



ServiceNow Creator Workflows

Handson Workshop with Autostrade



Oscar Faura

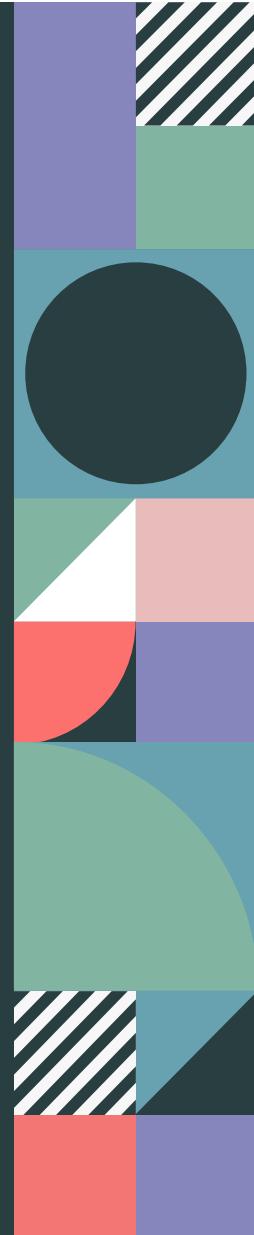
Creator Workflows Solution Architects



Jules Weijters

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LinkedIn www.linkedin.com/in/julesweijters

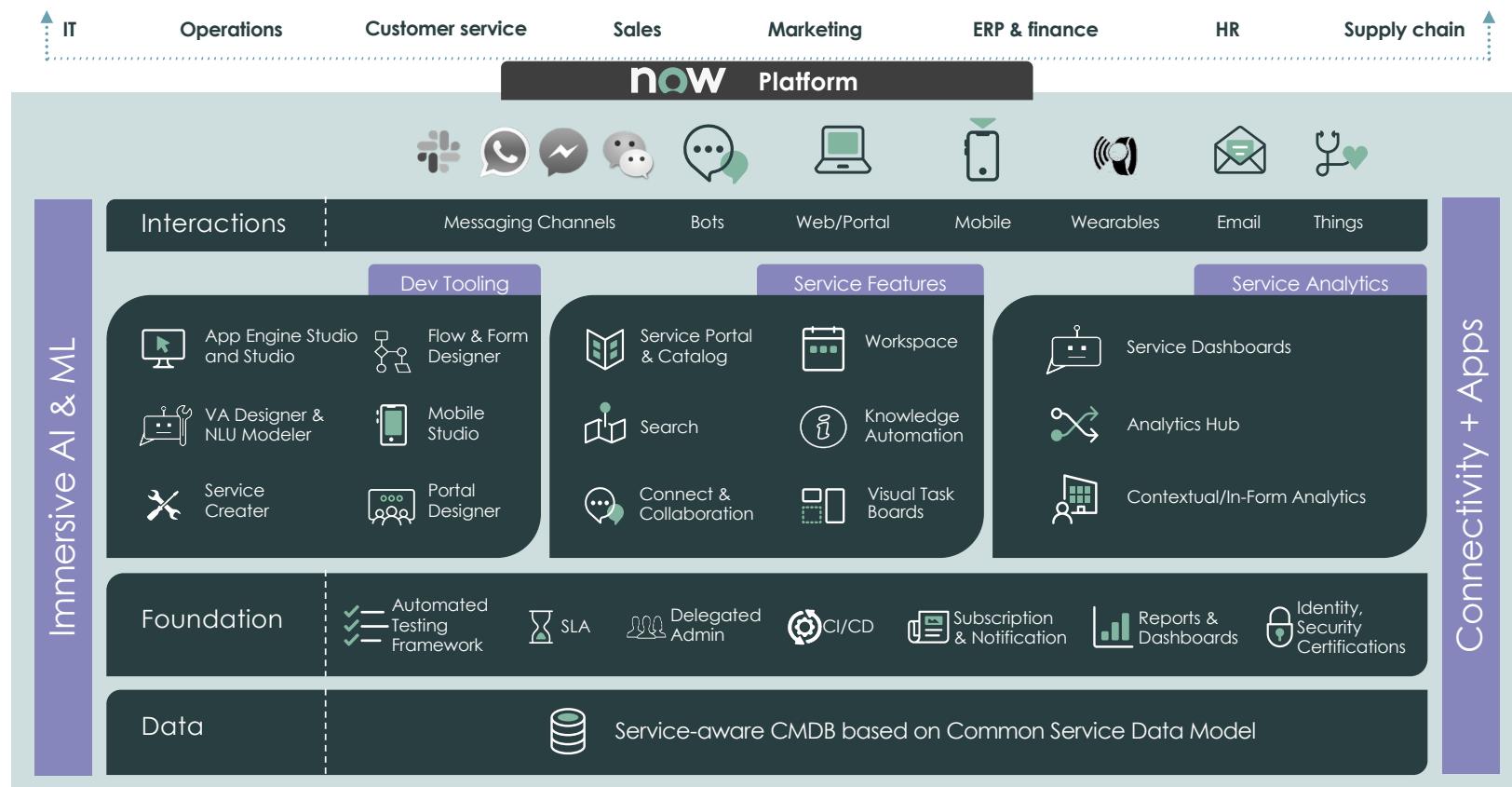


Today's Agenda

09.10 – 09.30	Introductions	
09.30 – 10.00	Develop Apps with ServiceNow	Oscar
10.00 – 10.30	Pre-lab demo // Tech check	Jules
10.30 – 10.40	Break // Tech check	
10.40 – 11.10	Lab Exercise 1 and 2	
11.10 – 11.20	Review workspace branding	Jules
11.20 – 11.50	Lab Exercise 3	
11.50 – 12.00	Review Custom Spokes	Oscar
12.00 – 12.10	Break	
12.10 – 12.30	Lab Exercise 4	
12.30 – 13.00	Q&A	

Develop Apps with ServiceNow

App Engine features



Three types of developers

Who builds apps on your Now Platform?

Now Platform Core Developers

- Centralized platform team
- Professional developer
- ServiceNow certified
- High level of platform access

Distributed (LoB) Developers

- Line of Business / Department
- Professional Developer
- ServiceNow certified
- Medium level of platform access

Citizen (LoB) Developers

- Line of Business / Department
- Business Analyst
- ServiceNow trained
- Controlled platform access

Improve the speed and efficiency of IT resources against workflow projects

Free up IT resources from lower-priority projects

Empower the business with agility

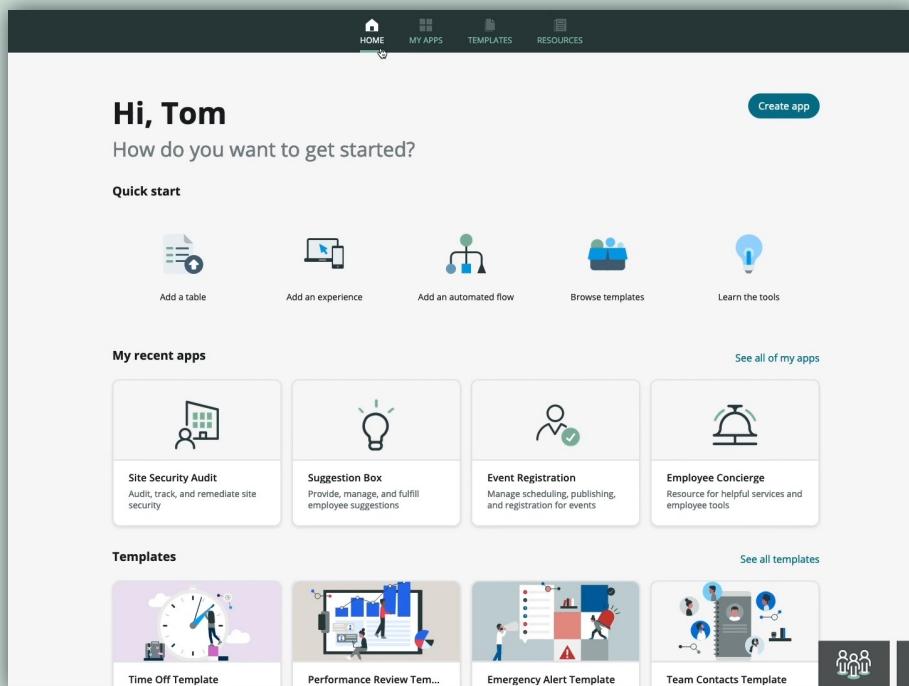
Harness enterprise-wide innovation



Low to Pro Code

Develop fast in one environment

App Engine Studio & Templates*



Build apps quickly by ALL developers

- Rapidly build high-quality multichannel apps in an **end-to-end low-code** experience
- **Citizen and pro developer friendly with delegated development**
- Automated **testing** and **CI/CD** support

