From siloed steps to unified flows
Build, monitor, and optimize the most efficient automated workflows with no-code

Help your organization thrive with a platform built for teamwork. With the Now Platform® everyone can apply their talent in the right place—contributing together to achieve shared objectives.

serviceNow workflow automation enables seamless collaboration across the organization.

Seamless integrations  
Faster performance  
Time-saving repeatability

Business is moving faster than ever before. Organizations need to empower their employees with the tools to produce high quality work at speed. In place of manual and time-consuming scripting, seamless workflow automation from ServiceNow supports:

Cross-enterprise workflows require cross-enterprise coordination

Say goodbye to manual data inputs, redundancy, and siloed tasks. With easy-to-use tools and no code required, stakeholders can interact across departments to build and automate workflows that connect the business.

Learn more about how the Now Platform is helping teams work better and faster with consistent and repeatable workflows that span the enterprise.

ServiceNow developers

Flow Designer: Move away from manual data inputs like incompatible documents and email. Developers can automate repetitive work and improve efficiency by building multi-step flows from reusable components without having to code. Use the power of generative AI to surface recommendations or automatically generate flows based on text inputs.

Decision builder: Eliminate the need to retype data into the systems, helping avoid manual errors. Developers can easily maintain consistency to streamline development with an intuitive interface of if-then decision rules.

Playbook experiences: Reduce confusion with a repeatable recipe to execute the right processes at the right time. Enable service delivery teams to visualize workflows in a simple, task-oriented view of the actions, information, and resources they need to do their work.

Process owners

Process Automation Designer: Connect previously siloed steps to avoid process disconnects. Process owners can review and-to-end view of what needs to be done—seamlessly bridging pieces of business processes into cross-enterprise workflows.

Service Owners

Application programming interfaces (APIs)
Connect ServiceNow workflows to anything, including hundreds of third-party systems right out of the box with Integration Hub.

Artificial intelligence (AI)
Build smarter workflows that detect major incidents, discover hidden patterns, and identify opportunities to automate with the AI capabilities of ServiceNow.

Robotics
Accelerate your automation approach by connecting legacy systems and reducing manual, repetitive system actions with fast and cost-effective RPA.

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View Demo