knowledge17

WORK at LIGHTSPEED™

Contextual Collaboration on the Now Platform™

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ServiceNow

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servicenow

Agenda

- Quick intro
- Today’s challenges
- Demo solution
- Key takeaways
- Bonus!

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Speaker Introduction



NAME: Katia Suchkova

TITLE: Senior Product Manager, Connect

FUNCTION: Product Development

COMPANY: ServiceNow

Currently reimagining Connect by bridging the gap between product management and design thinking

Previously spent time building products with engaging user experiences for endurances athletes

Helped grow a health IT startup from concept to first sale in New Zealand

Yoga teacher, avid book reader and traveler in free time

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Session Overview



Objectives

- Review platform capabilities that allow to streamline interactions and accelerate the overall work process



What You Will Learn

- The state of work today and the future of work
- Learn how Visual Task Boards, Connect and native mobile applications can get you to that future today
- Gather key takeaways related to contextual collaboration on the platform
- BONUS: Sneak peak into the future of Connect

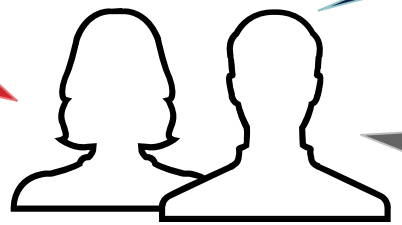
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The State of Work Today

The average US worker now spends 25% of the day reading or answering emails

The average mobile phone user checks their device 150 times a day. 60% check it each hour

More than 80% of all companies rate their business “highly complex” for employees



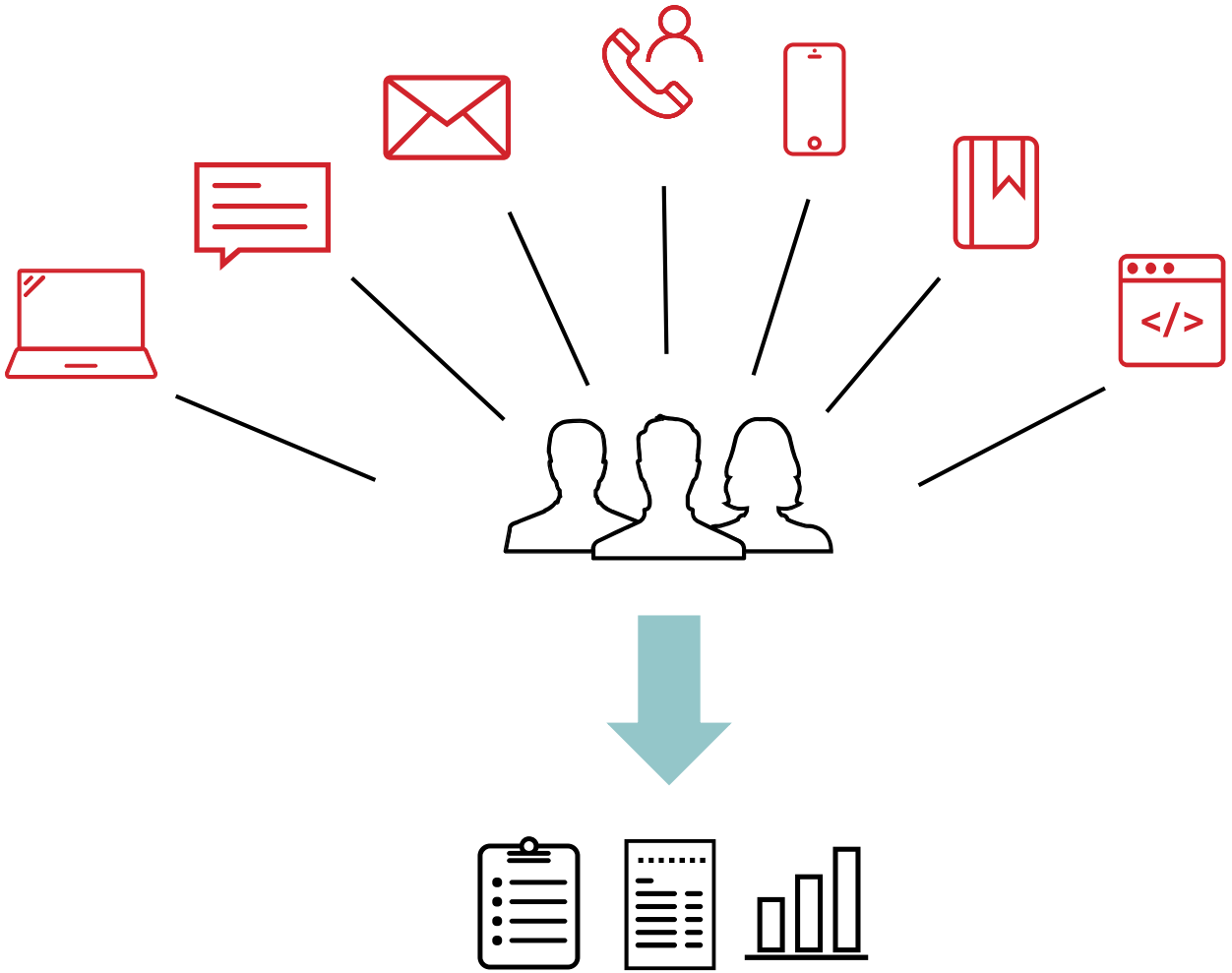
The average human attention span has fallen from 12 seconds in 2000 to 8 seconds nowadays

