# ServiceNow Mobile Apps

The productivity challenge

Your employees rely on consumer apps that enable them to use a few taps and swipes to connect with friends, hail a ride, and deliver groceries to their doorstep, but getting actual work done from a mobile device has never been as easy. Enterprise apps and sites either don't work at all or are only redesigned for mobile use as an afterthought. And they certainly don't take advantage of the powerful camera and location services available from mobile device hardware.

But employee expectations are changing. In these times where your ability to respond quickly is increasingly critical to success, your workforce is looking for ways be productive from anywhere. They want their work lives to have the same simplicity they get from their consumer lives. As a business, you need to be able to deliver on these expectations, and you must be able to do it quickly. Organizations cannot afford to spend months or years planning, building, and testing mobile apps that require extensive custom development.

The ServiceNow solution

The Now Platform® delivers a suite of mobile apps and development tools that enable organizations to rapidly build and deploy the mobile-first experiences their teams are demanding. Each app is purpose-built for the workflows and actions taken by a specific persona, so everyone can get work done from anywhere. Mobile Studio delivers a powerful set of packaged design elements and layout templates that enable anyone to rapidly create native, engaging experiences for iOS and Android without writing a single line of code.

The Now® Mobile, Mobile Agent, and Mobile Onboarding apps are all available as free downloads from the Apple App Store and Google Play Store, but can also be easily distributed and managed through enterprise mobility management (EMM) solutions.
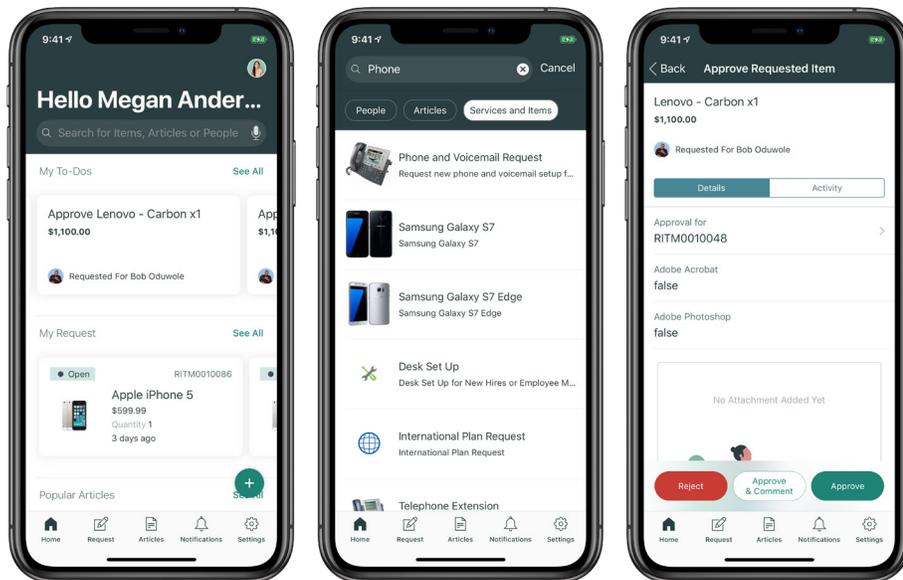
Now Mobile enables everyone in your organization to be productive from anywhere. Get help with new requests, work with to-dos and approvals, and find the right people and information.

Benefits

Increase employee productivity

Empower everyone to find the information they need and get work done from anywhere.

Maximize agent efficiency

Optimize experiences for fulfillers with barcode scanning, signature collection, and offline access to cases.

Accelerate development

Leverage out-of-the-box templates for layouts, forms, and buttons that seamlessly connect to your data.

Reduce costs

Create elegant, native applications for iOS and Android without writing a single line of code or hiring a team of developers.

Immediate impact

Take advantage of out-of-the-box applets already tuned for ServiceNow use cases, or quickly modify build content for your own workflows.

Personalized experiences

Completely brand or whitelabel each application by applying your own logo, color theme, and splash screen.

