knowledge16

Experience the Service Revolution



ServiceNow Connect – Working in Real-Time

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servicenow

Agenda

The State of Work Today

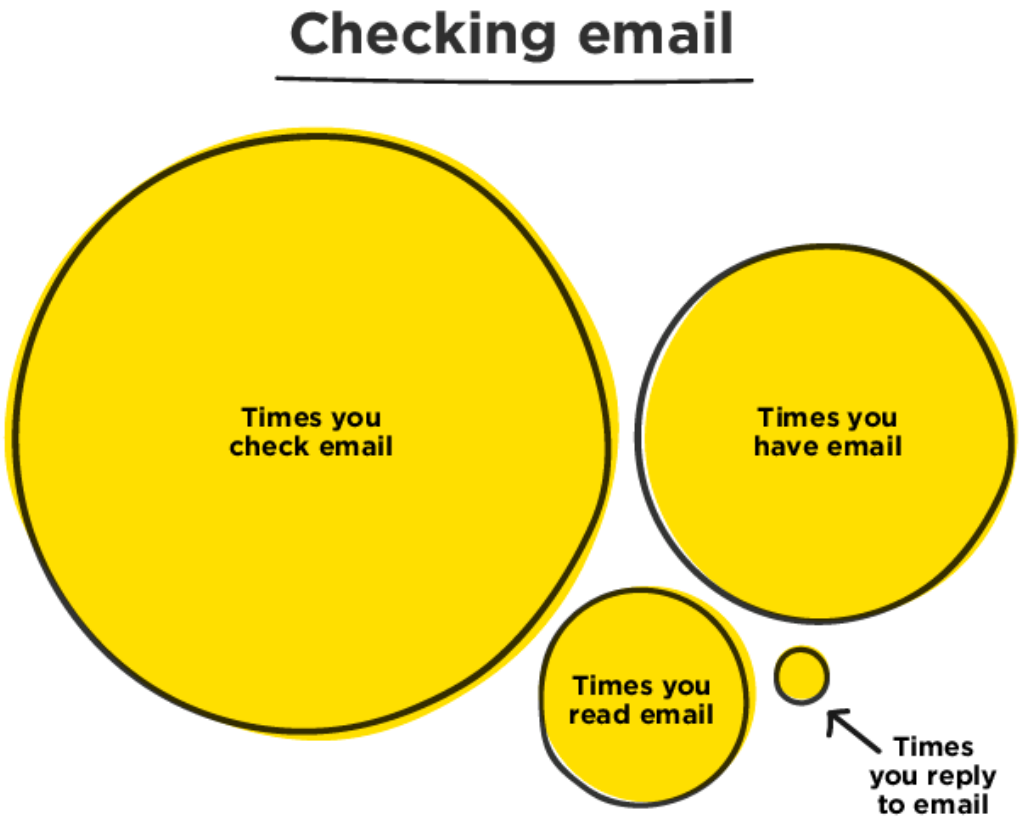
Introducing Connect

Lab Overview

Lab Goals

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The State of Work Today

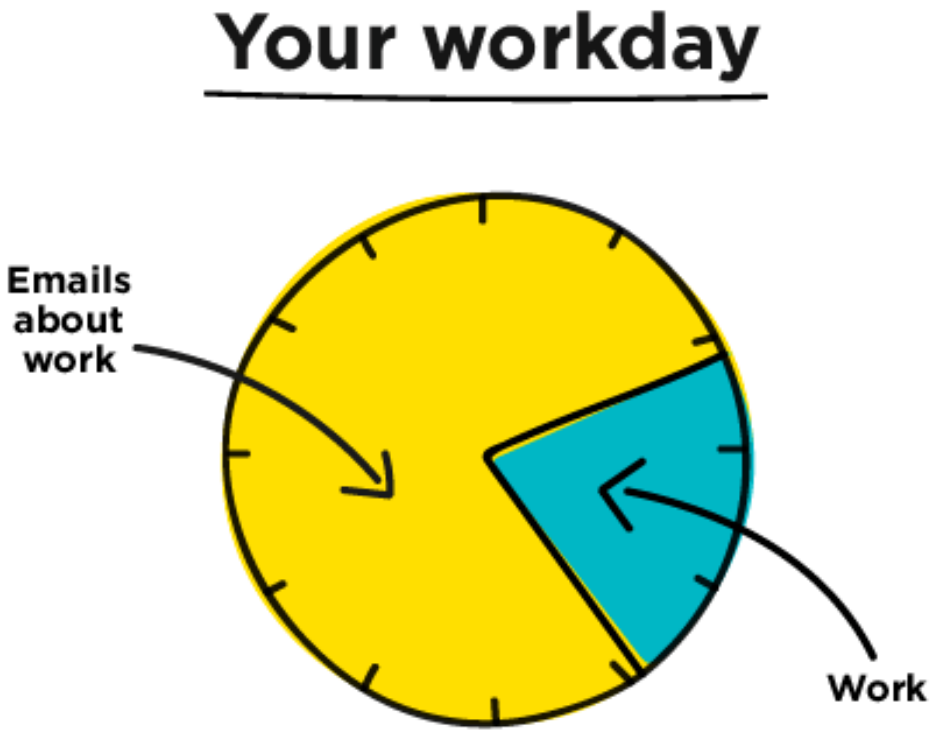


Oh, and don't forget to refresh to ensure you don't have any new emails!

