ServiceNow® Workplace Reservation Management

Simplify reservations with self-service for the workplace

Employees’ expectations have evolved around how they want to connect with the people and places that inspire them to do their best work. In the era of distributed work, the shift has encouraged departments across the enterprise to find new ways to digitize processes and enhance employee experiences and workplace interactions.

Whether in the office or on the go, it will be important to provide easy, intuitive self-service reservations for spaces, services, and amenities available employees. Through streamlining the reservation process, businesses can boost productivity, keep their workforce connected, and increase efficiencies while delivering meaningful workplace service experiences.

Employers must think about how they can empower employees to work in effective ways when coming into the office and how to build a culture where they feel connected to their colleagues and the workplace.

ServiceNow® Workplace Reservation Management empowers employees with the ability to:

- Search, reserve, and check-in for any workspace in any neighborhood
- Create reservations natively within Microsoft Outlook or Google Calendar
- Indicate privacy preferences when creating a reservation
- Add links for hybrid meetings such as Zoom or Teams
- Add attendees or visitors to a reservation
- Sync reservation details and resolve conflicts when scheduling recurrent events
- Generate and share URLs linked to a specific space within the Location Directory
- Add service requests (room configurations, catering)
- Create reservations across multiple buildings, campuses, or sites

...all from a self-service interface!

As we plan for the future of our workplaces, implementing solutions to successfully curate the reservation experience will help foster collaboration in the workplace.

Workplace Service Delivery (WSD)

Enable the hybrid workplace with digital experiences for employees and provide modern management for facilities and real estate teams.

- **Health and Safety**, support employee health and workplace safety
- **Workplace Reservation Management**, provide self-service, single-click reservations and add services or requests
- **Workplace Indoor Mapping**, create and manage maps, view services, available spaces and navigate the workplace
- **Workplace Visitor Management**, register guests and off-site employees, manage daily visitor registrations and communications
- **Workplace Case Management**, standardize the interaction and fulfillment of inquiries, requests, and case transfers across the enterprise
- **Workplace Move Management**, easily manage workspace move requests by automating individual, mass employee and asset space relocation
- **Workplace Maintenance Management**, create, manage, and automate maintenance plans from a central workspace
- **Workplace Lease Administration**, track various workplace lease contracts and spaces, workplace assets, services that are part of the contract