Fewer than 16% of companies have a program to “simplify work” or help to deal with stress

The average human attention span has fallen from 12 seconds in 2000 to 8 seconds nowadays

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The State of Work Today



- Distributed across multiple channels
- Out of context and reactive
- Separate from the main system
- Tracking and trending is a challenge
- Additional cost developing 3rd party tools

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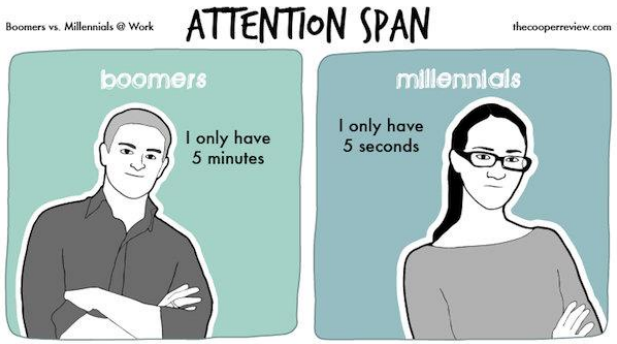
On Top of That… Millennials and Gen Z

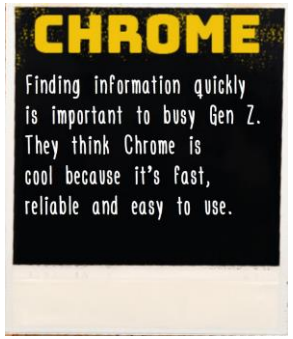
85 Mil of Millenials



60 mil of Gen Z

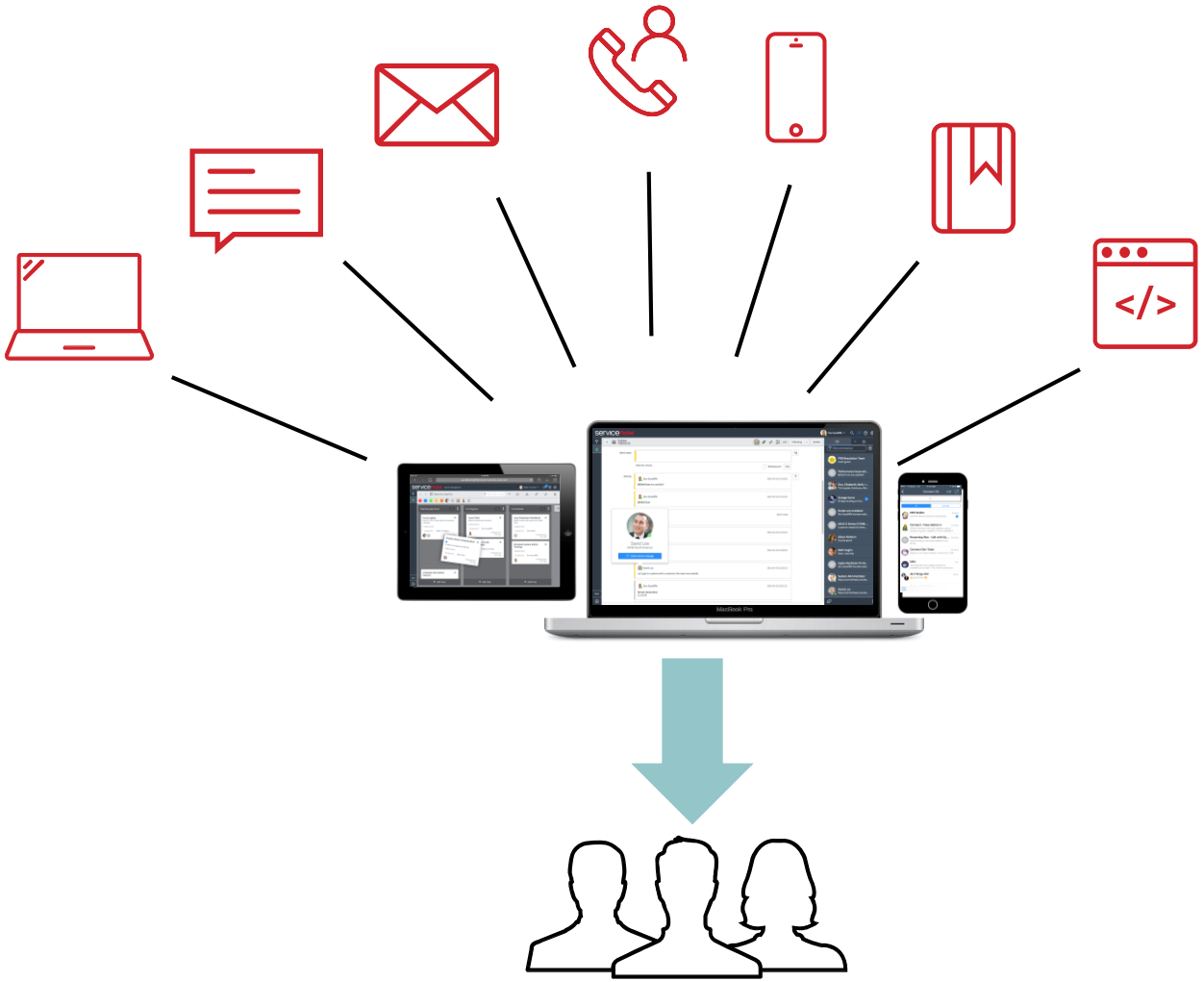






