online and engaged

See what kind of activity they are doing



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Siloed







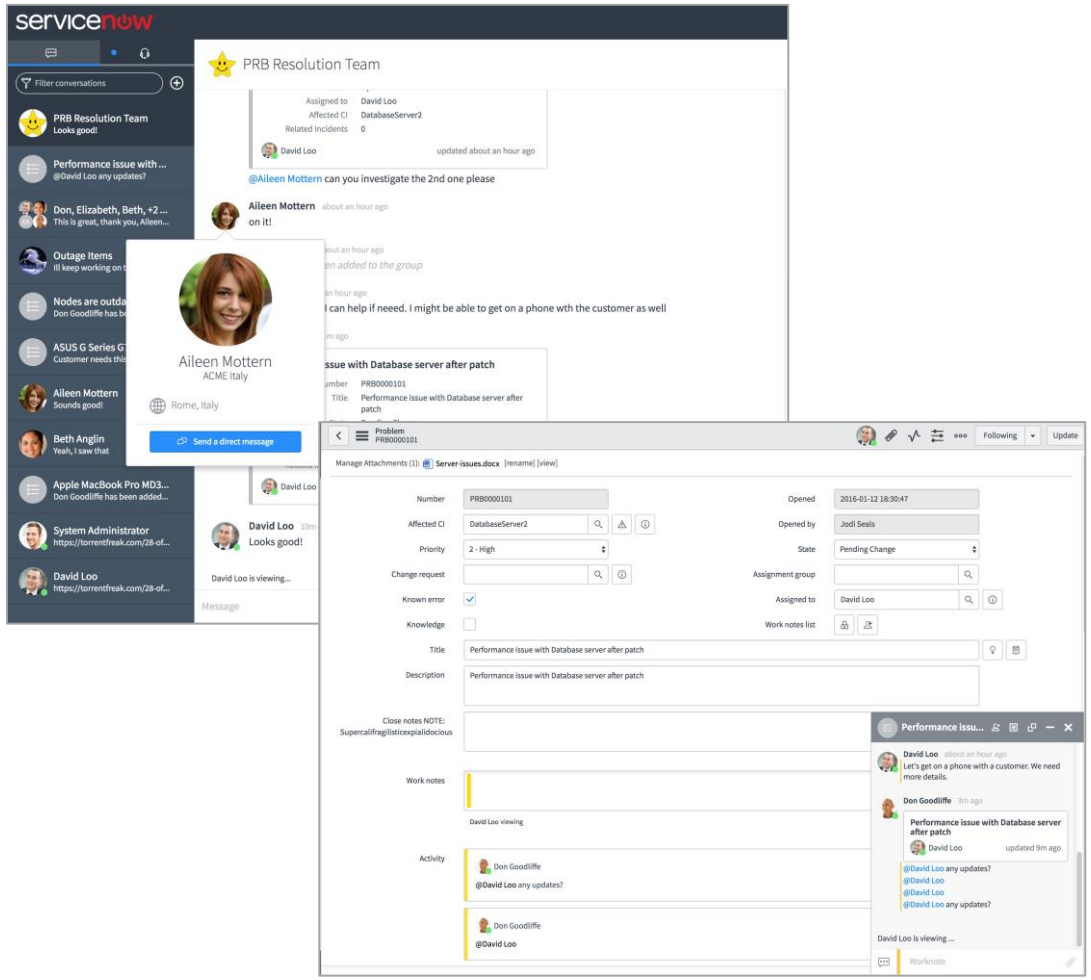


Email, chats, SMS, phone, notes

Nothing is connected

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Structured



Work inside a record but experience it as a chat