Supercharge with consumer experiences

Service portal & catalog

The screenshot displays the ServiceNow Service Portal and Catalog interface. At the top, there's a search bar with the placeholder "How can we help?". Below it is a "Knowledge management" section with a purple header. The main content area shows "3 Knowledge Bases", "32 Articles", and "3 Q&A". To the right, there's a "Fulfiller workspace" for incident management. It shows an incident record for "INC000001" with the following details:

Details	Value
Number	INC000001
Caller	David Miller
Mobile phone	No date
Email	claudia@service-now.com
Location	No date
Incident	Call
Category	Inquiry / Help
Priority	3 - Low
Subcategory	Urgency
Business service	3 - Planning
Configuration item	Open source
Assignment group	Open source
Assigned to	No data available

Virtual agent

The screenshot shows a mobile virtual agent interface. The screen has a dark background with white text. At the top, it says "9:41 AM" and "Done". The conversation log includes the following messages:

- "How can I help you?"
- "You can type your request below, or use the button to see everything that I can help with."
- "I need to escalate my ticket about the database"
- "You have one open ticket: INC0006855"

Enhance with OOTB UX components or build your own

- Quickly build** multi-experiences across web, mobile and chat
- Leverage OOTB components** to deliver experiences for end user self service and knowledge worker productivity

Automate and connect easily

Prebuilt integration spokes

The screenshot displays two main ServiceNow interface components:

- Process automation designer:** A central workspace for defining business processes. It shows a process titled "Incident Resolution Example" with four main steps: IDENTIFICATION (Collect contact details), LOGGING (Research user request), RESOLVE (Leverage agent assist to troubleshoot...), and CLOSURE (Close the case). Each step has associated sub-tasks like "Confirm contact details" or "Show Knowledge Article".
- Flow designer & IntegrationHub:** A separate workspace for creating flows. It shows a flow starting with a trigger "Incident Created or Updated" leading to an action "Create Issue". A modal window is open over this area, showing a search results list for "String" transforms, including "First Character", "Last Character", "Size", "Split", "Substring", "To Lower Case", and "To Upper Case".

On the left side of the screen, there is a sidebar listing various "Spoke" integration modules, each with a brief description and a star rating:

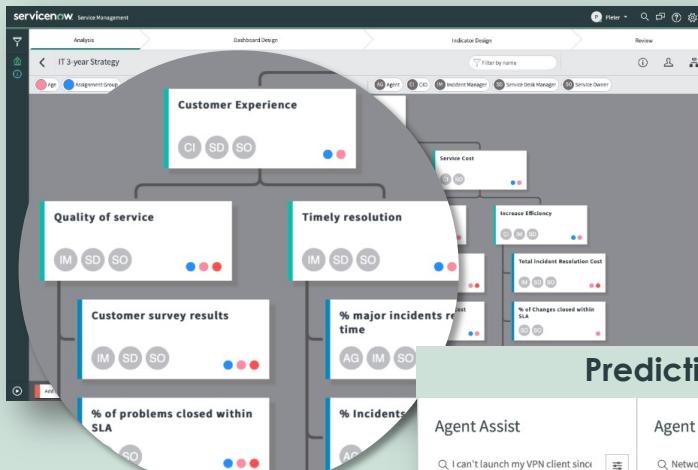
- Jira Spoke: Remagine how you integrate with Jira.
- Box Spoke: Remagine how you integrate with Box.
- Jenkins Spoke: Remagine how you integrate with Jenkins.
- GitLab Spoke: Remagine how you integrate with GitLab.
- Azure DevOps Boards Spoke: Remagine how you integrate with Azure DevOps Boards.
- DocuSign Spoke: Remagine how you integrate with DocuSign.
- Okteto Spoke: Remagine how you integrate with Okteto.
- GitHub Spoke: Remagine how you integrate with GitHub.
- Microsoft SharePoint Online Spoke: Remagine how you integrate with Microsoft SharePoint Online.
- Docker Spoke: Remagine how you integrate with Docker.
- Kubernetes Spoke: Remagine how you integrate with Kubernetes.
- F5 BIG-IP Spoke: Remagine how you integrate with F5 BIG-IP.
- Cisco Webex Meetings Spoke: Remagine how you integrate with Cisco Webex Meetings.
- Zoom Spoke: Remagine how you integrate with Zoom.

Automate and integrate effortlessly

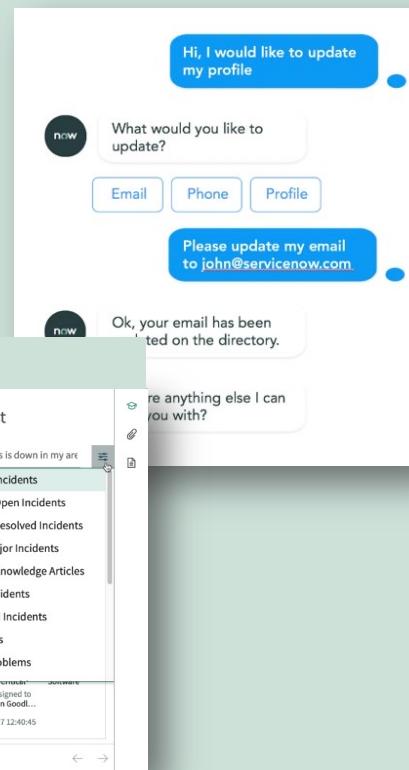
- Automating processes in a **single design environment**
- **150+ pre-built spokes & 1000s of actions** for 3rd party systems
- Create powerful, **re-usable** custom integrations
- Click to add **no-code custom integrations** to flows in Flow Designer

Apply smarts contextually

KPI composer



VA designer & NLU modeler



now

Embedded intelligence & analytics

- Anticipate **trends**, and drive continuous improvement with real-time analytics
- Self-service resolutions powered by **chatbots**
- ML-driven **recommendations**, **predictions**, and **insights** on the fly

New Value Add Capabilities on App Engine

Universal Request

The diagram illustrates the Universal Request capability, showing how various employee service channels (Employee Service Center, Web View, Mobile App, Messaging Apps) converge into a single, frictionless workflow. A central 'Workforce' icon connects to a 'Universal Request' interface, which then integrates with multiple departments and systems:

- Employee Service Center:** Includes Web View, Mobile App, and Messaging Apps (e.g., Teams, Slack).
- Search for Information:** Includes Request Services, Request Help, and Report Issue.
- Universal Request:** Manages ONE unique ticket ID, connecting to:
 - Manual Assignment:** AI-powered Assignment.
 - AI:** ITSM + ITOM.
 - Agent:** HR Service Delivery.
 - Workplace:** Workplace Service Delivery.
 - Procurement:** Procurement Service Management.
 - Business Apps:** Platform + AppEngine.
- First Call Resolution:** Functional applications and Integrations to Systems of Record.
- Ticket Transfers:** Manually assigned to agents.

Guided Decisions

The diagram shows a ServiceNow interface for a 'Business Money Market Application Process' (Case ID: ONB0001068). A 'Guided Decision' dialog box is overlaid, guiding the fulfiller through a decision tree:

- Guided Decision History:** Questions include: Is this a new product category? Is this a first time applicant? Has customer provided all documents?
- Guidance:** Attach Article (KB0010017 Business Money Market Application Process).
- Additional comments (Customer visible):** KBB0010017 Business Money Market Appl...

now™

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Universal Request

Cross-departmental, frictionless workflows hiding backend complexity

Agents delivering timely, consistent, and consumer-like service

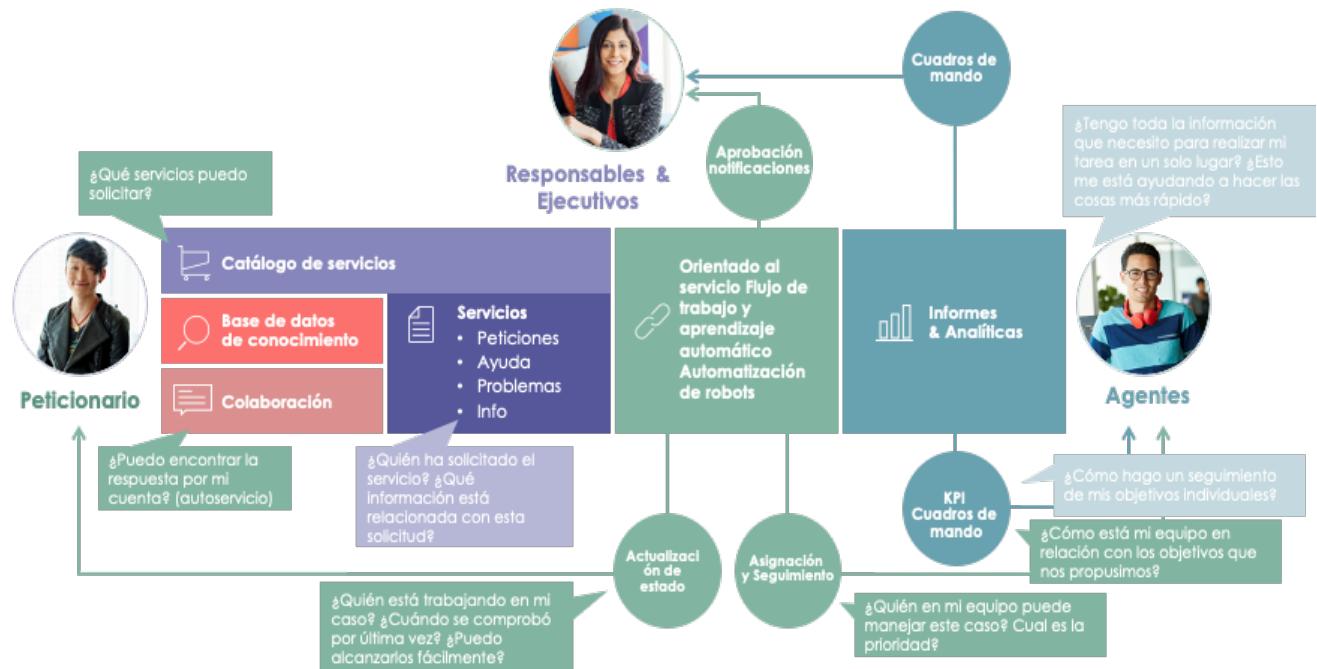
Guided Decisions

Dynamically guide fulfillers along the optimal path to resolve complex cases

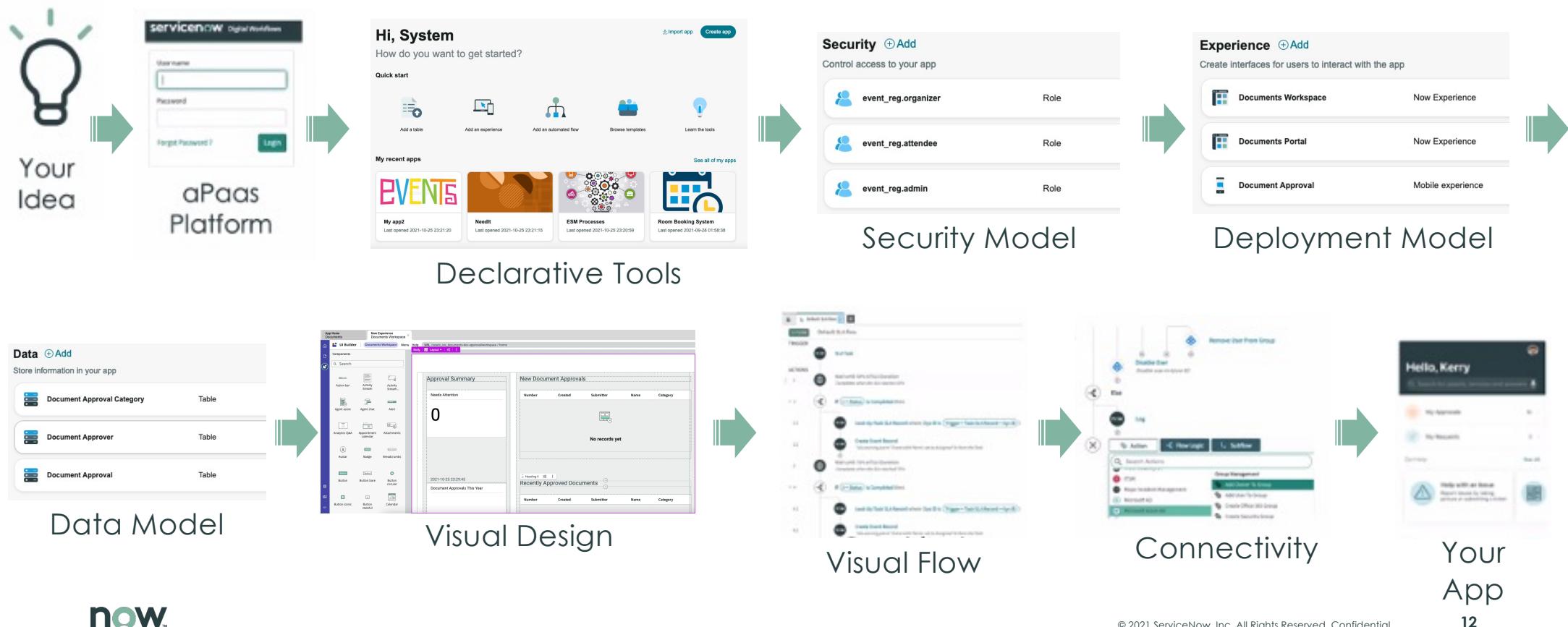
Author decision trees and guide fulfillers to take the next optimal action on the ServiceNow platform

Gap-Fit Analysis

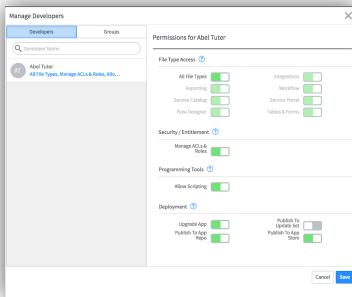
- Flow-based workflows
- Task management
- Request fulfillment
- Excel driven processes
- Repeatable processes
- 3rd party integration
- Orchestrating multiple systems
- Single experience from functions in multiple systems
- Web and mobile access to the same apps and data simultaneously



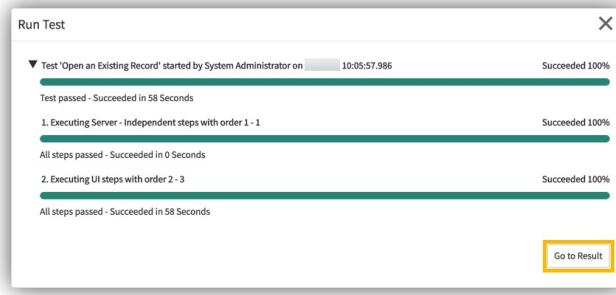
Building an App...