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There is a Better Way…

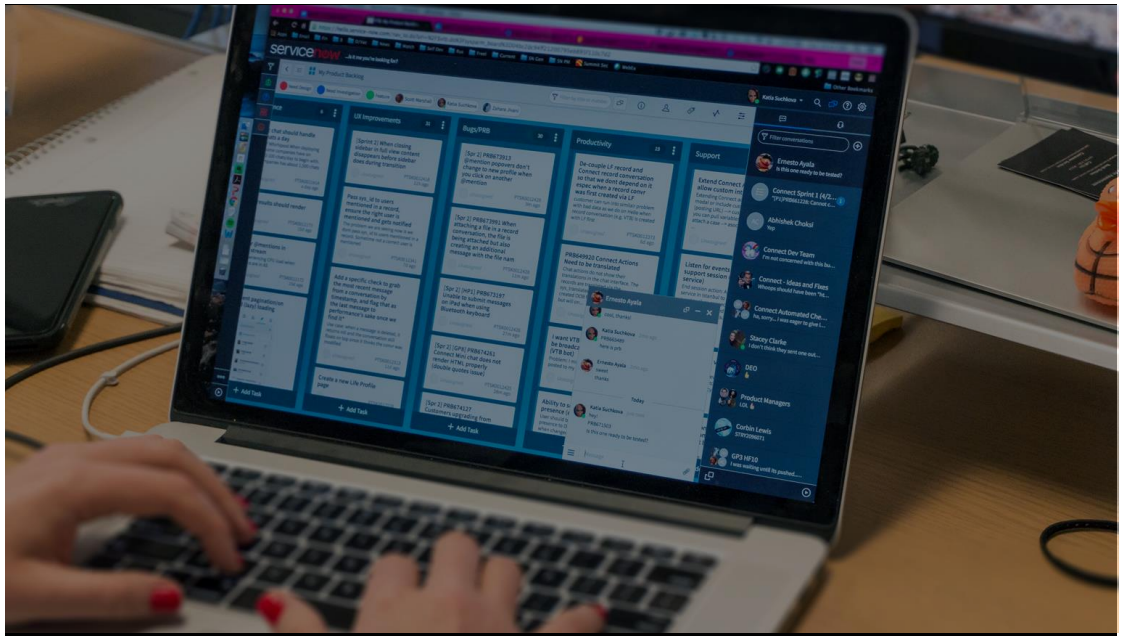


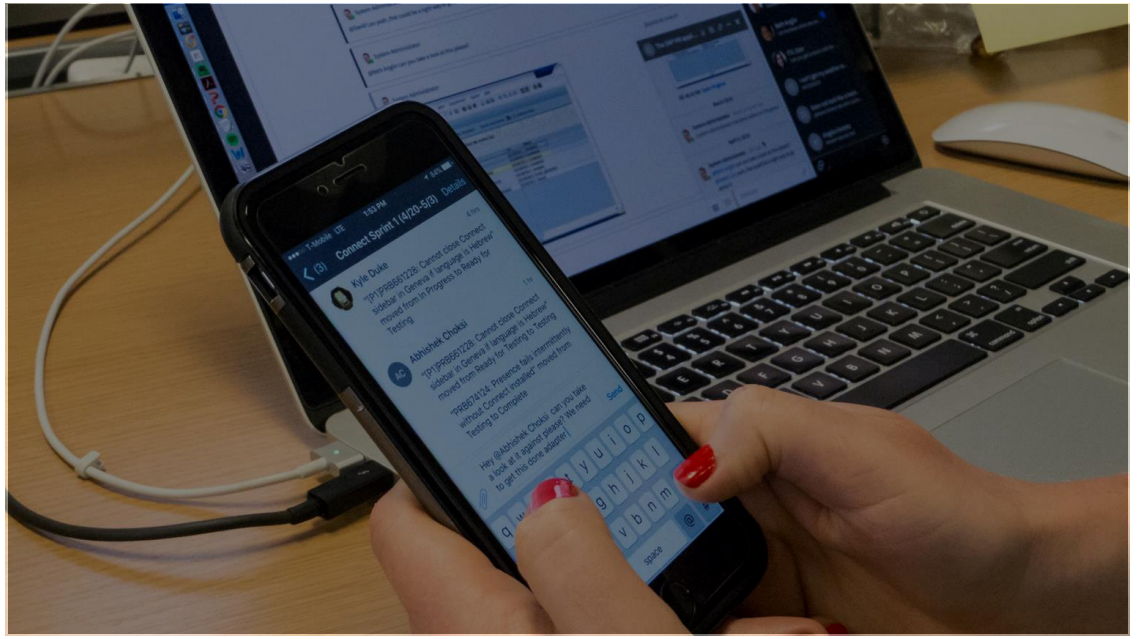
- Centralized interactions
- Contextual conversation
- Actionable insights
- Proactive and real-time
- Lower cost of operation

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Accelerate the Overall Work Process