Source: Michelle Rial for BuzzFeed

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The State of Work Today



And at the end of the day …

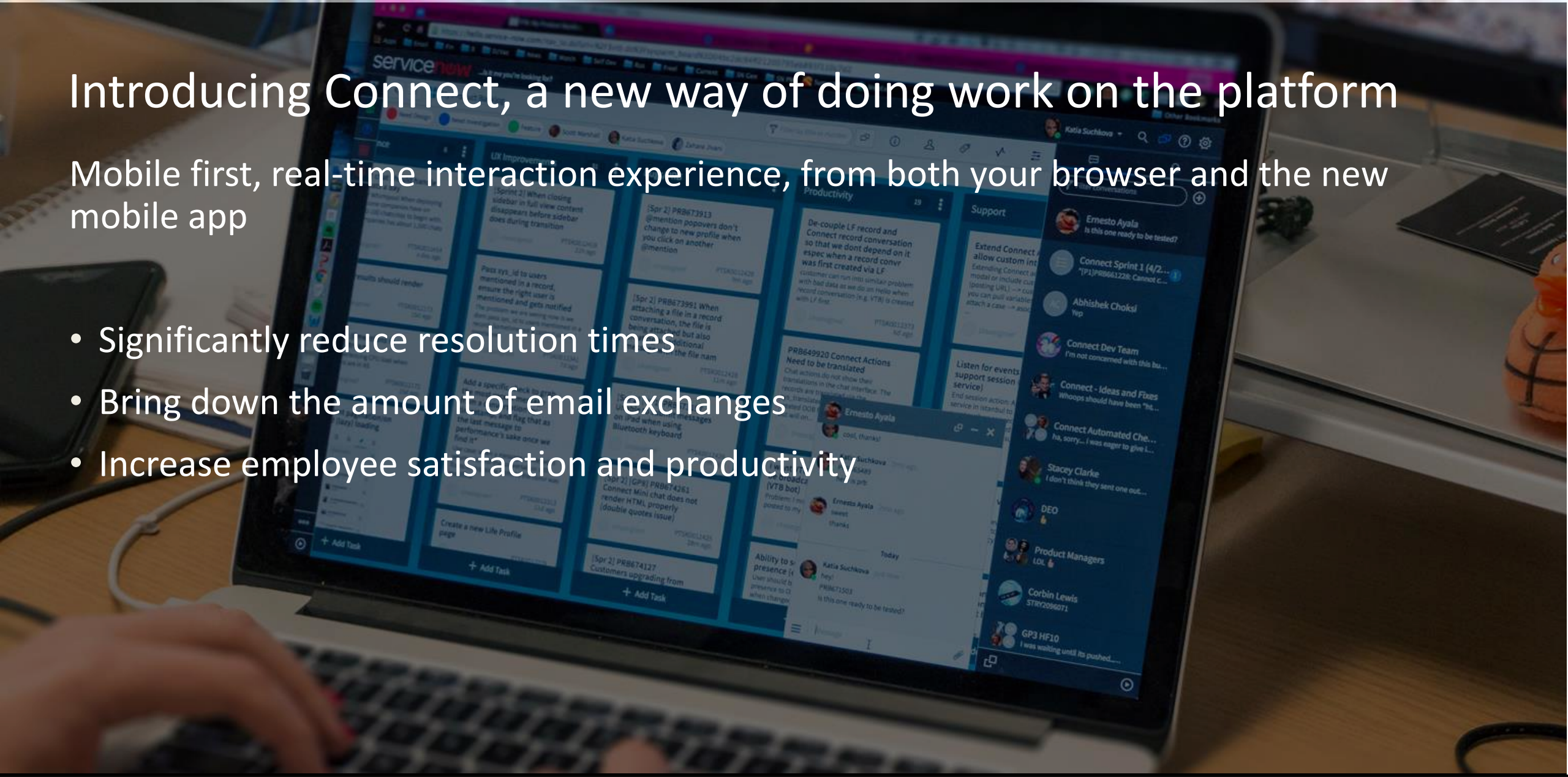
Source: Michelle Rial for BuzzFeed

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

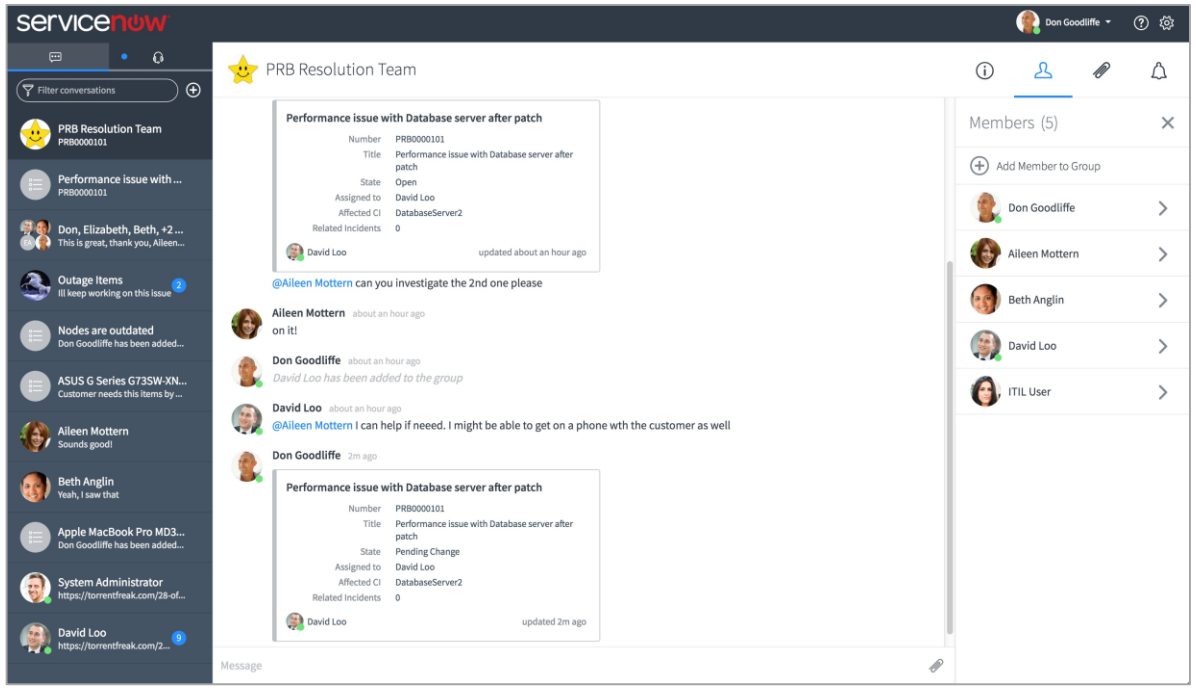
Mobile first, real-time interaction experience, from both your browser and the new mobile app