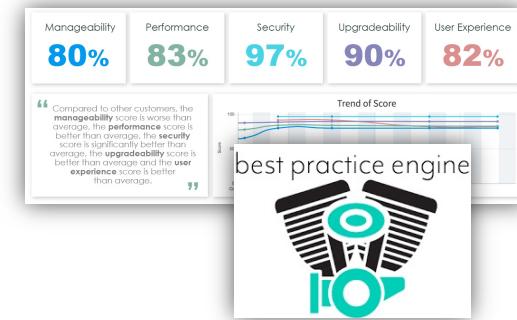
...with Governance



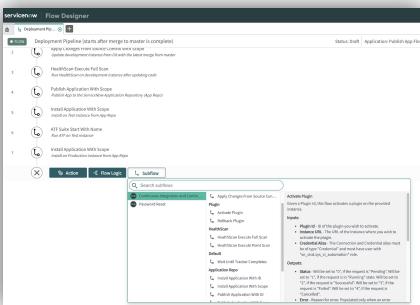
Delegated Development



Automated Test Framework



InstanceScan



IntegrationHub CI/CD

servicenow Application Repository						
		App	Scopes	Company Key	Actions	
<i>To flag an app for deletion, contact your company admin.</i>						
All Applications		App Name	Version	Scope Name	Instance Uploaded From	Uploaded By
		T0200	10.0	x_nvt_3000	http://10.8.123.6000/	main
		20t1 Sep 1	1.01	x_nvt_20t1_main3	appstore#p1	uservendor
		Sourcefire	1.00	x_nvt_sourcefire	http://10.8.122.1600/	admin
		19tSep	1.01	x_nvt_39tsep	appstore#p1	uservendor
		19tSep	1.02	x_nvt_39tsep	appstore#p1	uservendor
		c72sep1_Upload	2.00	x_nvt_c72sep1	http://10.8.122.1600/	main
		c72sep1_Upload	2.00	x_nvt_c72sep1	http://10.8.122.1600/	admin

Application Repository

The interface is titled 'Hi, Anika' and provides a 'How do you want to get started?' section with links to 'Add on table', 'Add on experience', 'Add on automated flow', 'Browse template', and 'Learn the tools'. Below this is a 'Templates' section featuring four cards: 'Event Registration', 'Travel Requests', 'Team Contacts', and 'Project Tracker', each with a brief description and a 'See all templates' link.

App Engine Studio

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Pre-lab demo // Tech check



Lab Exercise 1 and 2



Welcome to Creator Workflows Workshop-in-a-box

Jules

Weijters

jules.weijters@servicenow.com

ⓘ Email addresses are used instance reservation purposes only.
If you need your credentials again, return to this page and enter the same email address

Register for Lab

Resource	Address	Username	Password
Primary ServiceNow Instance	https://sad-oct-880-001.lab.service-now.com	admin	██████████

<https://clabs.link/sad-oct-550>

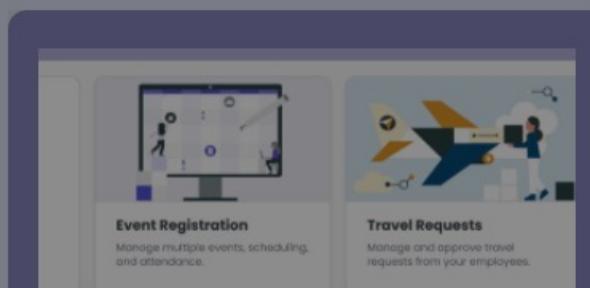
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LAB Guide after login

Welcome to the Creator Workflows Lab!

Let's build a custom Logistics Management Solution together.



Today we'll build our own

Custom apps make it easy to solve common problems. Use pre-built and reusable templates and tools. This lab will help you learn how to build custom apps for your company, Logistics Management.

Lab Guides

Logistics Lab

Before Exercise 2 (Optional)

The screenshot shows the ServiceNow Table Editor for the 'Shipments' table. The table has four columns: 'carrier' (Type: Choice), 'sys_class_name' (Type: System Class Name), 'sys_created_on' (Type: Date/Time), and 'sys_created_by' (Type: String). The 'sys_created_by' column has a default value of `javascript:current.getTableName();`. A context menu is open on the last row, with the 'Edit form view' option highlighted by a red box.

*	Column name *	Type *	Reference	Max length	Default value	Display	Updated
	carrier	Choice 3 Choices		40		<input type="checkbox"/>	2021-10-27 13:58
	sys_class_name	System Class Name		80	<code>javascript:current.getTableName();</code>	<input type="checkbox"/>	2021-10-27 13:53:34
	sys_created_on	Date/Time		40		<input type="checkbox"/>	2021-10-27 13:53:33
	sys_created_by	String		40		<input type="checkbox"/>	2021-10-27 13:53:33

Build your Form

App Home Table Edit Form - Shipments

Logistics Shipments Shipments

Default view Undo Save

Fields Field Types

Filter

Fields

Class

Created

Updated

Updated by

Updates

Formatters

Contextual Search Results

Ratings

Activity

Activities (filtered) (Formatter)

Form Design

Shipment

Number Status

Recipient

Delivery details

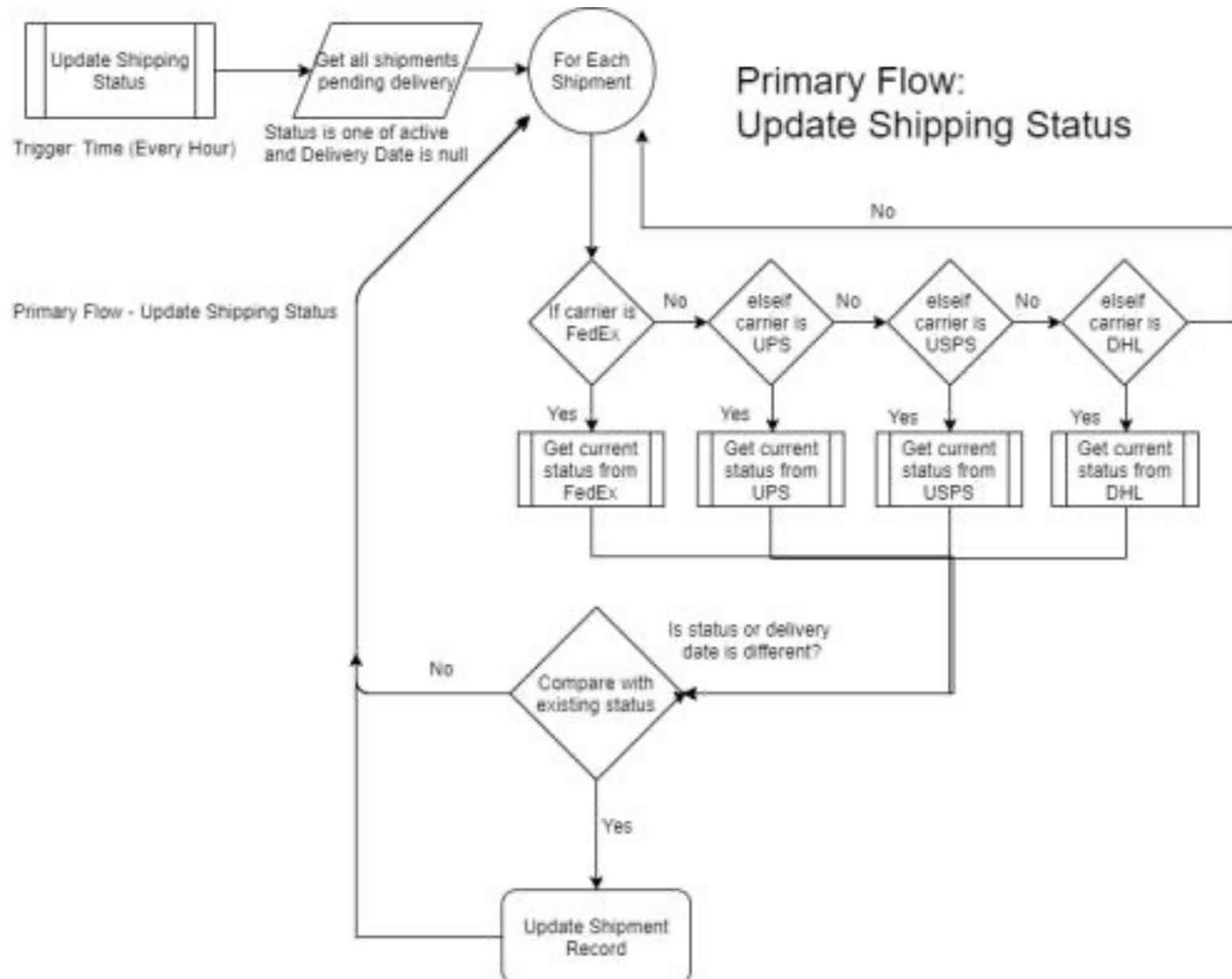
Deliver Date Destination Carrier Tracking Number

