ServiceNow® Employee Journey Management

Helping employees navigate complex moments that matter

With remote working becoming mainstream, employees face many day-to-day issues in a post-pandemic working environment while staying productive, healthy, and engaged are top-of-mind for the C-suite. Enterprise-wide capabilities focusing on improving the employee experience, like returning to work, setting up remote workspaces, transferring between departments, reskilling and promotions, are needed now more than ever before. Every employee has their own unique journeys within their organization and each path is fluid and dynamic. They should be supported with resources personalized to their needs with tools that connect all departments from HR, IT, Legal, Procurement and Workplace Services.

With ServiceNow® Employee Journey Management, HR teams can craft complete workflows that span the enterprise, connecting disparate processes and siloed systems, with no coding required. Managers can personalize these workflows with no-code tools to fit the unique needs of departments, teams, and even individuals. As a result, employees have access to all the resources they need in one place, so they don’t have to click through multiple systems to complete tasks like adjusting benefits, participating in trainings, and getting help.

Support employees through their career journey

With many organizations transitioning to remote working, managing a hybrid workforce has placed more burden on managers and ServiceNow® can help address these challenges. Journey Accelerator was built to help managers be more effective and support employees throughout their journeys within an organization. Administrators can develop templates that enable managers to create personalized plans for key employee transitions, such as promotions, transfers, onboarding, offboarding, and more, but also, HR teams can configure employee plans to automatically generate from Lifecycle Events without manager intervention. With Journey Accelerator, mentors can be given read or edit permissions to help customize plans and employees can schedule events, like check-ins with mentors, in Outlook directly from to-dos.

Key Benefits

- Build complete workflows that span the enterprise, connecting disparate process and siloed systems
- Help managers be more effective and support employees throughout their career journeys
- Quickly measure employee sentiment and feedback while gaining insight into workforce issues
- Deliver employee-centric learning experiences in the flow of work with personalized content
- Create great employee experiences in moments that matter with automated processes
- Accelerate time-to-value and enable faster adoption of new, innovative employee experiences

Develop personalized employee plans with Journey Accelerator
Measure employee feedback and create learning experiences in the flow of work

While there are many survey tools in the market, none are purpose-built to help identify employee concerns within existing employee workflows. Listening Posts enable organizations to capture employee feedback with pulse surveys across various touch points so that administrators can gain insights and quickly take action to improve the employee service experience. Administrators can view average scores, trends, response rates, and summary of responses for surveys under specific themes while HR teams can deliver pulse surveys to employees with Virtual Agent and in natural workspaces like Microsoft Teams and Slack.

With Learning Posts, organizations can deliver employee-centric learning experiences through the power of artificial intelligence, curating content across various sources, like Udemy, YouTube, Cornerstone, Pluralsight, and SumTotal. It provides personalized recommendations for employees to reskill based on their job position and interests. HR and learning teams can also quickly identify new courses and make them available to employees through Lifecycle Events or on the Employee Service Center.

Simplify employee journeys with automation and pre-configured workflows

Employee journeys, like onboarding, return to work, and offboarding, are complex and require multiple actions across departments. With ServiceNow® Lifecycle Events, organizations can automate complex processes across the company, helping to create great employee experiences during the moments that matter.

And to help organizations accelerate time-to-value and enable faster adoption of new innovative, employee experiences, ServiceNow® provides Employee Experience Packs that give HR teams a blueprint to deliver simplified journeys with prepackaged configurations, content, and workflows. These include sample knowledge articles and virtual agent conversations that employees can use for self-help and sample HR cases and tasks.

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