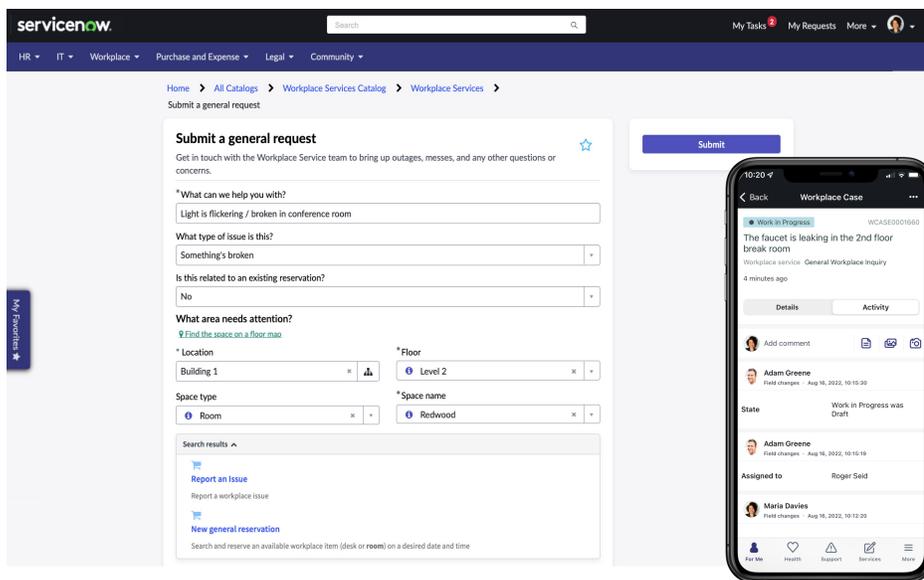


ServiceNow® Workplace Case Management

Streamline fulfiller work and remove sluggish and inefficient processes

Delivering modern digital workplace services can help organizations streamline otherwise manual and inefficient processes. Barriers to submit workplace issues and service requests along with siloed access to information commonly results in wasted time outside of core job responsibilities. This leads to a poor experience with untimely responses to important cases and dissatisfaction among employees and workplace teams. Employees need to easily access and request workplace services, and workplace teams need to automate often manual processes that consume time and resources.

Powered by the Now Platform, Workplace Case Management boosts employee and fulfiller productivity by enabling businesses to standardize the documentation, interaction, and fulfillment of workplace inquiries and requests.



Deflect common workplace questions with a unified consumer-grade experience

Without a centralized destination to interact with workplace departments, employees must resort to inefficient processes such as routing all questions and requests through email, phone, and other unstructured methods.

ServiceNow's Workplace Service Delivery solution includes Employee Center, which offers a unified consumer-grade experience via a single-entry point for employees to self-serve with workplace knowledge articles and requests from any device. Planning an office day? Employees can quickly search and access relevant articles containing local office guidelines. With the platform-wide capability of Knowledge Management, ensure employees have a successful day in the office and find answers to their questions. Employees can also easily search and create workplace service requests, or engage Virtual Agent for a variety of topics such as:

- Replacement badge, lost badge, badge photo
- Special conference room
- Desk change
- Physical security issue
- Mail or courier services
- Facilities maintenance issues
- Heating & cooling

Gain the full value of the ServiceNow® platform with Workplace Service Delivery

Key Benefits

- **Employee Center** to enable employees with knowledge articles that serve as a single destination across the enterprise
- **Knowledge Base** to empower employees to self-service answers, offering guidance to common requests and policies
- **Omni-channel access** across portal, mobile, desktop, chat and Virtual Agent to enable help for employees and teams
- **Case deflection** to better manage and prioritize cases for faster, more efficient digital service delivery across workflows
- **Workplace Case Dashboard** to offer visibility into the real-time status of workplace cases and workplace workloads
- **Virtual Agent*** with the ability to automate responses, deflect requests and streamline answers
*may require additional licensing

