Service Agent Interview Analysis

Process

Begin each session with an icebreaker to get everyone talking and make a personal connection.

Set expectations for the session. Impart the following information:

* What is the goal of this session? What are we hoping to capture?
* Why is this valuable? How will this information be used?
* What are we not doing here? (ex: finding blame)
* How are we doing this?

#### Prepared opening:

Prepare a script to introduce your team at the beginning of the meeting. Make sure you introduce yourself, your goals, and the objectives of this session. Give an overview of how this session will be run and give them space to ask questions.

#### General questions to keep in mind while using a scenario map:

What do you do? In your words, how do you describe your role? (or value you add to this program?)

What are the steps you take and tasks you complete in the process? (before, during, after)

Be sure to consider things you do outside of ServiceNow too, like what other tools or people you rely on.

After you've thought through some of the steps, consider: What are you doing, thinking, and feeling in each step?

Is anything missing? Was anything surprising to you during this activity?

#### Scenario Map example:

