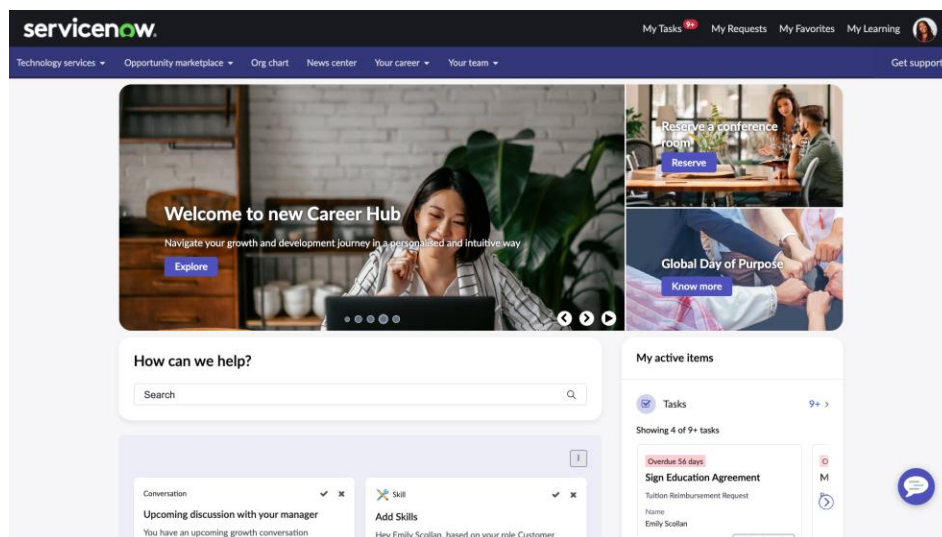


ServiceNow® HR Service Delivery

Put AI to work for employees

Every day, employees face challenges that hinder their productivity. They waste valuable time navigating through a maze of systems, struggling to find the right answers and the support they need. Meanwhile, HR agents are bogged down by inefficient processes.

To be more productive and help organizations realize efficiency gains, employees must be empowered by access to intelligent self-service through digital channels that make it easier for employees to get answers, make requests, and get broken things fixed so they can focus on the business. With [ServiceNow® HR Service Delivery](#) you can drive productivity and operational efficiency with GenAI powered assistance* to make employee service delivery faster and more cost effective.



Employee Center delivers a single experience across multiple departments

Provide a unified employee service experience

Simplifying access to the systems and information your employees need is crucial to building positive employee experiences. With [ServiceNow® Employee Center](#), organizations can provide a point of access for multi-department service delivery and communication. This enables organizations to easily scale their service solutions across HR, IT, Workplace Services, and Legal and help employees find information, get help, and request the services they need. Additionally, HR departments can serve up timely, relevant information, announcements, and news with AI-driven content recommendations, targeted campaigns, and content automation.

Employees can view HR requests, complete tasks, request help, receive push notifications, and interact with a virtual agent on mobile, desktop or through a kiosk experience built for deskless workers.

*When combined with Now Assist

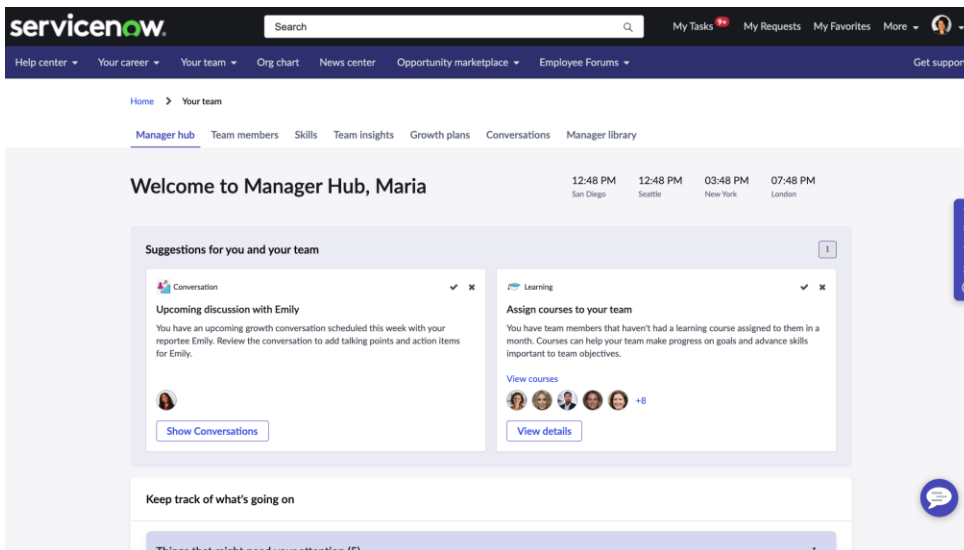
Key Benefits

- Increase self-service with simple access to resources and information
- Easily scale service delivery solutions across IT, HR, Workplace Services, Legal
- Deliver targeted campaigns and announcements to employees based on their role, location, or job type
- Provide managers with tools and resources to better support employee needs
- Give managers a complete view into their team's journeys, stats, and requests
- Create workflows that help employees navigate complex career journeys in moments that matter
- Take action on intelligent recommendations with Proactive Prompts
- Empower managers to personalize employee journeys with AI-powered recommendations
- Improve efficiency with the ability for HR admins to create multiple cases at once with bulk case creation

Empower people leaders to better support their employees

Manager Hub empowers people leaders with the tools and resources needed to support their employees' needs. With a purpose-built destination for managers to stay informed and engaged with their teams, Manager Hub leverages personalized resources and proactive prompts to guide their leadership journey. With access from Employee Center, managers can view a summary of team insights and action items for employee journeys, daily team stats, important dates, tasks, and requests. Notifications and alerts encourage people leaders to take quick action to the team's most urgent needs and stay ahead of important matters.

Managers always find themselves looking for resources and information to help them become better people leaders. But with Manager Hub, we address this challenge providing managers curated content like company news and announcements, related knowledge articles, guides, and tips, giving them a single destination to access the tools needed to lead their teams.



Manager Hub assists in managers in providing guidance, learning, and growth for employees

Streamline complex processes with automated workflows

[ServiceNow® Employee Journey Management](#) provides a range of solutions to help support employees through complex career journeys. With *Journeys*, organizations can deliver a unified experience that automates workflows and enable managers and employees to interact with journeys. Proactive prompts provide a more efficient way to complete journey events with the delivery of approval and tasks notifications via Virtual Agent. Listening & Learning Posts support HR departments with real-time employee feedback via surveys and delivers learning experiences in the flow of work. With additional security from Vault for HR you can ensure all of your employee data is kept safe and make data transparency easier than ever.

HR Service Delivery

HR Service Delivery provides an enhanced employee experience with a unified destination to manage their work needs while minimizing back-end cross-departmental complexity.

- **Employee Center**, provide a single unified portal for multi-department service delivery
- **Employee Journey Management**, improve the employee experience as workers navigate challenging career moments
- **Workforce Optimization** provides visibility into HR agent schedules, workloads, and skills to improve operating efficiency
- **Case and Knowledge Management**, standardize documentation, manage employee relations, and fulfill requests
- **Issue Auto Resolution** improves case deflection utilizing AI responses to simple requests
- **Now Mobile**, simplify employee self-service with a native mobile app
- **Virtual Agent**, resolve issues faster and support employees 24/7 with intelligent chatbots
- **Universal Request**, provide a unified employee service experience and improve agent collaboration
- **Employee Relations**, ensure HR processes, documentation, and communications are maintained
- **Performance Analytics**, measure KPIs to track HR performance over time