Welcome to the Connect Session

While waiting, please check the following:

- **Reserve an instance: http://clabs.link/LAB131972**
- **Log in with admin/Knowledge17**

© 2017 ServiceNow All Rights Reserved

knowledge17

http://clabs.link/LAB131972

WORK at LIGHTSPEED

Learn How To Connect With Connect

Tolga Tutel
Solution Consultant
ServiceNow

Bernhard Weiss
Solution Consultant
ServiceNow

© 2017 ServiceNow All Rights Reserved

servicenow

Agenda

- The State of Work Today
- Introducing Connect
- Lab Overview
- Lab Goals

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



Name: Tolga Tutel

Title: Advisory Solution Consultant, Major Accounts

Function: Sales

Company: ServiceNow

Experience: 2.5 years at ServiceNow, 6 years at Zurich Insurance, 3 years at SAP

Expertise: ITSM, ServiceNow Platform, Application Development, CSM, HR, Facilities, GRC

Achievements: Implemented ServiceNow at Zurich Insurance

Current Projects: Helping major customers in Switzerland to gain value and be successful with ServiceNow

© 2017 ServiceNow All Rights Reserved

Speaker Introduction



Name: Bernhard Weiss

Title: Senior Solution Consultant

Function: Sales

Company: ServiceNow

Experience: 2.5 years at ServiceNow, before over 15 years at HP and Mercury Interactive

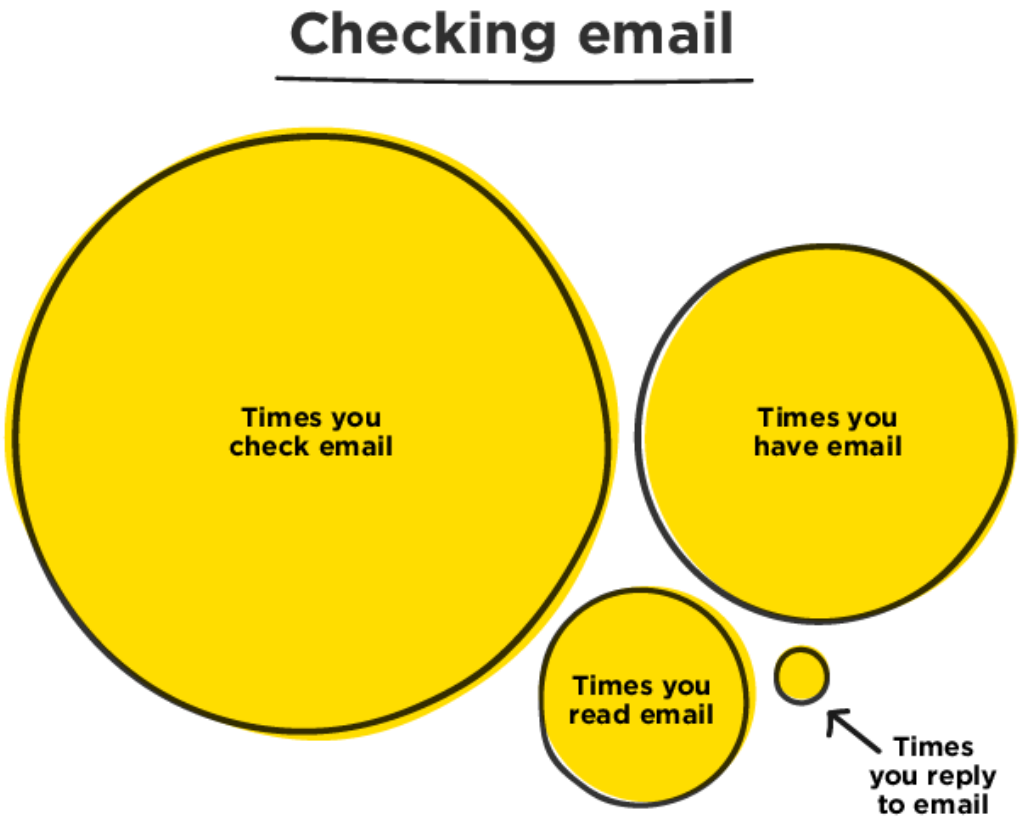
Expertise: ITSM, ITBM, ALM, ServiceNow Platform, CSM, HR, Facilities, ITOM

Achievements: Supporting leading customers to use Connect

Current Projects: Helping our customers and prospects see the power of the ServiceNow Platform