Conversation is available as a part of a record

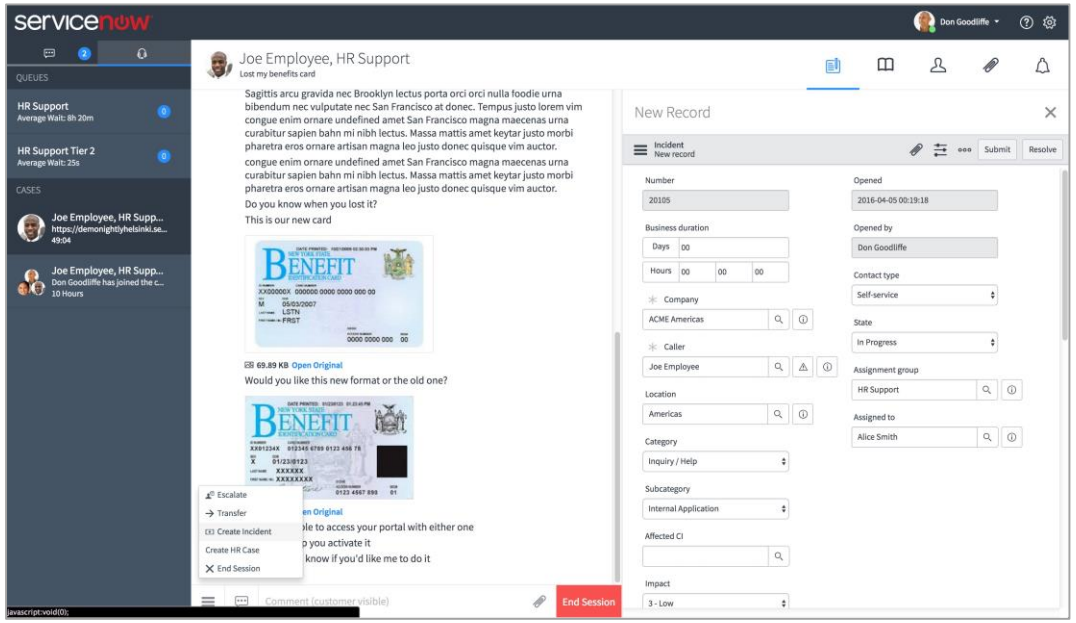
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One Phone Call

Still assisting one customer at the time?

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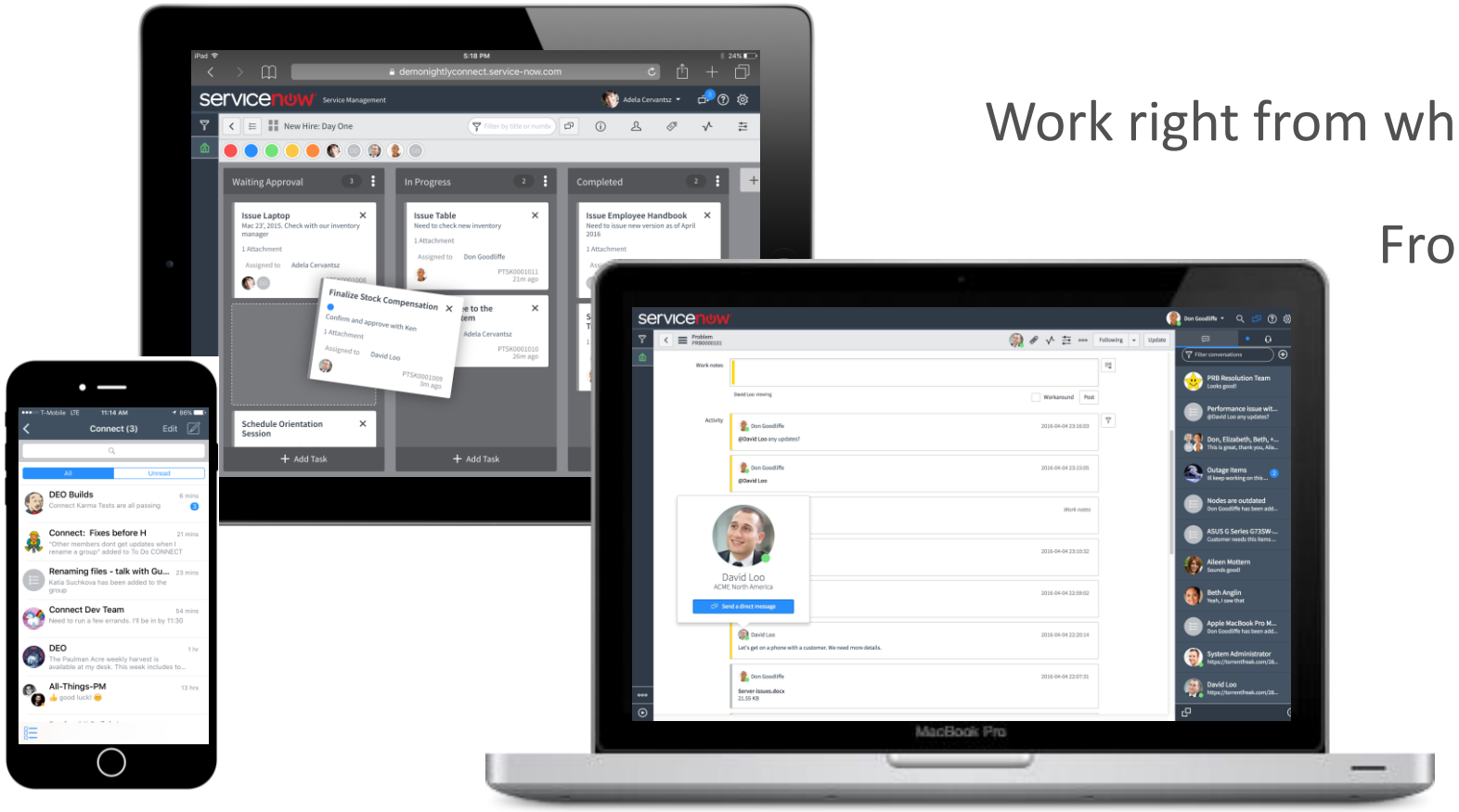
Few Live Sessions



