

From siloed steps to unified flows

Build, monitor, and optimize the most efficient automated workflows with no-code

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:



Seamless integrations



Faster performance



Time-saving reusability

ServiceNow workflow automation enables seamless collaboration across the organization.

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 developers

MOVE WITH GREATER SPEED

Flow Designer: Move away from manual data inputs like incompatible documents and emails. Developers can automate repetitive work and improve efficiency by building multi-step flows from reusable components without having to code.

INJECT CONSISTENCY

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



Artificial intelligence (AI)

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



Application programming interfaces (APIs)

Connect ServiceNow workflows to anything, including hundreds of third-party systems right out of the box with Integration Hub.

Process mining and analytics

Best-in-class monitoring and optimization capabilities provide complete visibility and control to ensure workflows are operating at top efficiency.

Process owners



EXPAND VISIBILITY

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

Service Owners



IMPROVE COLLABORATION

Playbook experience: Reduce confusion with a repeatable recipe to execute the right process 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.



Robotic process automation (RPA)

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



Service delivery teams



DRIVE PRODUCTIVITY

Workspaces:

Avoid delayed and inconsistent service delivery. Agents can easily view and complete the tasks assigned to them to drive efficiency and improve support.



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

[View Demo](#)