© 2017 ServiceNow All Rights Reserved

The State of Work Today

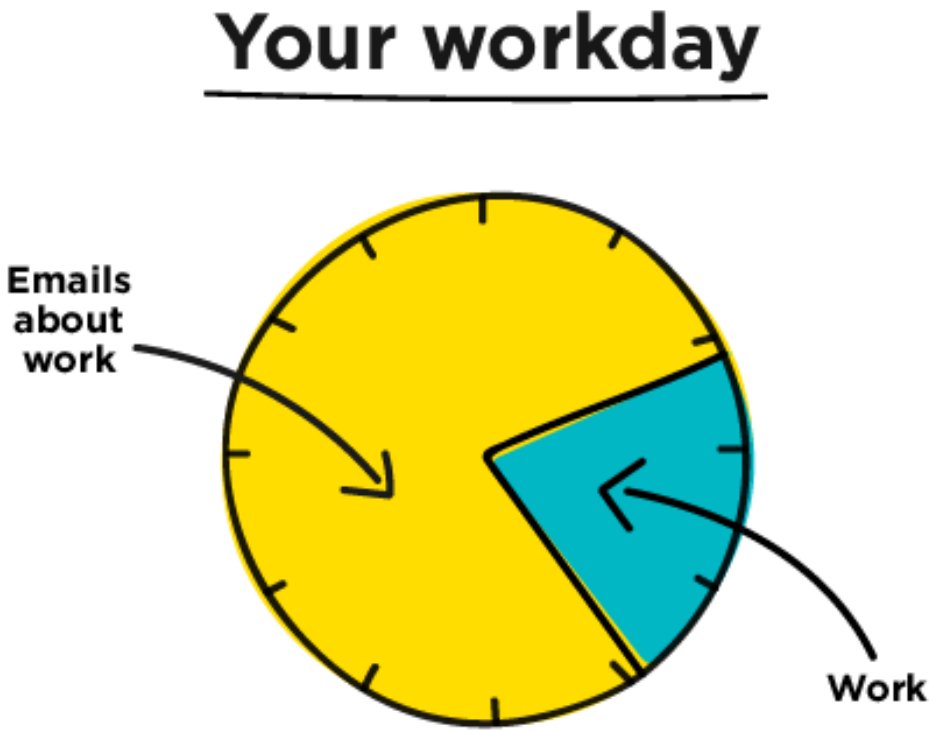


Oh, and don't forget to refresh to ensure you don't have any new emails!