Provide live support to a several customers concurrently

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From Anywhere, on Any Device



Work right from where the conversation happens

From anywhere, on any device

Stay connected

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Are You Trying to Kill My Email?





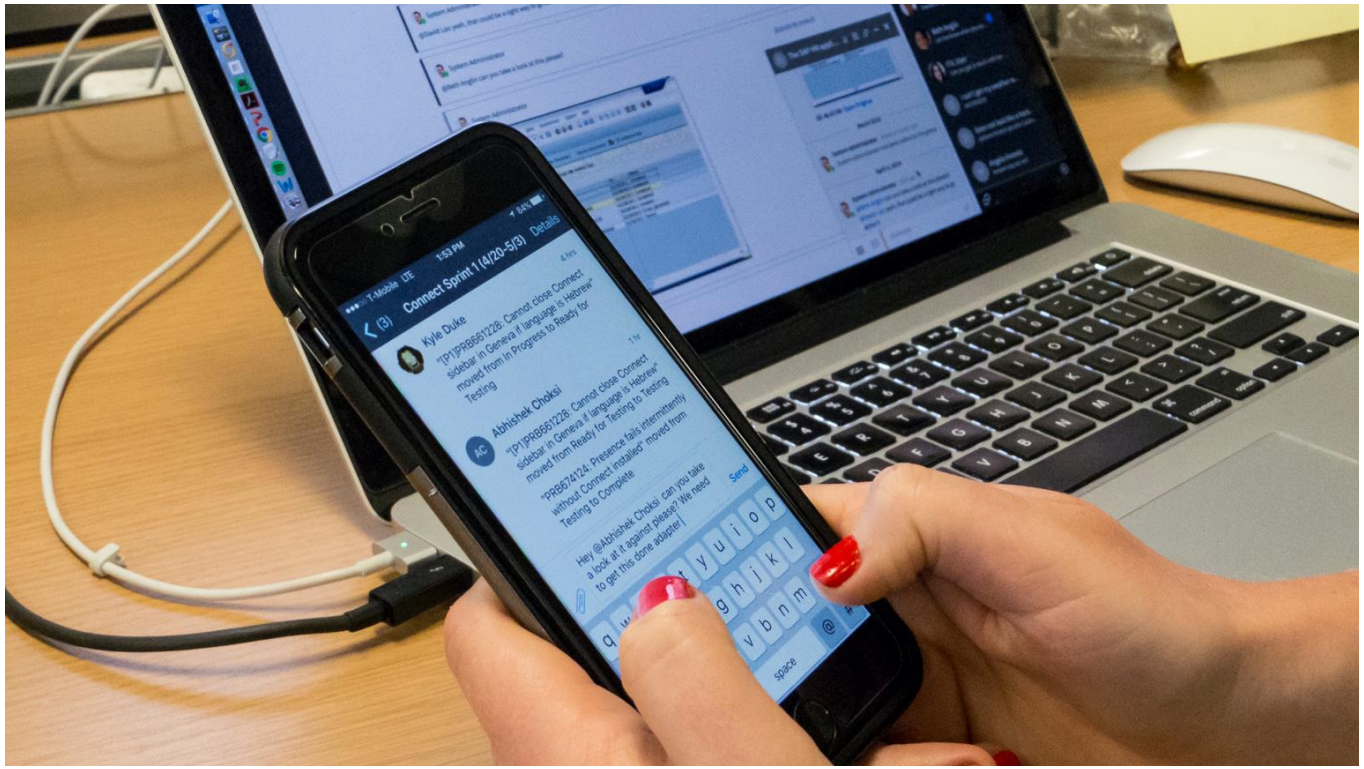


No, we are not here to kill your email

Nor do we want to take your marketing team off Slack

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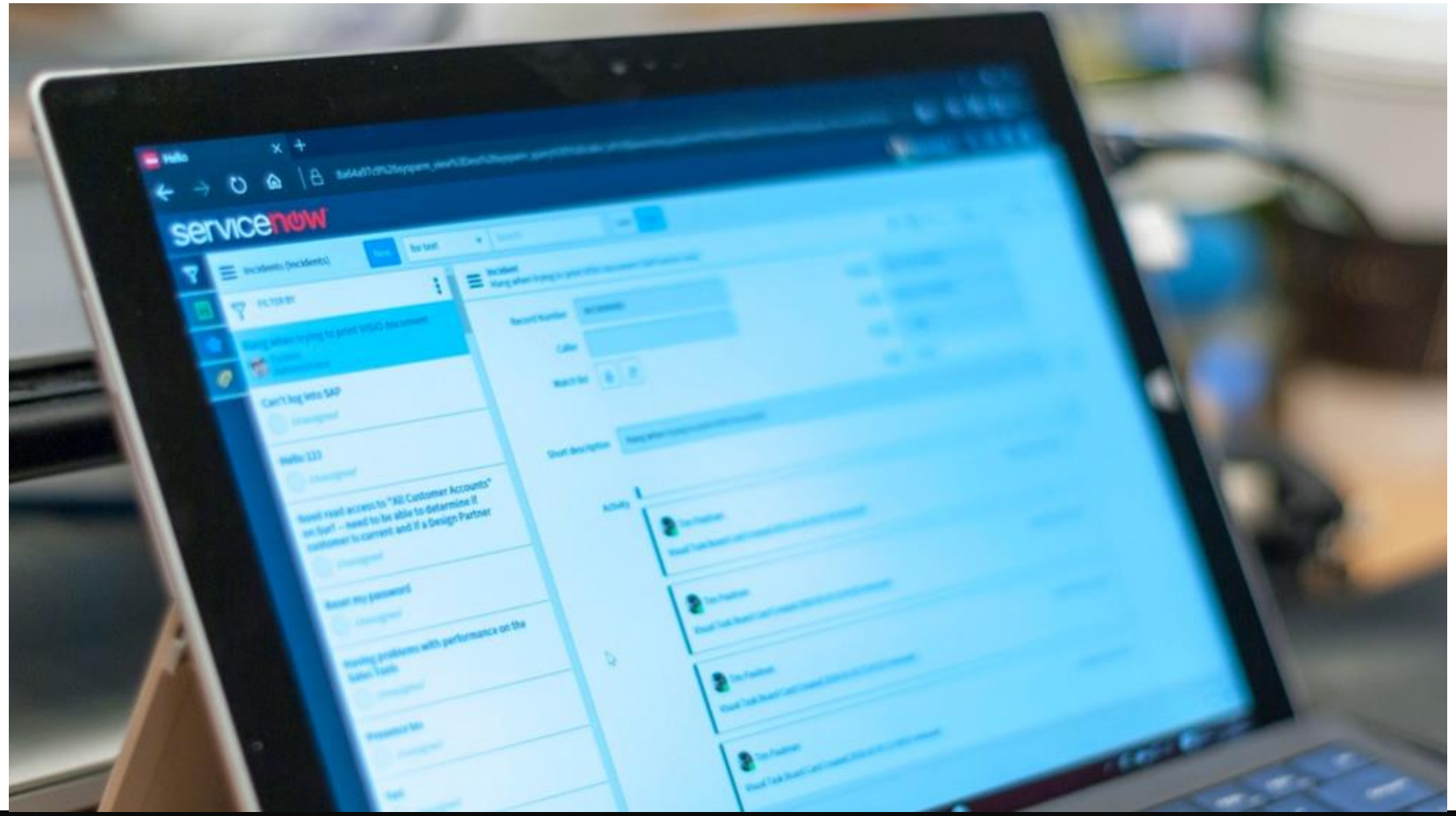
- It’s about providing better and faster support
- Its about making your employees more engaged
- Its about keeping everything in ONE place, the system of record
- It’s about staying, well, connected



Imagine getting a notification about an issue, and instead of relying on many systems, you open the work item and are 100% connected from within the issue itself - and when the issue is closed, the conversations are closed. Job done!

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Enough talking. Let's see Connect in action. Shall we?



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Top Takeaways

1 Work Collaboratively Inside a Record, in Real-time

2 Work Seamlessly With Others Using Delightful Interfaces

3 Work From Where the Conversation Happens, on Any Device

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Take the Survey

Please take a moment to complete a session survey in the Knowledge16 app.

Thank You

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