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



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Work in a New Way

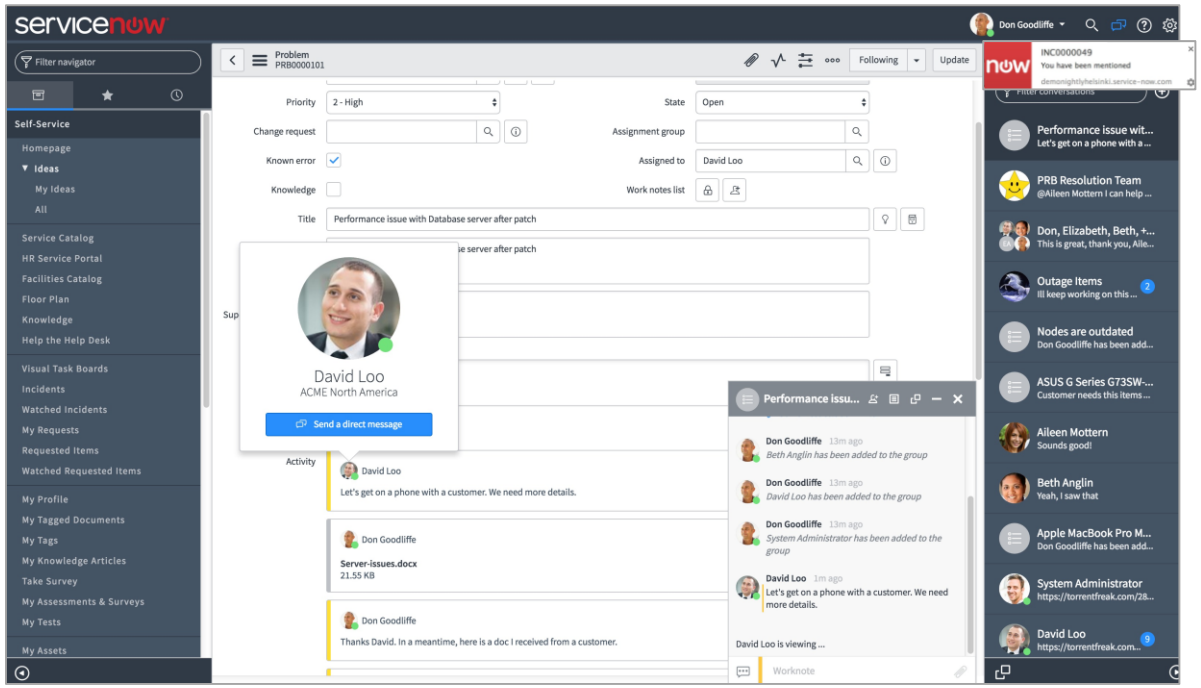


@mentions: Get others' attention fast

Contextual Card: Preview links inline

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Work in Real-Time

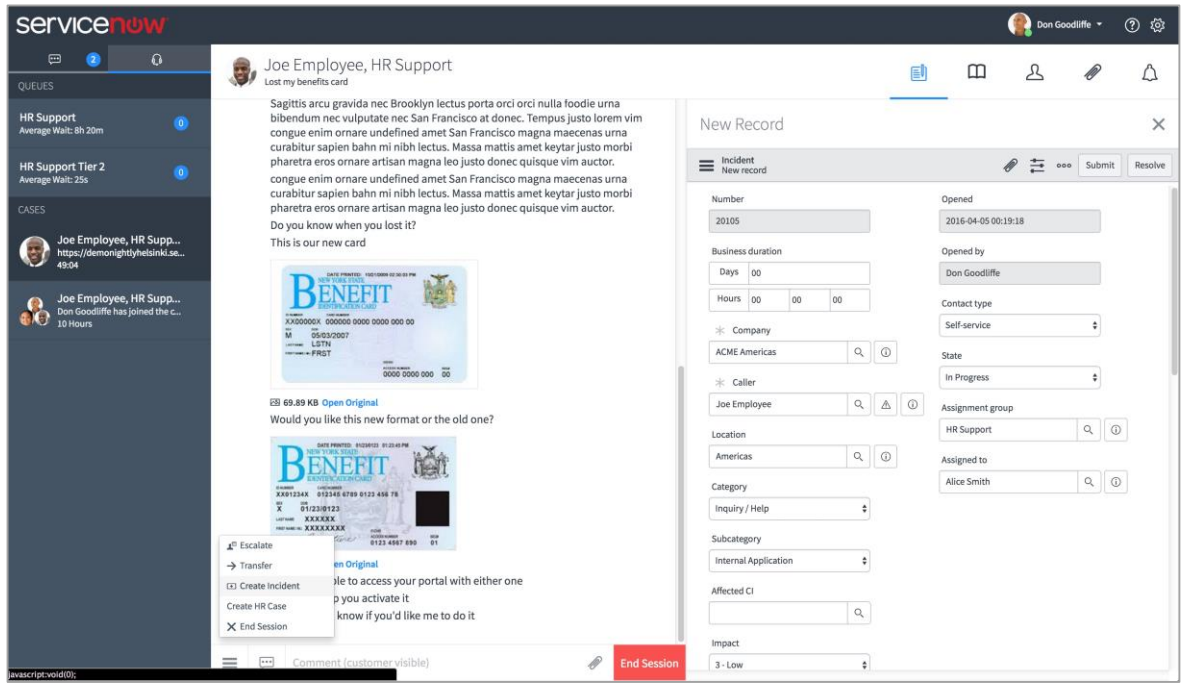


Presence: No more overwriting and guessing

Timely Notifications: Never miss a message

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Increase Service Desk Effectiveness