Source: Michelle Rial for BuzzFeed

© 2017 ServiceNow All Rights Reserved

The State of Work Today

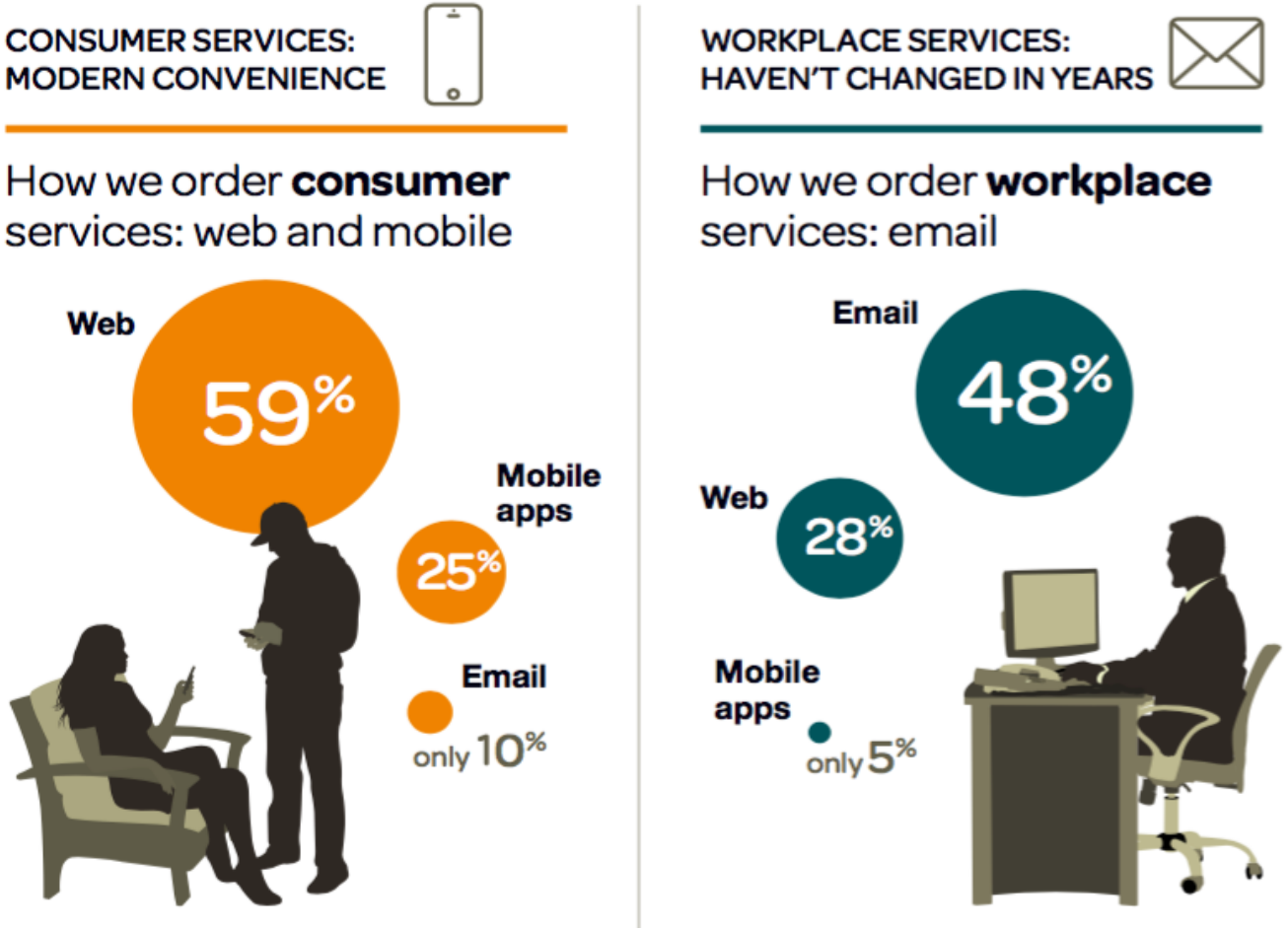


And at the end of the day …

Source: Michelle Rial for BuzzFeed

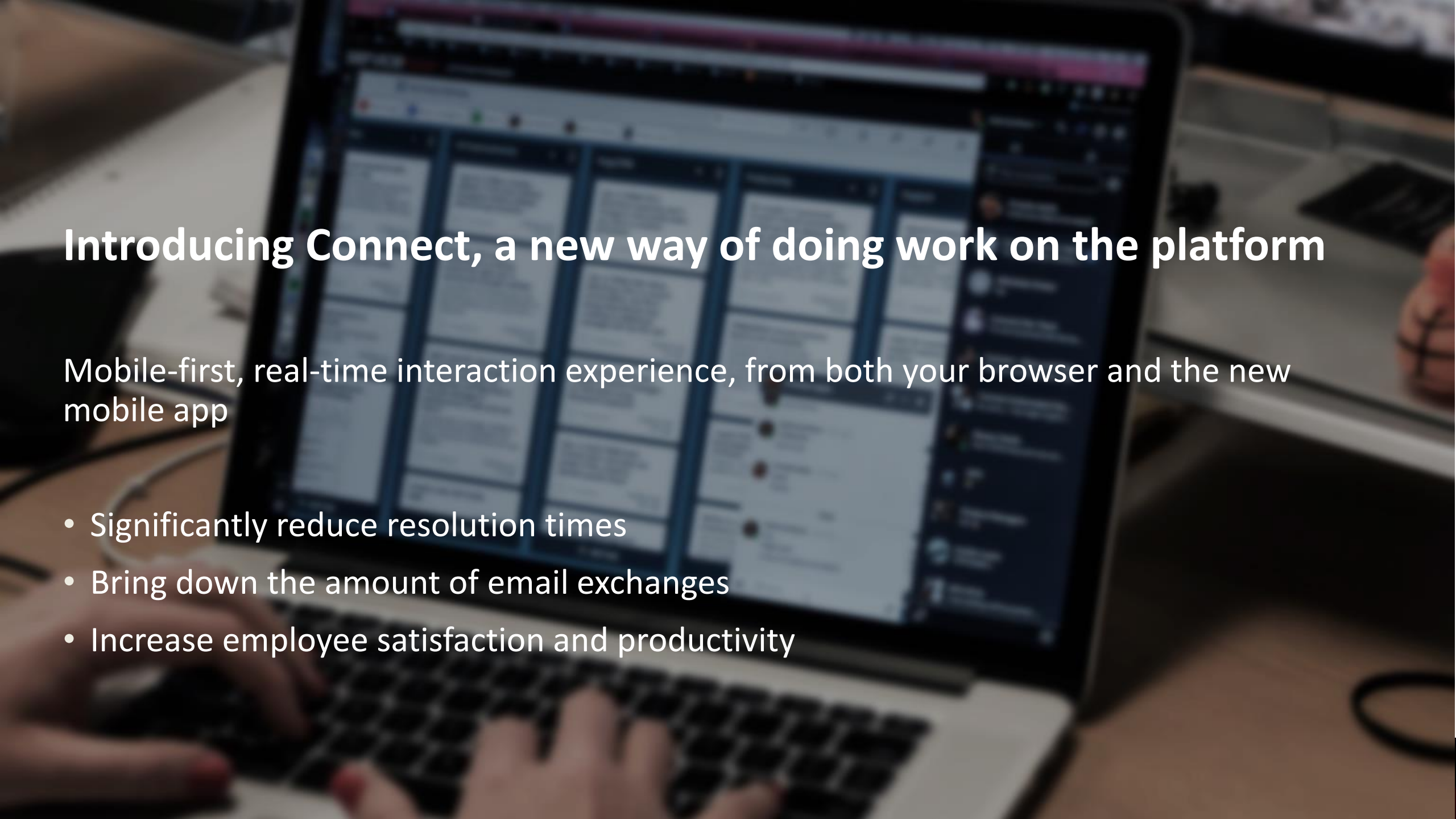
© 2017 ServiceNow All Rights Reserved

The State of Work Today