Activity

Activities (filtered) (Formatter)

The screenshot shows a 'Form Design' interface for a 'Shipments' table. The interface includes a sidebar with various field and formatter categories. The main area is divided into three sections: 'Shipment', 'Delivery details', and 'Activity'. The 'Shipment' section contains fields for 'Number' and 'Status'. The 'Delivery details' section contains fields for 'Deliver Date', 'Destination', 'Carrier', and 'Tracking Number'. The 'Activity' section contains a single field labeled 'Activities (filtered) (Formatter)'. Red annotations include a large red arrow pointing to the 'Activity' section, a red box around the 'Save' button at the top right, a red box around the '2 Column' dropdown in the 'Shipment' section, a red box around the '1 Column' dropdown in the 'Delivery details' section, and a red box around the 'Activity' section itself.

Lab Exercise 3



Build your custom spoke

What is a custom spoke

- A spoke is a logical grouping of related custom actions, subflows, and supporting application files.
- A custom spoke **includes actions or subflows to** a particular application.

Choose a step to add to your action

X

^ **SERVICENOW DATA**

 Create Task

Create a task that you can specify to wait for completion.

 Wait For Condition

Pause the flow to wait for a state change on a record.

 Create or Update Record

Create or Update a record on a given table. Fails if business rules or data policies prevent the update.

 Look Up Records

Return the count and Records that meets the search criterion. Records can be used in flow iterations.

 Delete Multiple Records

Deletes multiple records on a given table. Fails if business rules or data policies prevents the delete.

 Create Record

Create and return a record on a given table. Fails if business rules or data policies prevent the update.

^ **INTEGRATIONS**

 SFTP

No Subscription 

Use SSH File Transfer Protocol to manage file transfers from source to target systems.

 REST

No Subscription 

Perform a REST web service request

 XML Parser

No Subscription 

Parse XML data and map to complex objects.

 PowerShell

No Subscription 

Run powershell scripts on remote machines from your ServiceNow machine through a MID Server.

 JSON Parser

No Subscription 

Parse JSON data and map to complex objects.

 SOAP

No Subscription 

Perform a SOAP web service request

Inputs

An input is like a variable from a mathematical equation. The input is a placeholder whose actual value gets generated from the data you provide it.

Start by clicking + Create Input to add the first input to your action.

Keep adding inputs to your action, if necessary.

Label	Name	Type	Mandatory
⋮ table	table	String	<input checked="" type="checkbox"/>  
⋮ sysId	sysid	String	<input checked="" type="checkbox"/>  

Actions: LookUp Record

In the Action Outline, select the plus icon to add the first step to your action.

From the list of available steps, choose a step to add to your action.

Steps are similar to actions in flows. Steps are the individual pieces of automation in your action.

The screenshot shows the ServiceNow Action Outline interface. A 'Look Up Record' step is selected, indicated by a green border around its title. The configuration pane for this step is visible, containing the following fields:

- Table:** action ▶ table X
- Condition:** Scripted (Expand to edit)
- Order by:** Select a field
- Sort Type:** a to z
- If multiple records are found:** Retain current record
- Don't fail on error:**
- If this step fails:** Stop

Below these fields is a code editor window titled "Condition" containing the following JavaScript code:

```
1 return 'sys_id=' + fd_data.action_inputs.sysid;
```

Actions: REST Action

2. REST step

REST REST Icon

Connection Details

Connection: Define Connection Inline

Use MID:

Credential Alias: Select Credential Alias

Base URL: <https://api.qrserver.com/v1/create-qr-code/>

Connection Timeout:

Request Details

Build Request: Manually

Resource Path: ?size=150x150&data="https://reepov.service-now.com/[action ▶ table](#) [X](#).do%3fsys_id=[action ▶ sysId](#) [X](#)"

HTTP Method: GET

Query Parameters

Name	Value
------	-------

Headers

Name	Value
------	-------

Response Handling

Save As Attachment:

Attachment File Name: QR

Table: Select a Table

Attachment File Record: [step ▶ Look Up Record](#) [Record](#) [X](#)

<https://api.qrserver.com/v1/create-qr-code/>

?size=150x150&data="https://XXX.service-now.com/[action ▶ table](#).do%3fsys_id=[action ▶ sysId](#)"

Publishing your action

Select Test in the main header to test your action and ensure that it runs with no errors.

When your test finishes running, select Your test has finished running. View the action execution details.

In the main header, select Publish to activate your action so that you can add it to a flow in Flow Designer.



Lab Exercise 4

Add Experience

Logic and automation +Add

Add automated workflows to improve productivity



Track Shipments

Flow

An automated process to connect to our logis...

Last edited 2021-10-27 19:20:46

ADD EXPERIENCE

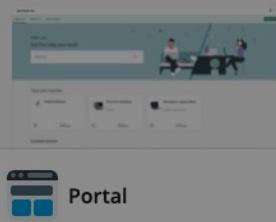
What type of experience do you want to add to your app?

Select an experience to learn more about the interface and what it can do for your users.



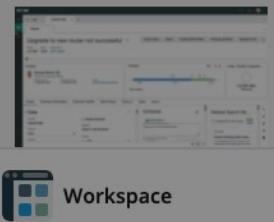
Mobile experience

Users can add UI into an existing mobile app.



Portal

Deliver apps to your employees or customers using a modern, easy to use portal



Workspace

Provide agents and managers the tools to answer questions and resolve problems



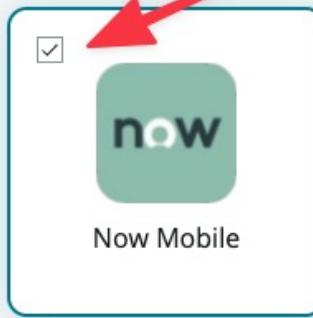
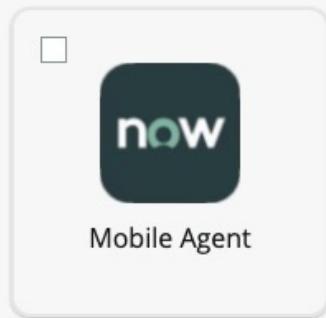
Cat

An efficient way to make requests via a portal

ADD EXPERIENCE

First, where do you want to add this?

Your users will be able to access this experience from one or all of your mobile apps. The experience will be the same.