Now Mobile

Put requests, approvals, and a global search — covering people, knowledge articles, and catalog items — at your employees' fingertips. The Now Mobile app is designed to help all the requesters in your organization be productive from anywhere by providing access to the information and workflows they use every day.

Virtual Agent is natively available in the app to help solve requests through self-service and users can create voice-activated Siri Shortcuts to quickly view their to-do tasks. Landing pages and dynamic menus can also be tailored for each organization.

Mobile Agent

Make it easy for your agents to triage, act, and resolve requests while on the go. Mobile Agent provides an intuitive interface for fulfillers to accept and update work, with or without Internet connectivity. It also takes advantage of native device capabilities for tasks like barcode scanning, navigating to job sites, or collecting a signature.

Get your agents to the next level of productivity with mobile workflows and screens that are optimized for handling their everyday micro-moments.

Mobile Onboarding

Simplify the onboarding journey for new hires with a dedicated app that steps through their initial tasks. New hires can connect directly with HR representatives and are guided through to-dos for paperwork signatures, badge photos, and embedded training videos.

New hires get a clear view of what is required of them before they start, so they are confident and ready for their first day of work.

Mobile Studio

Build your own native mobile apps for iOS and Android, or customize out-of-the-box content with Mobile Studio, part of ServiceNow Studio. Mobile Studio enables anyone — business analysts, solution architects, and non-technical roles—to build mobile apps without writing a line of code, while developers can take advantage of rich scripting abilities to enhance their apps.

Layout templates for lists, maps, and calendars connect directly to your Now Platform data to help accelerate the development process. You can also make the experience your own and optimize for each micro-moment by customizing swipe behaviors, interface styles, and button actions.

Built for the mobile enterprise

All of the ServiceNow mobile apps have the controls and flexibility to meet the unique needs of each organization:

- Mobile Branding so you can bring your own visual identity to the apps by customizing the icon, splash screen, and color theme.

- Rich analytics that deliver insight into how the apps are being used, so you can drive adoption and maximize productivity.

- Support for mobile application management policies that secure and protect sensitive company data on employees' personal devices.
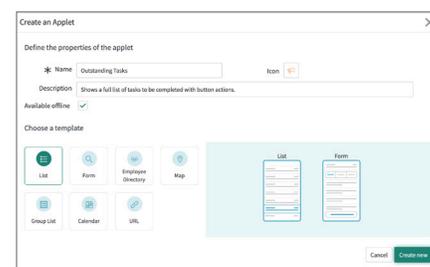
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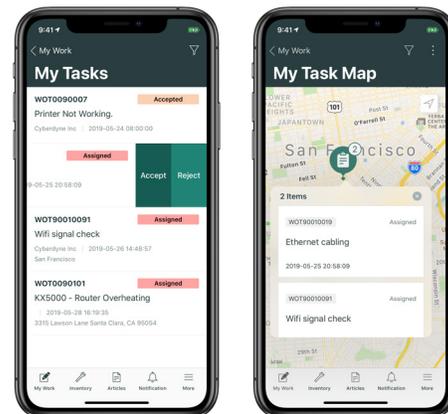
Fulfillers can quickly triage and act on incoming requests with Mobile Agent.
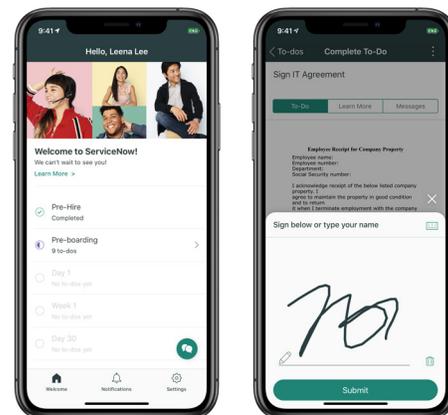
New hires are guided through their initial tasks with Mobile Onboarding.

Mobile Studio enables anyone to create elegant, native apps for iOS and Android.

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