Source: Today's State of Work: Employees Are Stuck in the Past

© 2017 ServiceNow All Rights Reserved

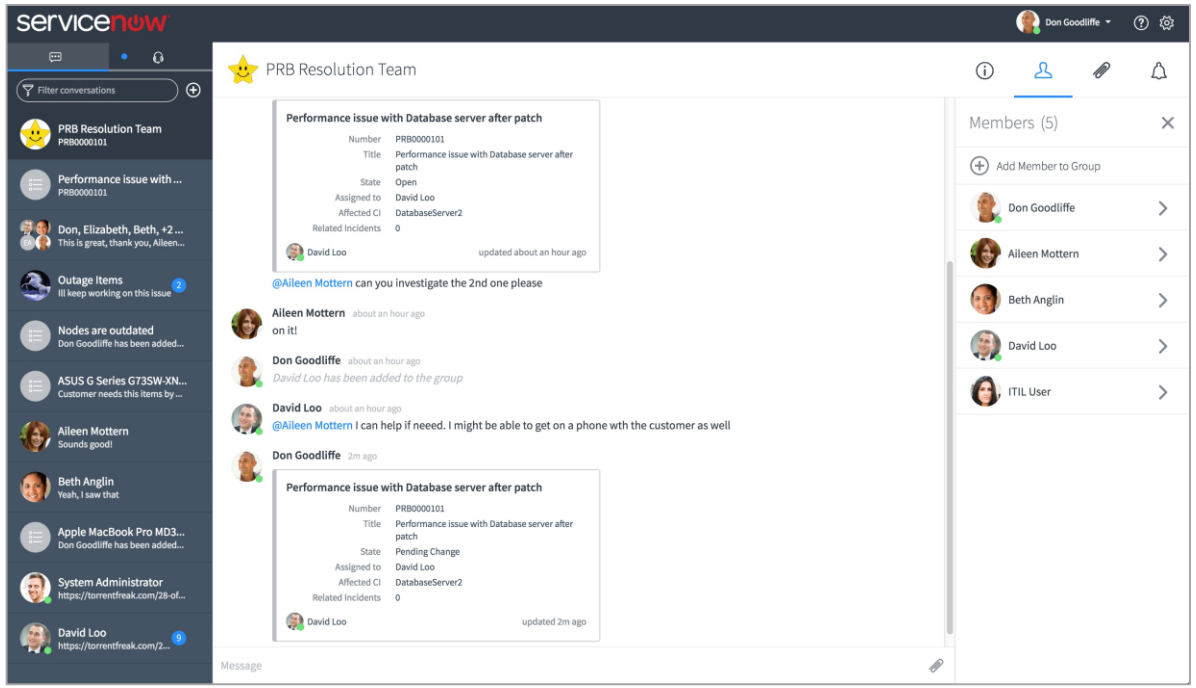


Introducing Connect, a new way of doing work on the platform

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

Work in a New Way

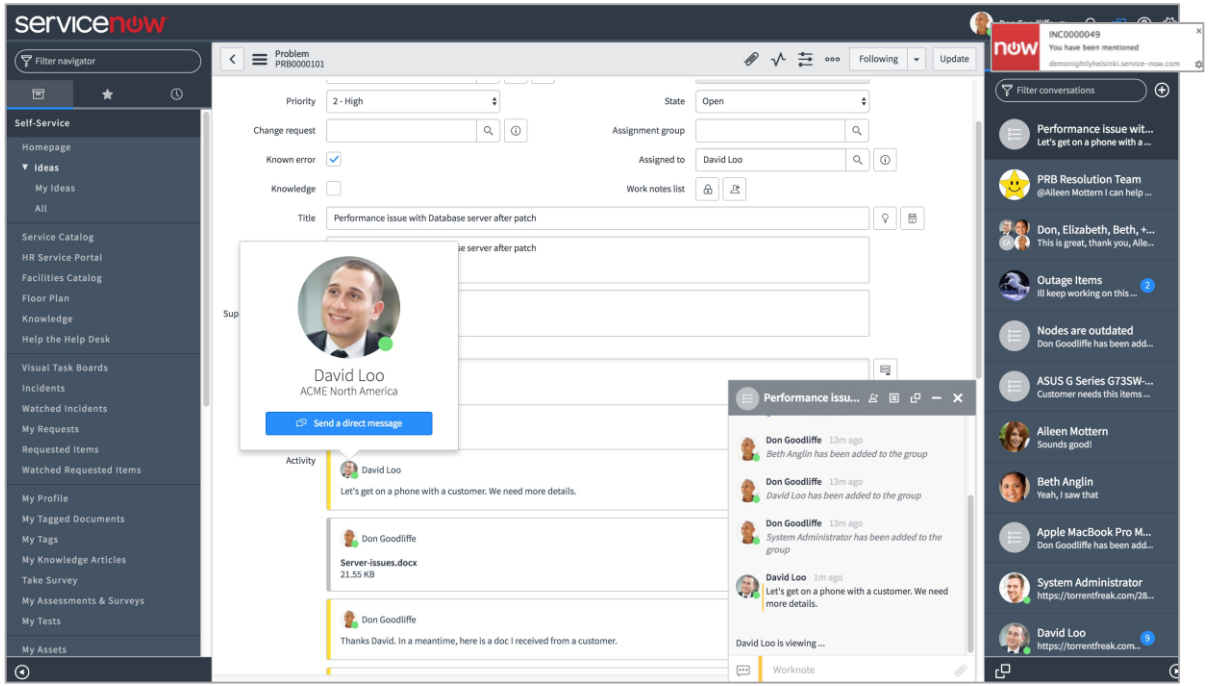


