ServiceNow® Legal Reporting and Dashboards

Make better decisions and answer questions on the spot

In-house legal teams are inundated with inboxes, spreadsheets, and point tools. These unstructured processes makes it difficult to anticipate legal service demands and drive continual service improvements. Without a foundational understanding of legal volume, request types, and repetitive processes appropriate for automation, legal teams have a difficult time driving value, delivering impact, and managing risk across the business.

Real-time reporting and dashboards

With Legal Reporting and Dashboards, provide legal operations teams with out-of-the-box dashboards to view real-time metrics, service demands, and trends across different practice groups. Teams can easily configure legal reports, charts and graphs with a simple point and click interface, no coding or database experts needed. Legal operations can better anticipate performance trends and prioritize the critical requests that require focus to understand work volumes and resources needed across each practice group. For legal practitioners on the go, view reports and dashboards through mobile.

Schedule legal reports to automatically run over different intervals and distribute to key stakeholders. Legal teams can now track legal service delivery performance goals against business objectives to drive enterprise-wide productivity. Make data-driven justifications for increased resource allocations to high demand practice areas and transform legal from being a historical cost center to a strategic advisor to the business.

Extend self-service and drive continual improvement

Provide leadership and stakeholders an at-a-glance view of all legal services demands and performance trends. Pinpoint areas with poor service delivery experiences and take action to improve satisfaction using key indicators, mobile-enhanced scorecards, drill-downs, and dashboards. Teams can also easily evaluate legal trends to detect areas with service bottlenecks and reallocate resources to mitigate future risks.

With the ability to report by specific practice areas, help legal teams increase business velocity by knowing where employee self-service is appropriate and which requests can avoid legal review. This ensures complex requests are handled promptly and deadlines are met efficiently. For example, deflect common questions around sales contracts with the help of employee facing legal knowledge and automated virtual agent responses. Help legal operations drive continual productivity and focus on important matters.

Legal Reporting and Dashboards

Deliver legal services at the speed of businesses. With the Legal Reporting and Dashboards, provide legal operations out-of-the-box dashboards and metrics to deliver insights and improvements to key stakeholders.

- **Real-time view**, for all assigned and unassigned open requests and matters. Rapidly gather information on incoming requests to help teams take action on urgent matters and strategically allocate resources where needed.

- **Simple configuration**, easily create and modify reports using guided flows, and customize dashboards with interactive filters and widgets.

- **Automated distribution**, send service performance reports to key decision makers and business leaders over any interval of time (weekly, monthly, annually).

- **Flexible design**, leverage easy plug-and-play analytics to flexibly modify KPIs, dashboards, and metrics to create custom visualizations suited to legal operations needs.

- **Performance Analytics**, drive real-time visibility to better anticipate legal trends, detect bottlenecks, and pinpoint areas for greater self-service. Take action on KPIs to continuously improve and ensure successful legal service delivery.