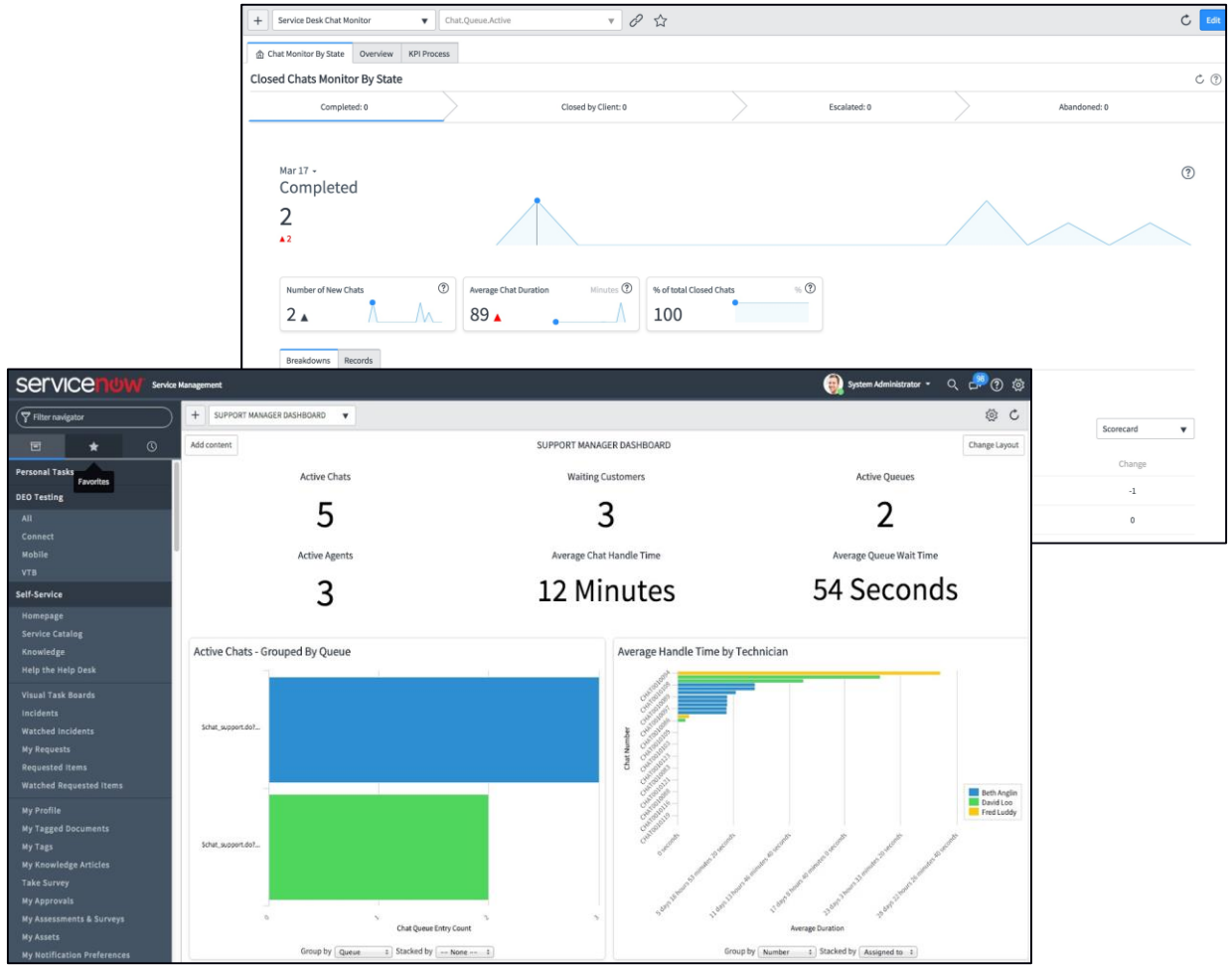


Integration with Knowledge Base and Record

Intuitive drag and drop interactions

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Track Performance of Your Team