@mentions: Get others' attention fast

Contextual Card: Preview links inline

© 2017 ServiceNow All Rights Reserved

Work in Real Time

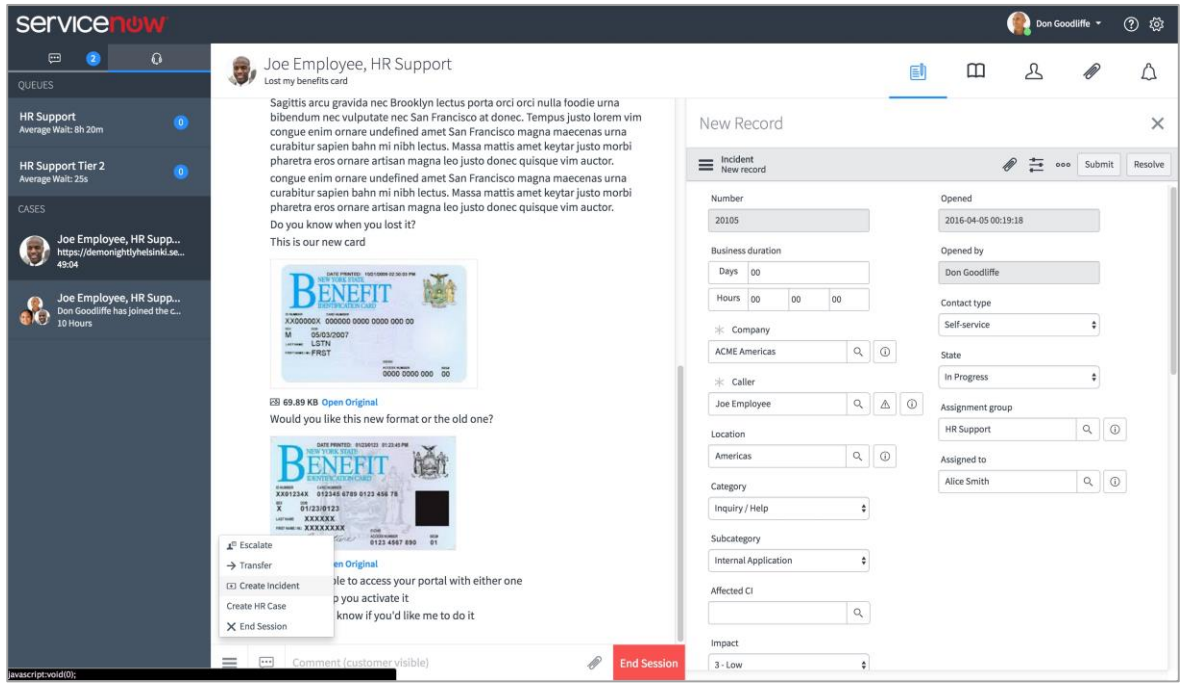


Presence: No more overwriting and guessing

Timely Notifications: Never miss a message

© 2017 ServiceNow All Rights Reserved

Increase Service Desk Effectiveness

