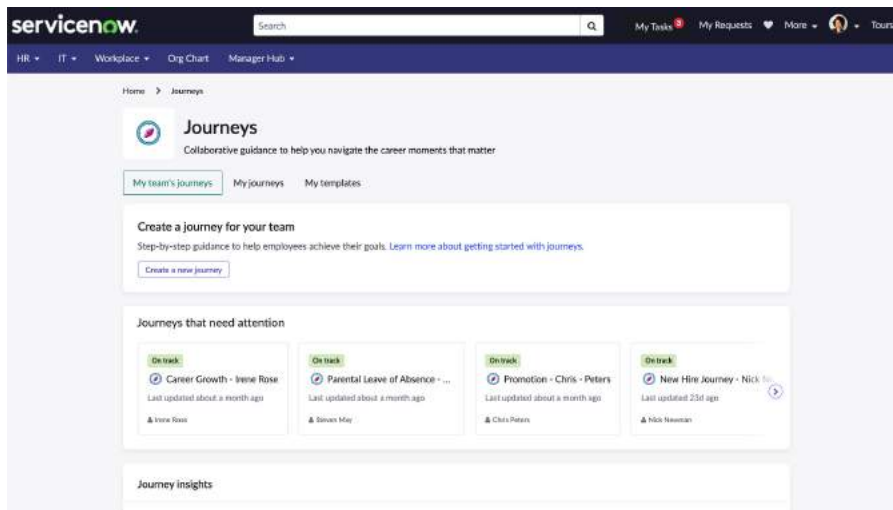


ServiceNow® Employee Journey Management

Helping employees navigate complex moments that matter

In today's competitive talent market, creating and maintaining a working environment that keeps employees productive, healthy, and engaged is top-of-mind for the C-suite. Enterprise-wide capabilities focusing on improving the employee experience, like supporting flexible work, transferring between departments, reskilling and promotions, are needed now more than ever before. Every employee has their own unique journeys within their organization and each path is fluid and dynamic. They should be supported with resources personalized to their needs with tools that connect all departments from HR, IT, Legal and Workplace Services.



Automate workflows with Journeys to help managers better support their teams

With [ServiceNow® Employee Journey Management](#), organizations can craft complete workflows that span the enterprise, connecting disparate processes and siloed systems, with no coding required. Managers can personalize these workflows with no-code tools to fit the unique needs of departments, teams, and even individuals. As a result, managers and employees have access to all the resources they need in one place, so they don't have to click through multiple systems to complete tasks like adjusting benefits, participating in trainings, and getting help.

Support employees through their career journey

Many organizations are working toward providing flexibility in how their employees work but managing a distributed workforce has placed more burden on managers. With Journeys, ServiceNow creates a journey experience that makes work-life simpler for managers to support their teams. It helps people leaders better support and personalize employee journeys like onboarding and offboarding, internal career transitions, and relocations. From the Journeys home page, can initiate and track employee journeys and understand how the can best support their teams. They can view journey insights and act on items that need attention for each employee.

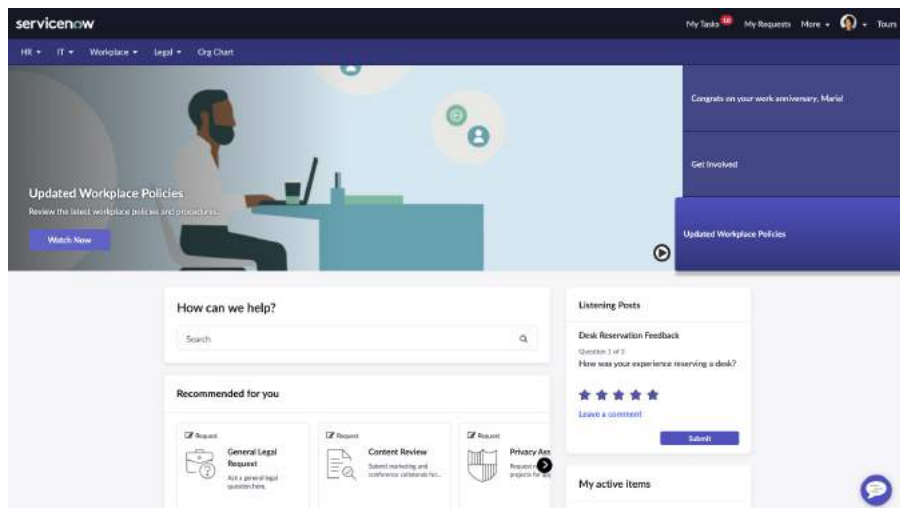
Key Benefits

- Build complete workflows that span the enterprise, connecting disparate process and siloed systems
- Help managers be more effective and support employees throughout their career journeys
- Quickly measure employee sentiment and feedback while gaining insight into workforce issues
- Deliver employee-centric learning experiences in the flow of work with personalized content
- Create great employee experiences in moments that matter with automated processes
- Accelerate time-to-value and enable faster adoption of new, innovative employee experiences

Personalization is key when designing employee journeys. At ServiceNow, we've made it simpler for people leaders to create customized experiences for each employee. Managers can edit tasks, add mentors, include AI-based learning recommendations from Learning Posts, and embed satisfaction surveys from Listening Posts to better understand and act on employee sentiments of the journey experience. Additionally, personalized messages (or nudges) can be sent to managers and employees to complete overdue tasks, approve or reject requests, and leave comments on journeys through channels like Microsoft Teams via Virtual Agent

Measure employee feedback and create learning experiences in the flow of work

While there are many survey tools in the market, none are purpose-built to help identify employee concerns within existing employee workflows. *Listening Posts* enable organizations to capture employee feedback with pulse surveys across various touch points so that administrators can gain insights and quickly take action to improve the employee service experience. Administrators can view average scores, trends, response rates, and summary of responses for surveys under specific themes while HR teams can deliver pulse surveys to employees with Virtual Agent and in natural workspaces like Microsoft Teams and Slack.



Give HR teams and managers insight into employee sentiment with Listening Posts

With *Learning Posts*, organizations can deliver employee-centric learning experiences through the power of artificial intelligence, curating content across various sources, like Udemy, YouTube, Cornerstone, Saba, Pluralsight, and SumTotal. It provides personalized recommendations for employees to reskill based on their job position and interests. HR and learning teams can also quickly identify new courses and make them available to employees in the flow of work with in-moment learning recommendations.

And to help organizations accelerate time-to-value and enable faster adoption of new innovative, employee experiences, ServiceNow® provides *Employee Experience Packs* that give HR teams a blueprint to deliver simplified journeys with prepackaged configurations, content, and workflows. These include sample knowledge articles and virtual agent conversations that employees can use for self-help and sample HR cases and tasks.

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HR Service Delivery

HR Service Delivery provides employees with a single place to manage their work needs while hiding back-end complexity.

- **Employee Center**, provide a single place where employees can quickly get all the services they need
- **Case and Knowledge Management**, standardize documentation, manage employee relations, and fulfill requests
- **Now Mobile**, simplify employee self-service with a native mobile app
- **Enterprise Onboarding and Transitions**, deliver great employee experiences across the moments that matter
- **Employee Journey Management**, improve the employee experience as employees navigate challenging moments in their career
- **Universal Request**, provide a unified employee service experience and improve agent collaboration
- **Virtual Agent**, resolve issues faster and support employees 24/7 with intelligent chatbots
- **Performance Analytics**, measure KPIs to track HR performance over time
- **Predictive Intelligence**, categorize general inquiries by combining machine learning and historical data