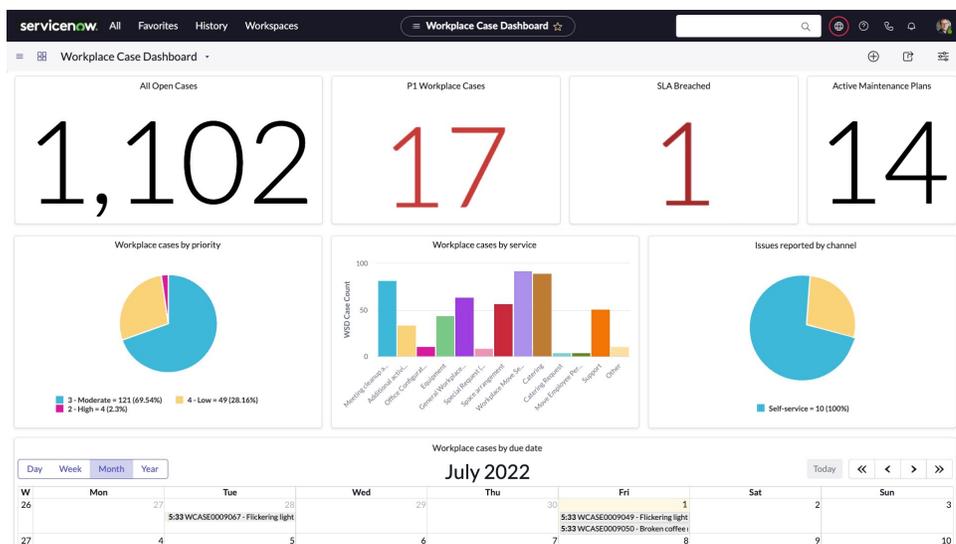


Boost workplace team productivity with a simple case management experience

Workplace fulfillers commonly find themselves bogged down by repetitive, low-impact cases which take time away from more business-critical matters requiring their attention. Using case and knowledge management solutions, teams are able to deflect cases otherwise routed to live agents, thus preventing certain cases from ever being created or requiring manual time and energy from agents. Additionally, fulfillment of various employee workplace requests have traditionally been a taxing process involving multiple, complex back-end processes, including analyzing the requests for the type of cases and then ultimately being routed to human responses, approvals, or other time consuming tasks that could be automated. With the help of Workplace Case Management, processes are made simpler and more efficient.

Fulfillers can perform a host of activities such as:

- View, filter, sort, and modify all cases created in a central location
- Configure automated tasks to streamline case-related processes
- Add fulfillment instructions to ensure consistency and accuracy
- Add SLA definitions to drive timely case communication and completion
- Streamline any required approvals via tasks



Having an automated workflow in place to streamline your approach to digital workplace service delivery creates frictionless, self-service experiences and ultimately saves businesses and employees time, costs, and frustration. With many processes still manual to this day, Workplace Case Management creates an opportunity to increase visibility and deflect common every day cases so teams can focus on more impactful work.

Workplace Service Delivery Suite

Provide modern digital experiences for employees to interact with the workplace, supporting the hybrid workforce and workplace teams.

- **Safe Workplace Suite**, access applications to assess employee and workplace readiness and align safety plans for opening
- **Workplace Reservation Management**, provide self-service, single-click reservations and add services or requests like catering or room configurations
- **Workplace Indoor Mapping**, create and manage maps, view services, available spaces and navigate the workplace
- **Workplace Visitor Management**, easily register guests and off-site employees, manage daily visitor registrations, and automate communications for arrivals
- **Workplace Case Management**, standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise
- **Workplace Space Management**, plan workspaces, assign cost centers, control capacity, and track utilization to optimize real estate spend
- **Workplace Move Management**, easily manage workspace move requests by automating individual, mass employee and asset space relocation