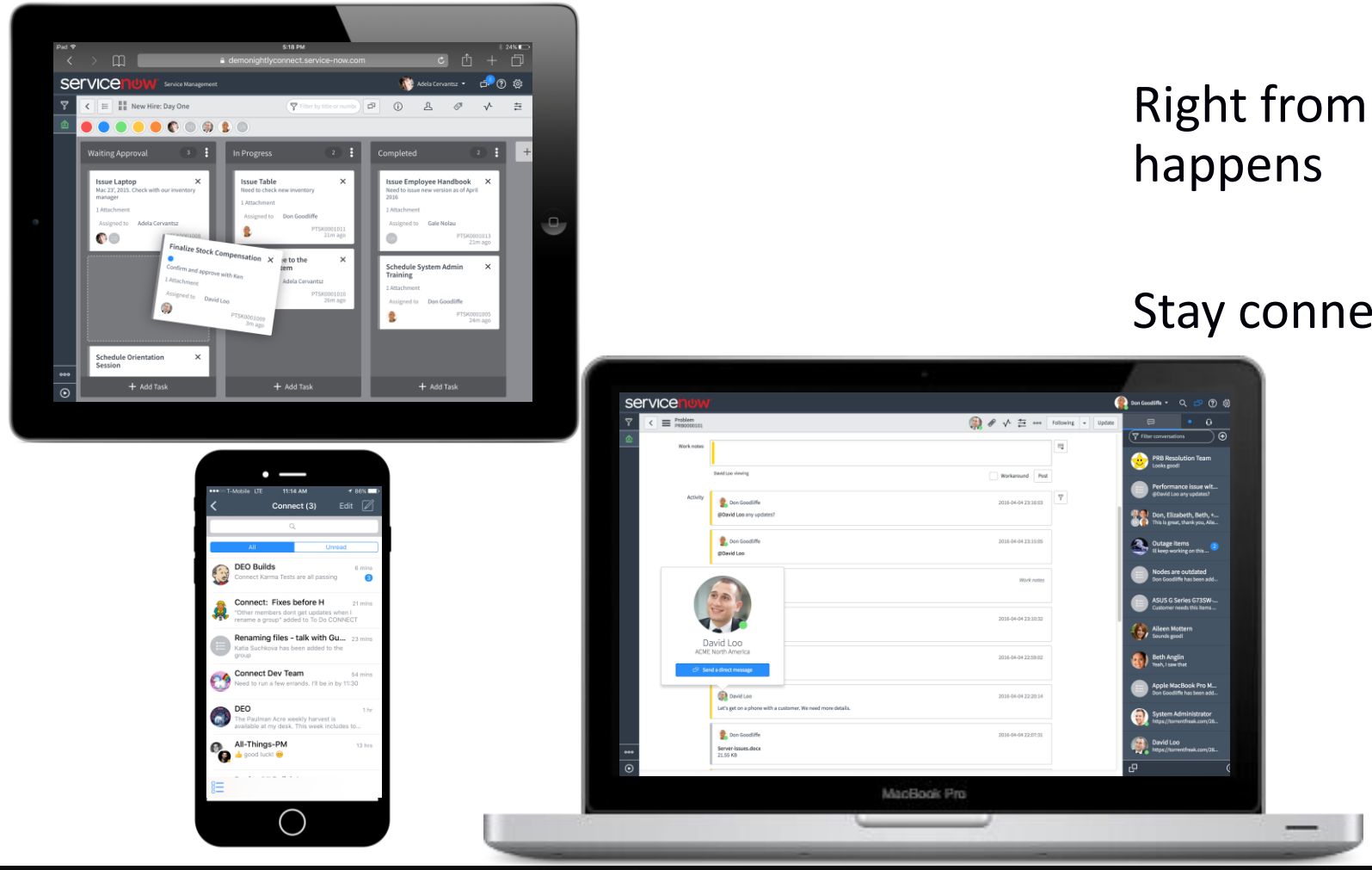


Track support chats and team's performance

See the big picture

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Work from Anywhere



Right from where the conversation happens

Stay connected with others, on any device

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Lab Overview

- Administering Connect
- Getting Around Connect as an Employee
- Working Inside a Record as a Fulfiller
- Collaborating on the Visual Task Boards
- Assisting Customers via Connect Support

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Lab Goals

- Understand the common use cases
- Learn the basics so that you can jump right into it and start using Connect
- Understand how Connect improves your company's velocity and the bottom line

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Top Takeaways

1. Reduce resolution times with Connect Chat.
2. Improve effectiveness of your Service Desk with Connect Support.
3. Increase your company's velocity with Connect.