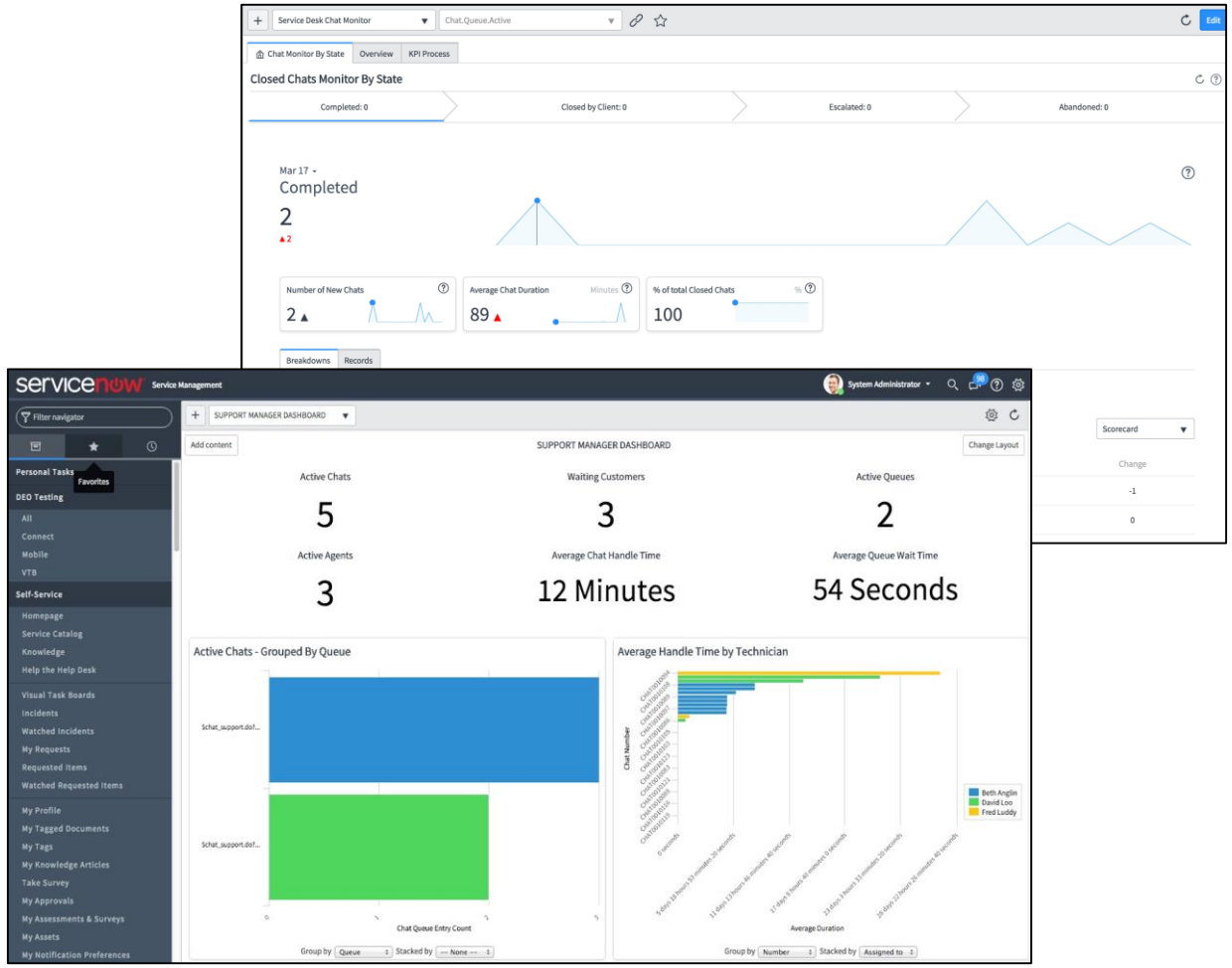


Integration with Knowledge Base and Record

Intuitive drag and drop interactions

© 2017 ServiceNow All Rights Reserved

Track Team Performance

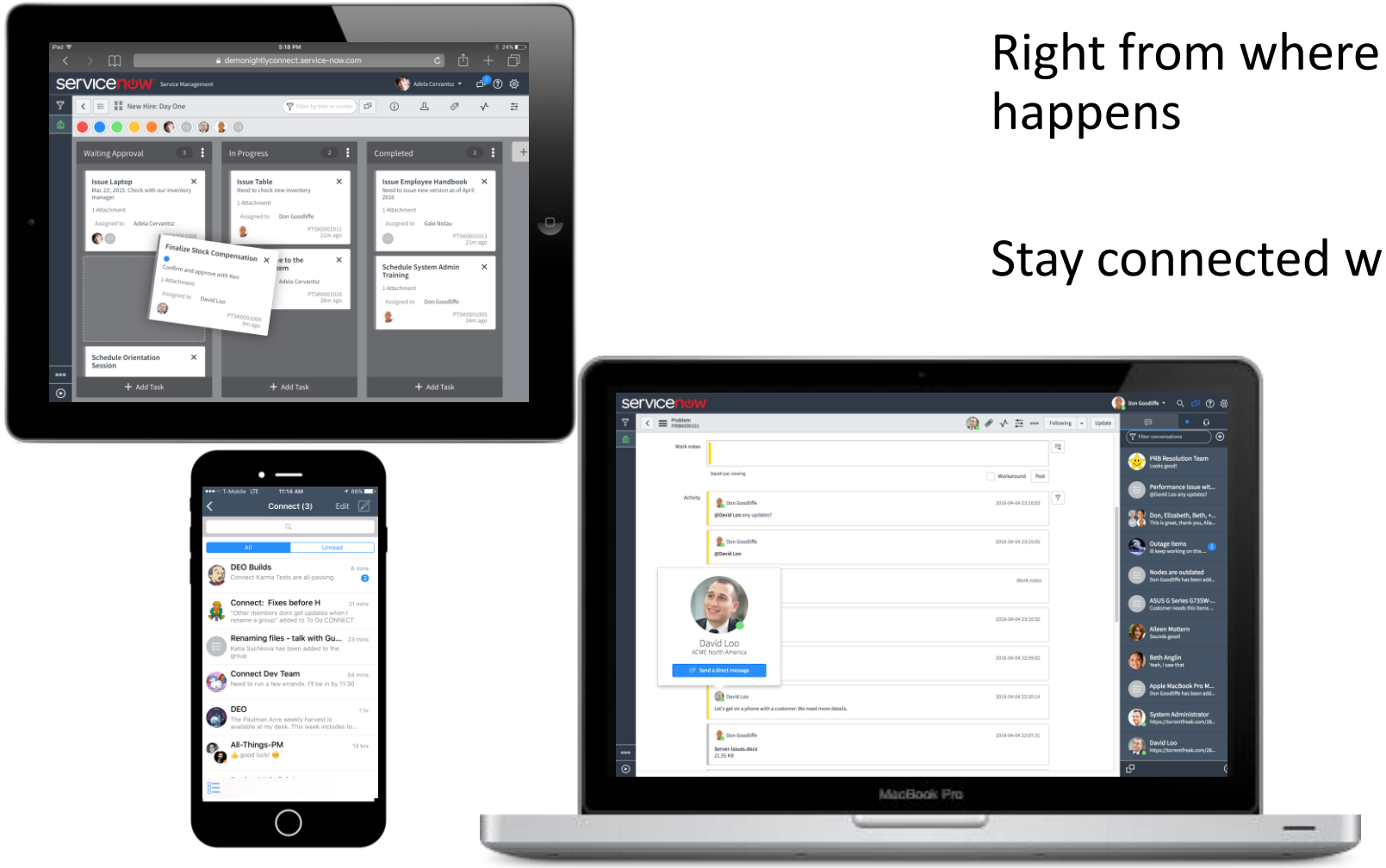


Track support chats and team's performance

See the big picture

© 2017 ServiceNow All Rights Reserved