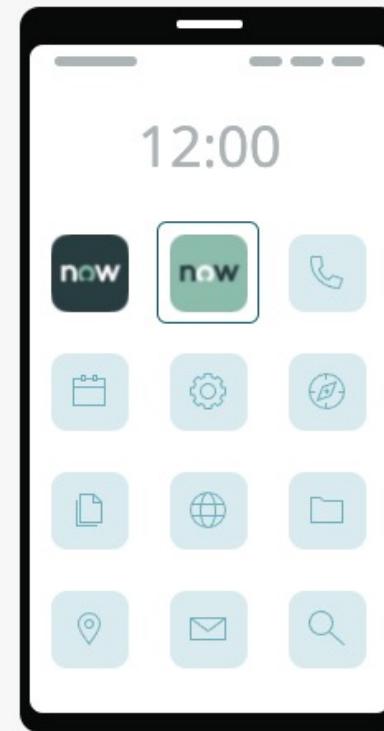


Mobile Agent

Used by agents to manage IT incidents, events, customer service and field service requests, and more.

Now Mobile

Used by employees to complete tasks, submit and track requests, manage company resources, and search for information.



Rights Reserved. Confidential.

Cancel

Continue

Now, let's set this experience up in a tab.

We're creating a new tab inside the mobile app or apps you chose in the previous step. This tab will navigate your users to some screens you're about to build. This tab will appear along the navigation bar.

Add an icon *

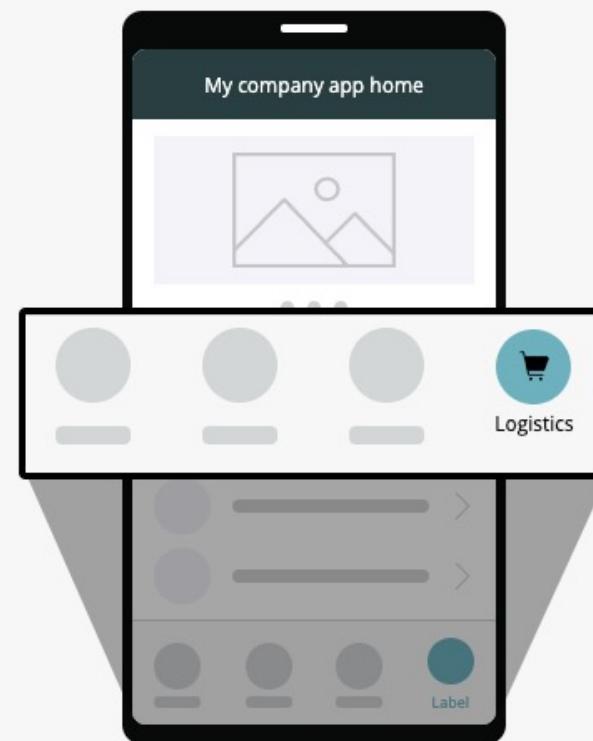


Label for experience *

Logistics

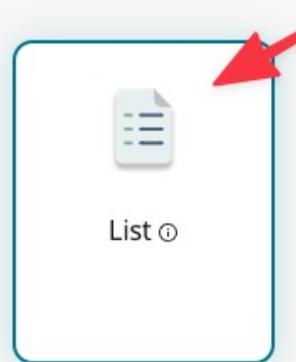
Roles

admin X |



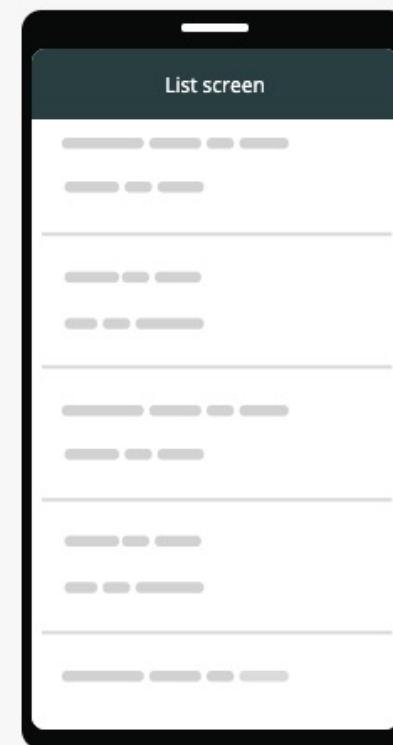
Now, pick a type of screen to add.

Each experience contains screens that feature either a list or a mobile web page. You will choose the data source for this screen on the next step. More screen types are available inside Mobile App Builder.



List ⓘ

Mobile web ⓘ



Select a table to show as a list on your screen.

You can also set conditions to review parts of the table, such as setting conditions so that only tasks assigned to a specific user appear. The name of the table selected will also be the section name.

Table * ⓘ

Shipments

Shipments x_snc_logistics_shipments

+ Set conditions for this table

Number	Carrier	Deliver Date	Destination	Recipient	Status	Tracking Number
SHI0001001	FedEx	2021-10-27	261 North Highway 101, Solana Beach, CA	Roger Seid	Delivered	122816215025810

Showing 1-1 of 1

← ← 1 → →

Cancel Continue

Let's give this screen an icon and a label.

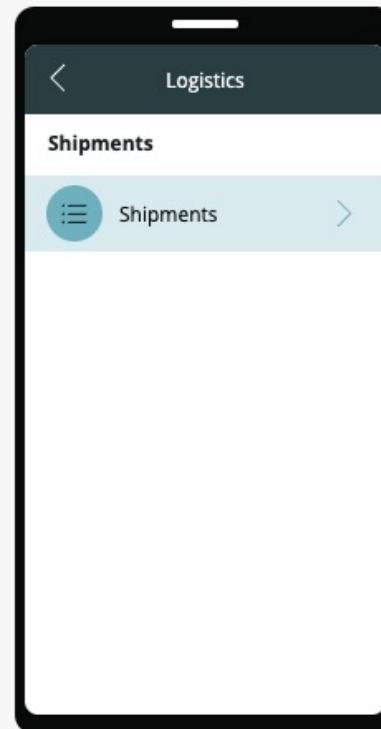
Now that you've chosen which table to extract data from, help users find this item in a list view.