Connect, Visual Task Boards and Mobile on the Now Platform™



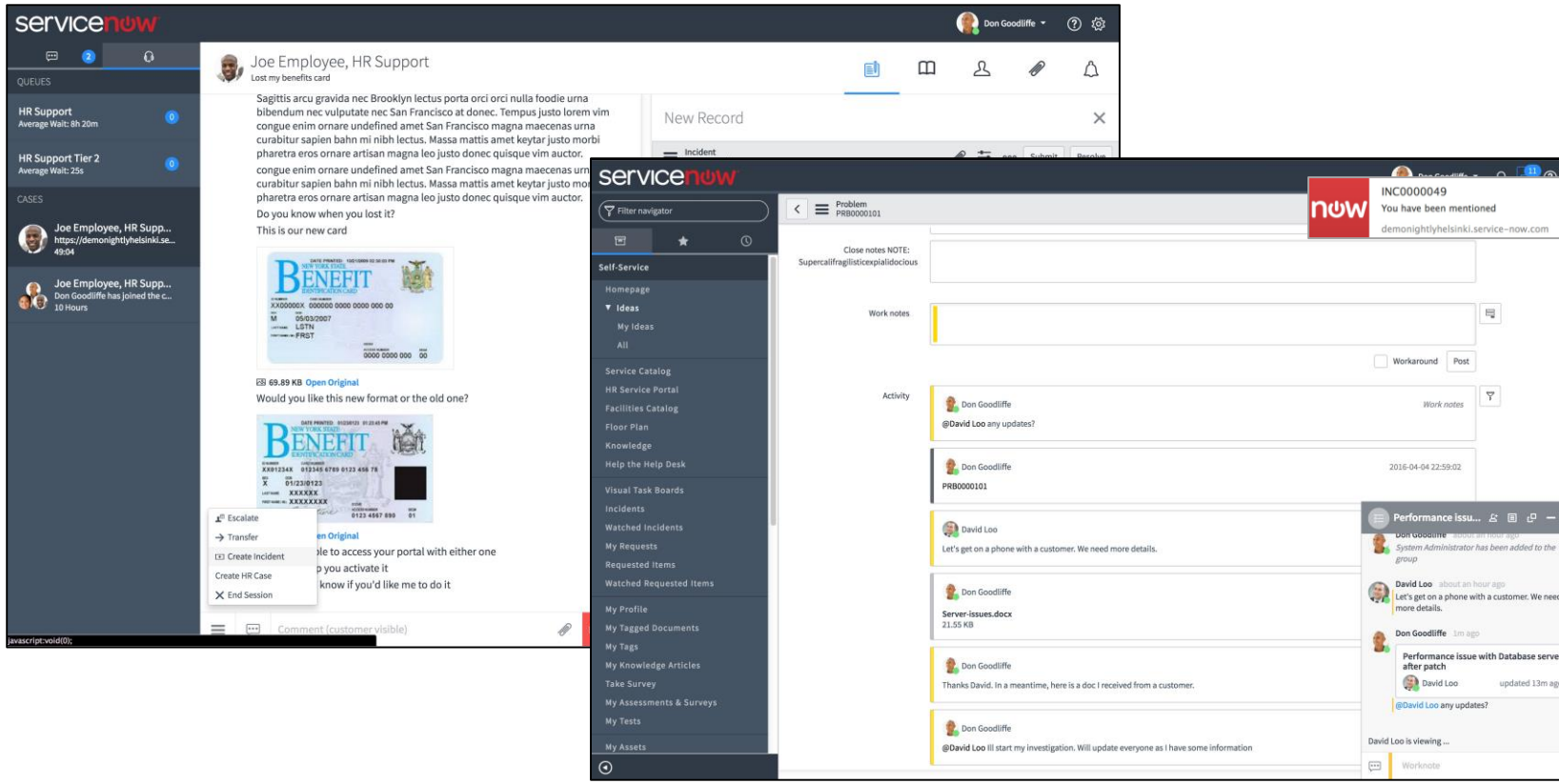


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Connect

Real-time interaction experience, from both your browser and native mobile app that improves service desk effectiveness and allows to work collectively with others in the context of a record, in real-time

- Modern and Intuitive interface
- Record Management Integration
- Centralized Interactions
- Knowledge Base Integration
- Tracking and Reporting
- Handling Multiple Chats Concurrently
- Visual and Audible Notifications