Work from Anywhere

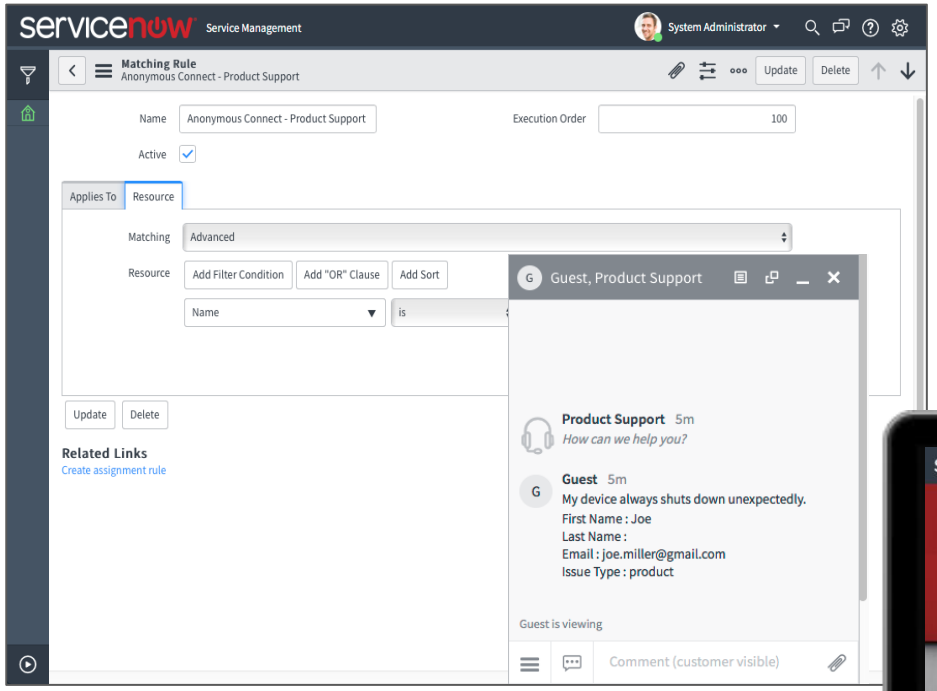


Right from where the conversation happens

Stay connected with others, on any device

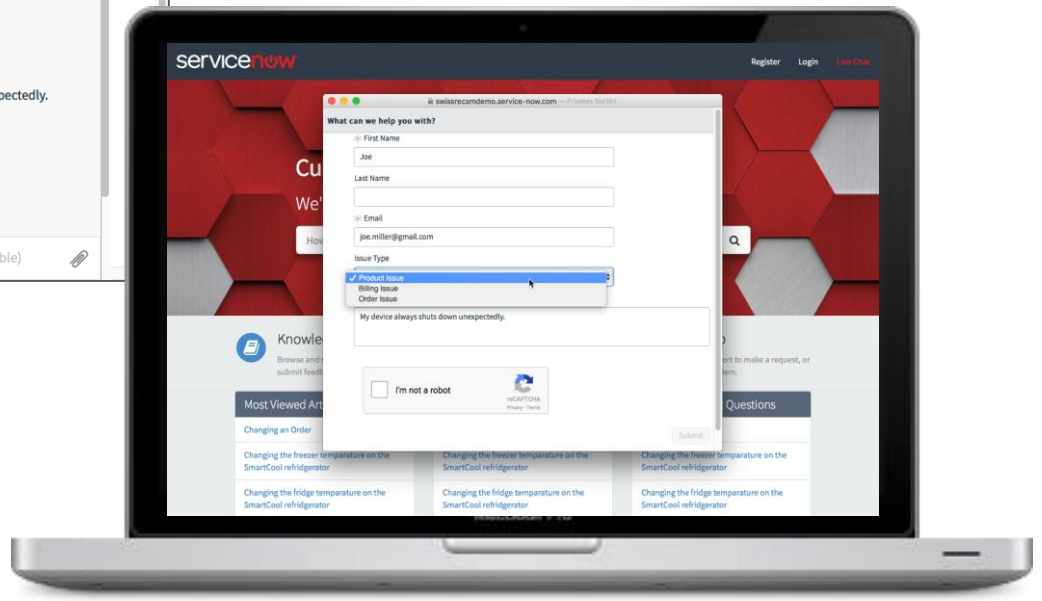
© 2017 ServiceNow All Rights Reserved

Anonymous Chat and Matching Rules



Let your consumers chat with you without requiring a login.