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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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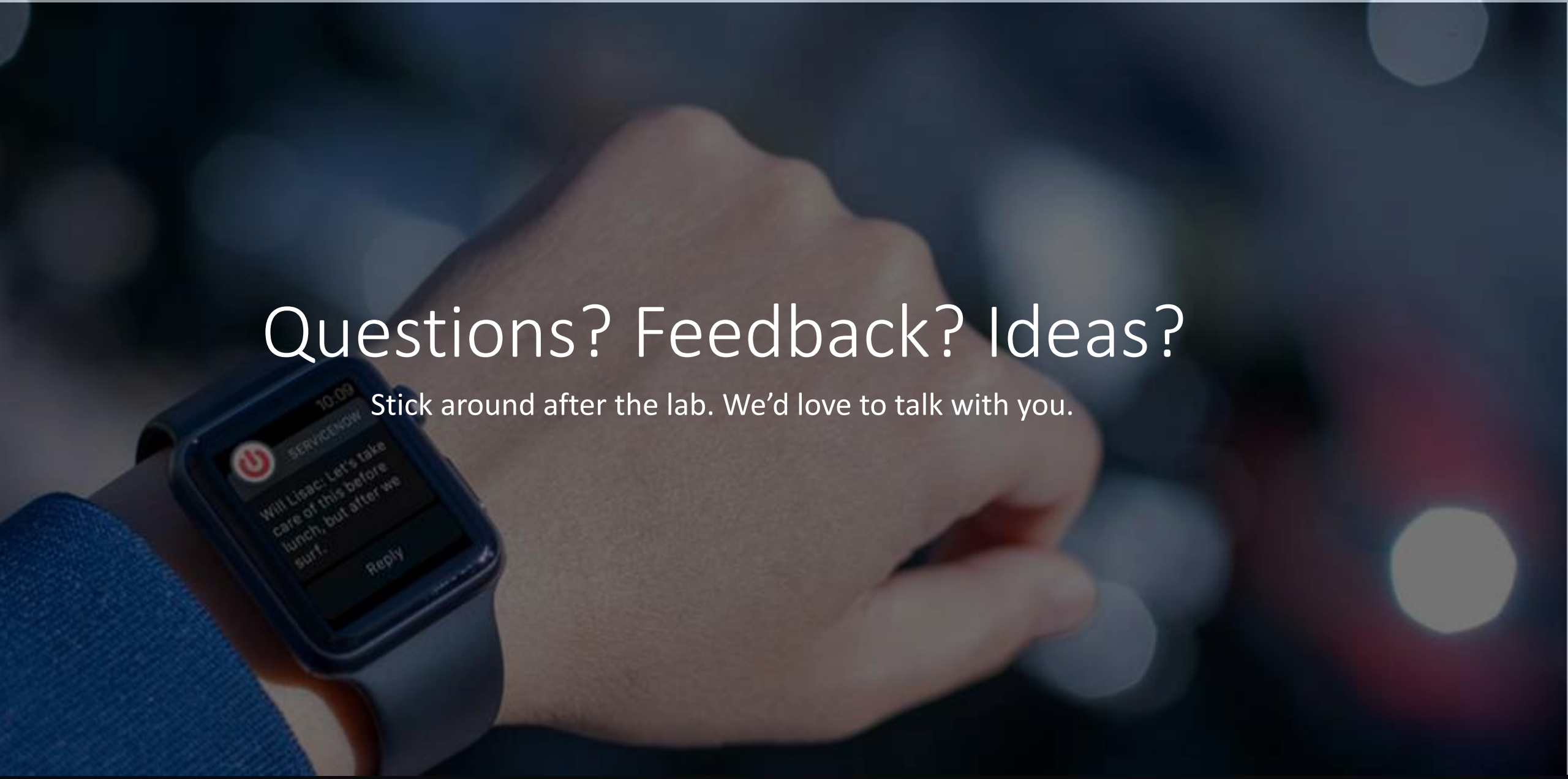
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Questions? Feedback? Ideas?

Stick around after the lab. We'd love to talk with you.

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