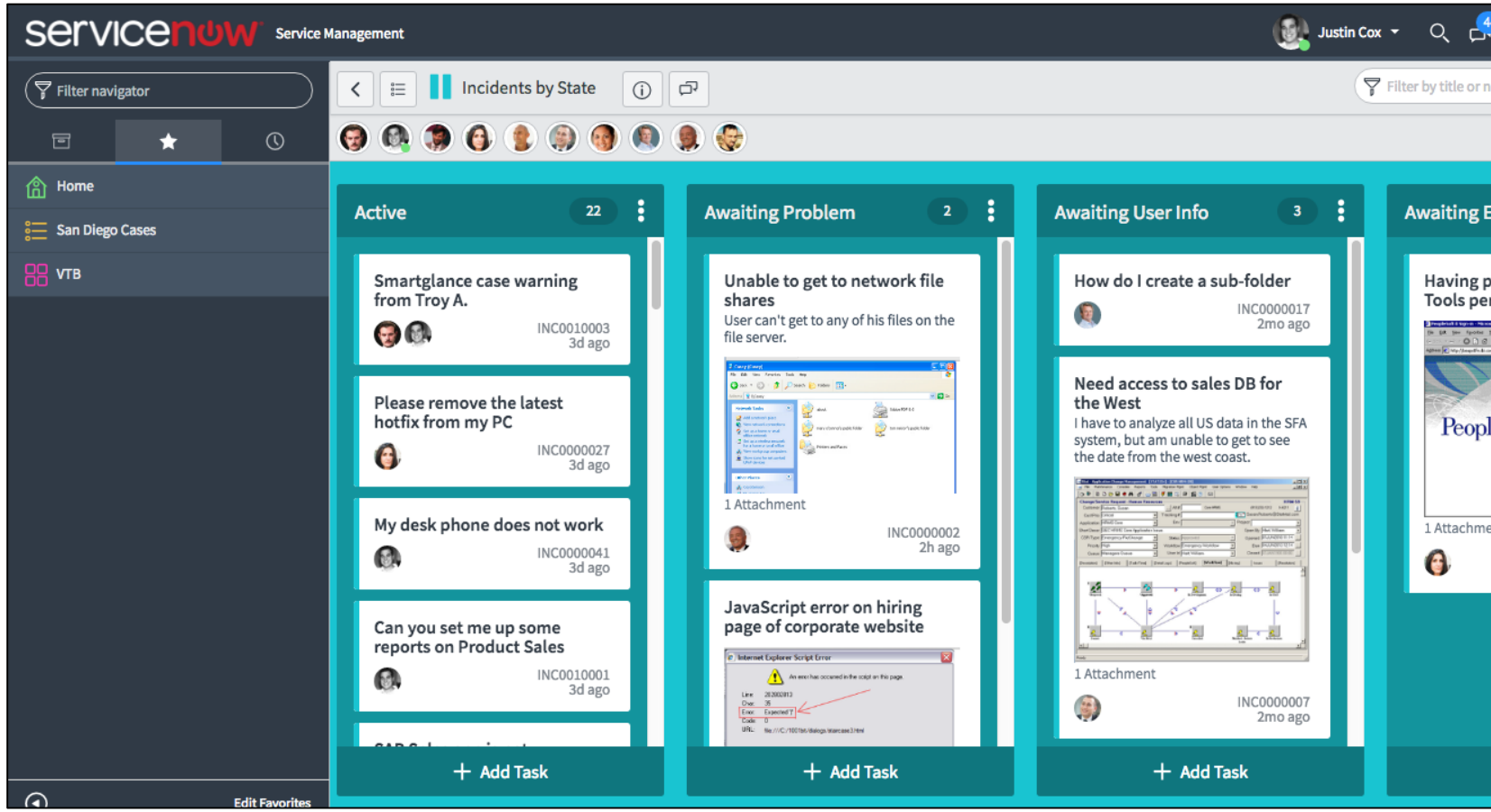


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Visual Task Boards (VTB)

Work with and manage lists of records visually all while working together through Connect

- Checklists and SLA Support
- Lane Configuration for Reference Fields
- Multiple Assignees Support
- Public Boards
- Freeform and Record-based Boards
- Direct URL Support
- Lane Hiding Capability
- Connect Enabled



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iOS Mobile App

Camera, GEO Notifications, and Connect enable rapid collaboration and capture of work information

- Hybrid iOS Application
- Hardware Integration
- Push Notifications
- Actionable Notifications
- Support for attachments and documents
- Connect Enabled