Dynamically route anonymous chats to the right team.



© 2017 ServiceNow All Rights Reserved

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
- Anonymous Chat and Matching Rules

© 2017 ServiceNow All Rights Reserved

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

© 2017 ServiceNow All Rights Reserved

Top Takeaways

1

Reduce resolution times with Connect Chat

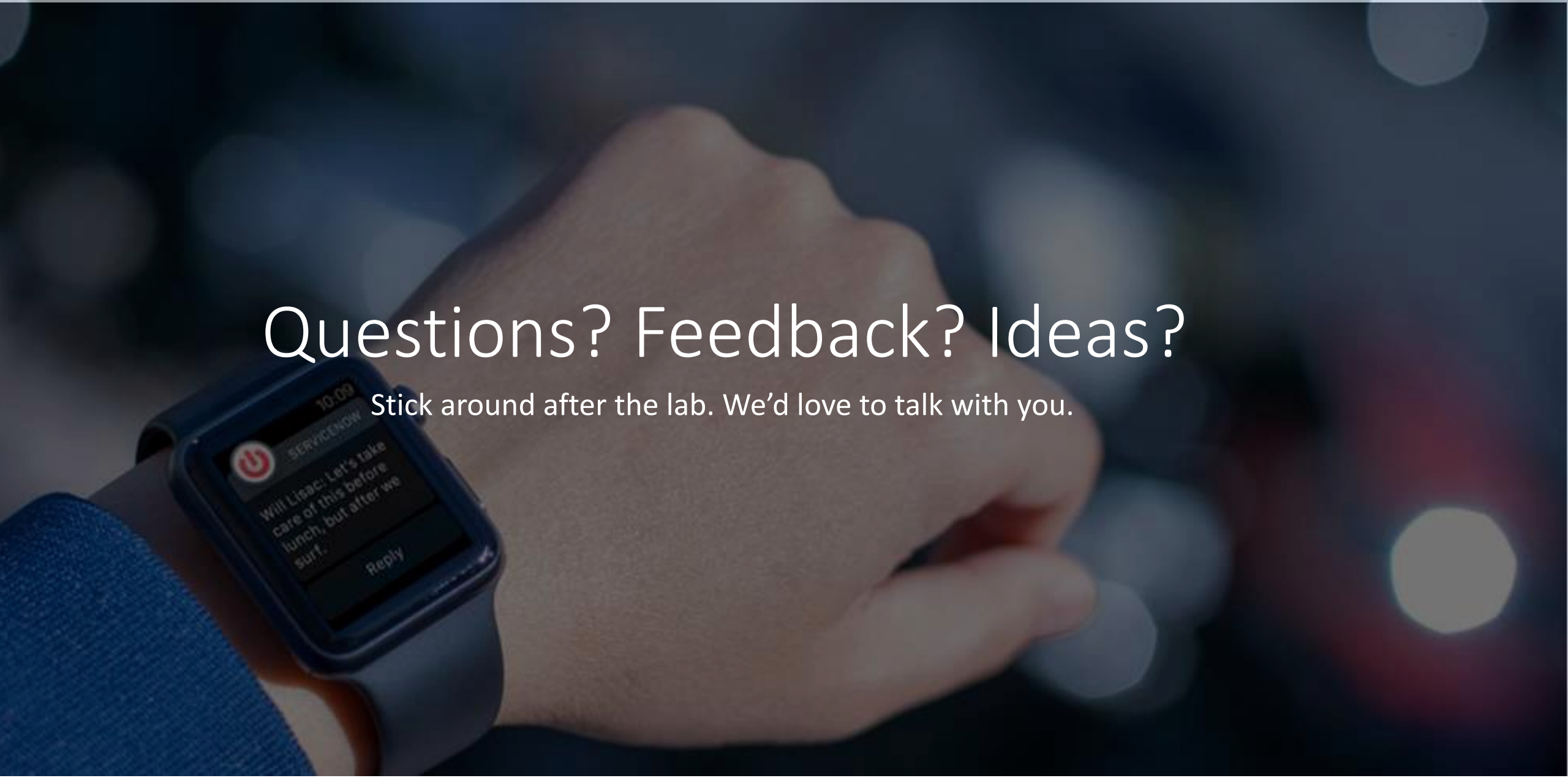
2

Improve effectiveness of your Service Desk with Connect Support

3

Increase your company's velocity with Connect

© 2017 ServiceNow All Rights Reserved



Questions? Feedback? Ideas?

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

© 2017 ServiceNow All Rights Reserved

Thank You

Lab Sponsored by Microsoft Azure



Tolga Tutel
Solution Consultant
ServiceNow

Bernhard Weiss
Solution Consultant
ServiceNow

#Know17 | http://clabs.link/LAB131972

© 2017 ServiceNow All Rights Reserved