Add an icon *



Screen label *

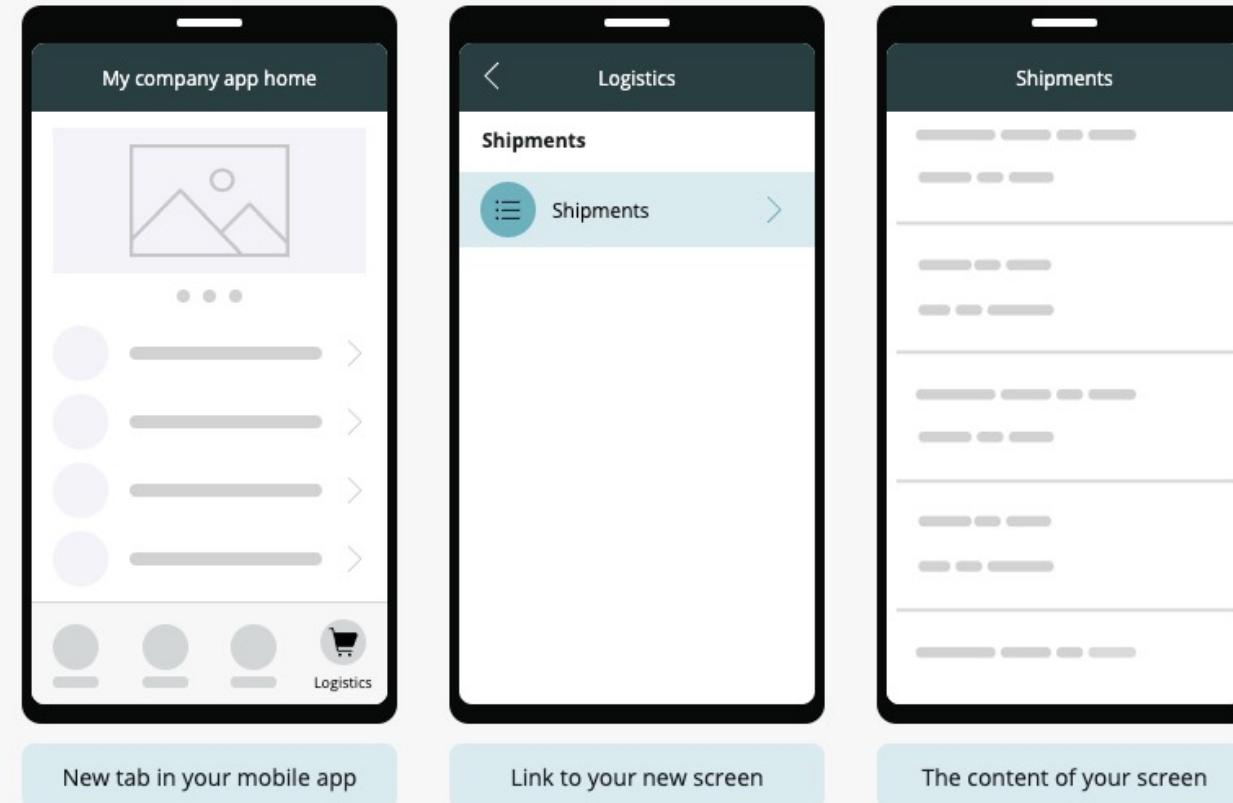
Shipments



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Great! You added a screen to this experience.

You can add more screens to Logistics or be done with building out this experience.



Success! You added a mobile experience.

You can edit this experience in Mobile App Builder or continue building the rest of your app.



Name

Logistics

Type

Mobile experience

Edit in Mobile App Builder

Done

How to use your mobile device to view this experience

- 1 Scan the QR code using your mobile device to download one of your company's mobile apps.
- 2 Log in to the app using your existing developer credentials and the provided URL instance.
<https://sad-oct-550-001-instructor.lab.service-now.com>
- 3 Find the "Logistics" tab in the navigation bar to access your mobile experience.

Select app *

Now Mobile

Select platform *

iOS



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How to use your mobile device to view this experience

1 Scan the QR code using your mobile device to download one of your company's mobile apps.

2 Log in to the app using your existing developer credentials and the provided URL instance.

[https://\[REDACTED\].lab.service-now.com](https://[REDACTED].lab.service-now.com)

3 Find the "Logistics" tab in the navigation bar to access your mobile experience.

Select app *

Now Mobile

Select platform *

Android



How to use your mobile device to view this experience

1 Scan the QR code using your mobile device to download one of your company's mobile apps.

2 Log in to the app using your existing developer credentials and the provided URL instance.

[https://\[REDACTED\].lab.service-now.com](https://[REDACTED].lab.service-now.com)

3 Find the "Logistics" tab in the navigation bar to access your mobile experience.

Select app *

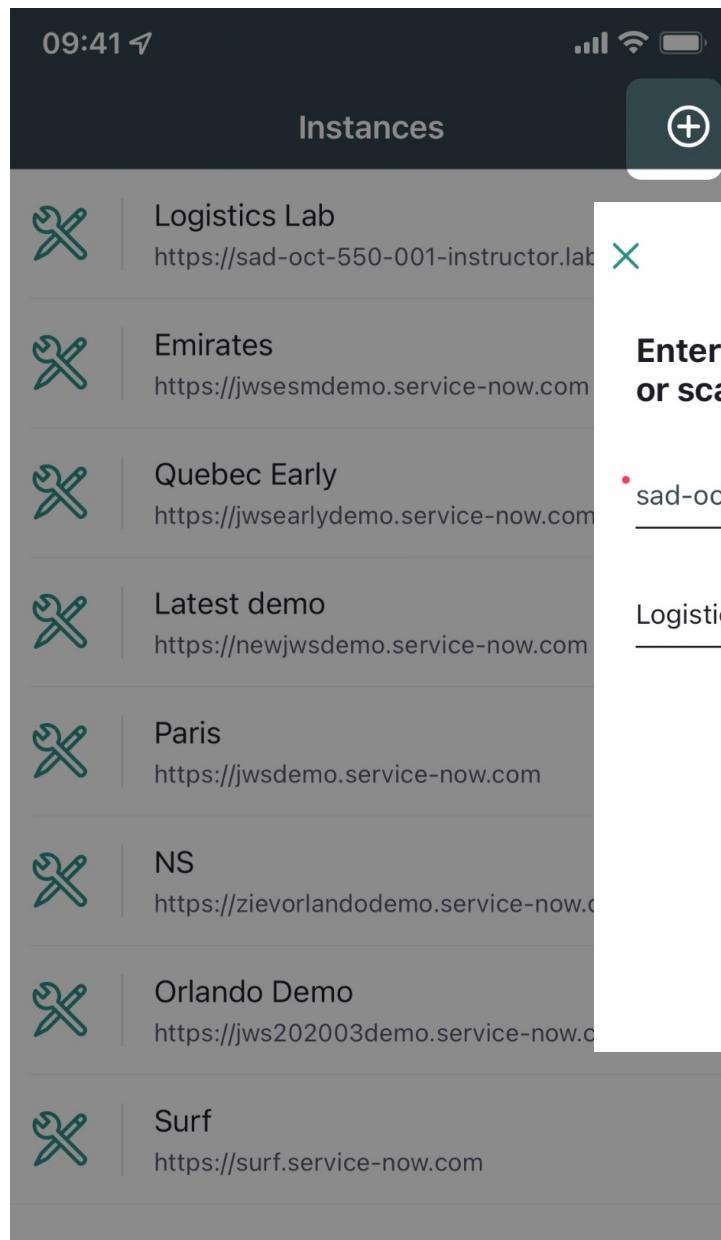
Now Mobile

Select platform *

iOS



now



ab 

Enter the instance address
or scan a QR code.

• sad-oct-550-xxx.lab.service-now.com 

m

Logistics

Save and log in

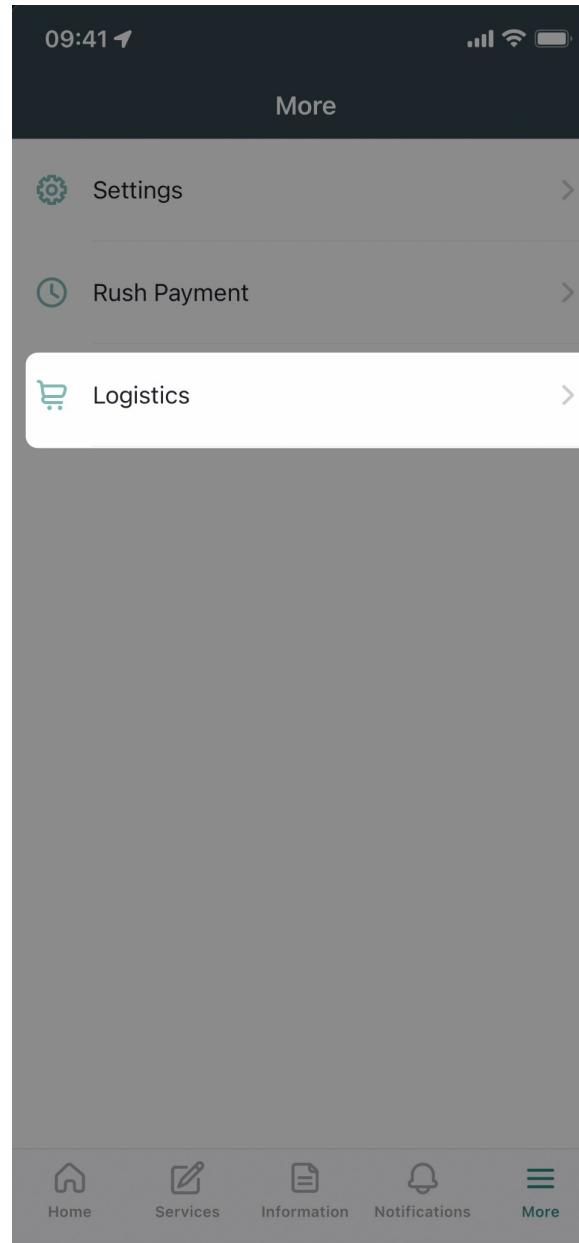
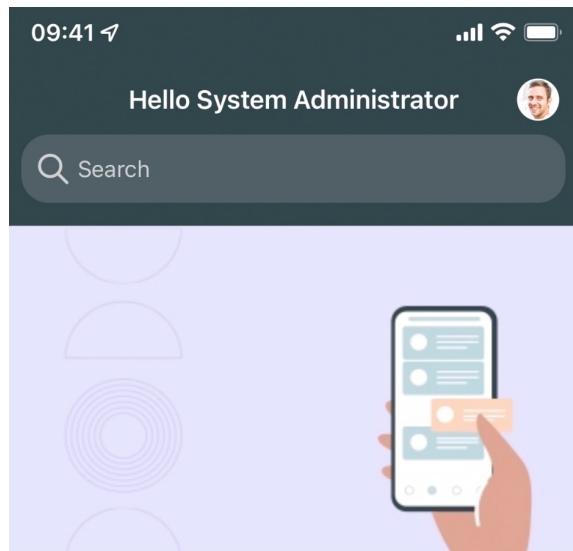
servicenow

