ServiceNow® Workplace Visitor Management

Welcome guests with a seamless check-in process

Creating an efficient, effortless check-in process for visitors and traveling employees is an important part of the workplace experience. Visitors need to be enabled to enter the office with ease while workplace services need to be prepared.

In order to create a seamless experience, workplace teams need the resources to accurately track who is registered to visit their office, anticipated arrival times, and where throughout facilities they will need access. ServiceNow® Workplace Visitor Management sets teams up for success by giving them visibility into registrations and the ability to schedule, monitor and manage requests from a self-service, omnichannel experience.

Implementation of Workplace Visitor Management empowers workplace teams to perform a host of activities such as:

• Manage secure check-ins and existing reservations
• Communicate important arrival information
• Initiate building access
• Set-up guest Wi-Fi
• Link registration to an existing room reservation
• Include other facility related access or requests
• Automate tasks such as communications, badge printing, or paperwork
• View daily, past, or upcoming registrations
• Register visitors using Virtual Agent

Having a powerful, automated workflow in place to give organizations the ability to optimize front desk and facilities operations creates streamlined processes that enhance visitor and employee experiences in the workplace.

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