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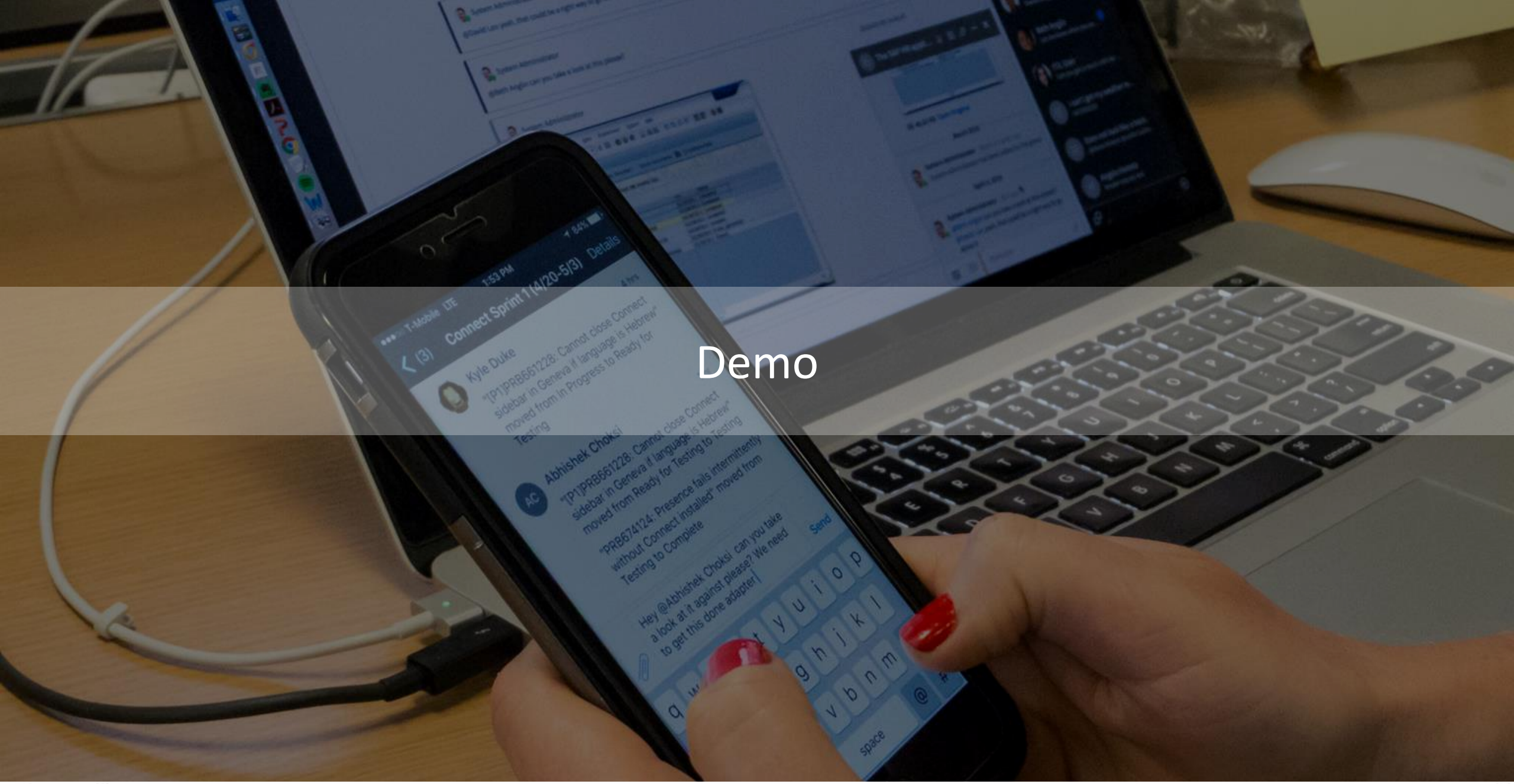
Apple Watch

The ServiceNow platform, available for the first time on your wrist.

- Notifications
- Favorites
- Record Monitoring
- Chat Messaging
- Dashboard Charts
- Record interaction via canned responses and voice to text (SIRI)



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Demo
0:00.00

Bonus! Future of Connect – Connect4



- Integrate with any 3rd party using Connect ToolKit (yes, you can build bots too…)
- Create and work on a record from within Connct following platform's workflow
- Augment any data in Connect conversational UI

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Top Takeaways

1

Be more productive – connect people, processes and informatio

2

Communicate without boundaries – work in context

3

Visualize and organize – display tasks associations in real-time

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Thank You

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Q & A

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Thank You

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