User name admin

Password 

Forgot Password ?

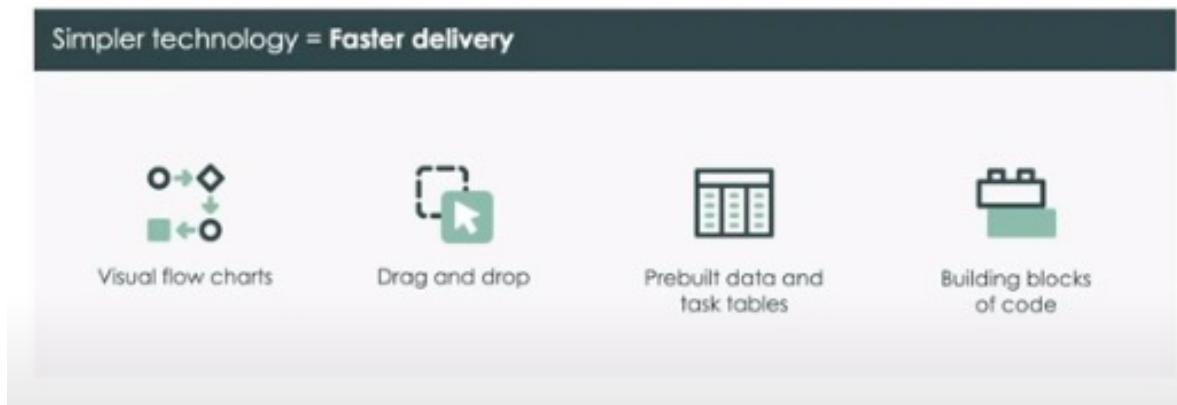
Log in



Learning Content

Quick Recap

App Engine accelerates app dev



Part 1 - Build apps fast: <https://lnkd.in/gny2axC>

Part 2 - Experiences users love: <https://lnkd.in/gTsYn6Q>

Part 3 - Scale without sprawl: <https://lnkd.in/gcjMB9E>

Knowledge:

Digital Guidebooks

Look up and navigate to your Digital Guidebook below. Enter your Session ID or Session Title in the search field to filter the list.

X

Build a killer portal experience for your custom app

Session ID: CCL1088-K21

Session Level: ■■■ Intermediate

8 Sections

Build a killer workspace experience for your custom app

Session ID: CCL1047-K21

Session Level: ■■■ Basic

In this session, you'll begin with a starter workspace experience created from App Engine Studio, and customize it using UI Builder to create an authoring experience for a blogging application. This session is complementary to CCL1088, but neither is a...

7 Sections

↳ Digital Guidebooks

Build your first app in minutes

Session ID: CCL1075-K21 | Session Level: ■■■ Basic

Go from spreadsheet to application in minutes with no code! Create a data model, build forms and lists, add a workflow! See how fast ServiceNow can unlock productivity in your organization!

Application/Capabilities:

- App Engine Studio

Target Personas:

- Beginning ServiceNow Developer
- Builder

6 Sections

- ★ Getting Started
- ★ Exercise: Starting up AES
- ★ Exercise: Creating tables
- ★ Exercise: Creating the experience
- ★ Exercise: Simple Approval Workflow
- ★ Exercise: Setting up security

<https://developer.servicenow.com/connect.do#!/event/knowledge2021>

Hands-on

<https://developer.servicenow.com/>

Build My First App Engine Studio Application

In this module, you will create an application to track a collection. The application will be secure, automated, and provide an engaging user experience.

[Resume Module →](#)

ARTICLES IN THIS MODULE:

-  Build My First App Engine Studio Application Objectives
-  App Engine Studio Process
-  App Engine Studio Interface
-  Building an Application in App Engine Studio
-  Exercise: Build an Application in App Engine Studio
-  Creating a Table
-  Editing a Table
-  Exercise: Create a Table
-  Security and Roles

https://developer.servicenow.com/dev.do#!/learn/courses/rome/app_store_learnv2_bmfaesa_rome_build_my_first_app_engine_studio_application

Hands-on

<https://developer.servicenow.com/>

Flow Designer

4 MODULES

Make applications more powerful by automating processes.

Start Course →

Get started!

You haven't started this course.

0/4

Modules
Completed

https://developer.servicenow.com/dev.do#!/learn/courses/rome/app_store_learnv2_flowdesigner_rome_flow_designer

Developer Portal: Citizen Developer

<https://developer.servicenow.com/dev.do#!/citizen-developer>

Content available for: [Quebec](#) [Paris](#) [Orlando](#)

NOW PLATFORM GUIDES

No-Code Citizen Developer Guide for the Now Platform

Steps for Building an Application

Building an app on the Now Platform can be done by following this four-step process:



- Planning: think through your application before you start building it
- Data: the data you want to gather, display, process and report
- Design: how you want others to interact with your application
- Logic: the way your application will work



Content available for: [Quebec](#) [Paris](#) [Orlando](#)

Citizen Developer

6 MODULES

Enable citizen developer to build applications with App Engine Studio.

[Start Learning Plan →](#)

Does this describe you?

I am a business analyst or business unit application developer who has technical skills, but has not previously developed applications on the Now Platform. I enjoy experimenting with different tools and platforms to find solutions to business problems. I am interested in learning what I can develop on the Now Platform so I can build applications to support specific business processes.

In this Learning Plan you will learn to:

- ✓ Create applications using App Engine Studio
- ✓ Create application data models to store and manage application data
- ✓ Create user experiences for users to interact with an application
- ✓ Automate application processes
- ✓ Secure applications against access by unauthorized users

Build My First App Engine Studio Application

In this module, you will create an application to track a collection. The application will be secure, automated, and provide an engaging user experience.

[Start Module →](#)

Show All (19) ▾

Create an App and Data Model

In this module, you will learn to create an application from scratch with App Engine Studio. You also learn to create the data model used by the application. The data model will act as a foundation for learning how to add user experience, automation, and security to your application in other learning modules.

[Start Module →](#)

Show All (14) ▾

Create Workspace User Experiences

In this module, you will learn to create a Workspace to report on and manage data in an application created with App Engine Studio.

[Start Module →](#)

Build your first app in minutes!

If you can create a spreadsheet, you can build an App. Ready? [Sign up and Start Building →](#)

Build Apps Fast with Now Platform™ App Engine

Anyone can build workflow apps using our no-code/no code capabilities.

Productivity in minutes

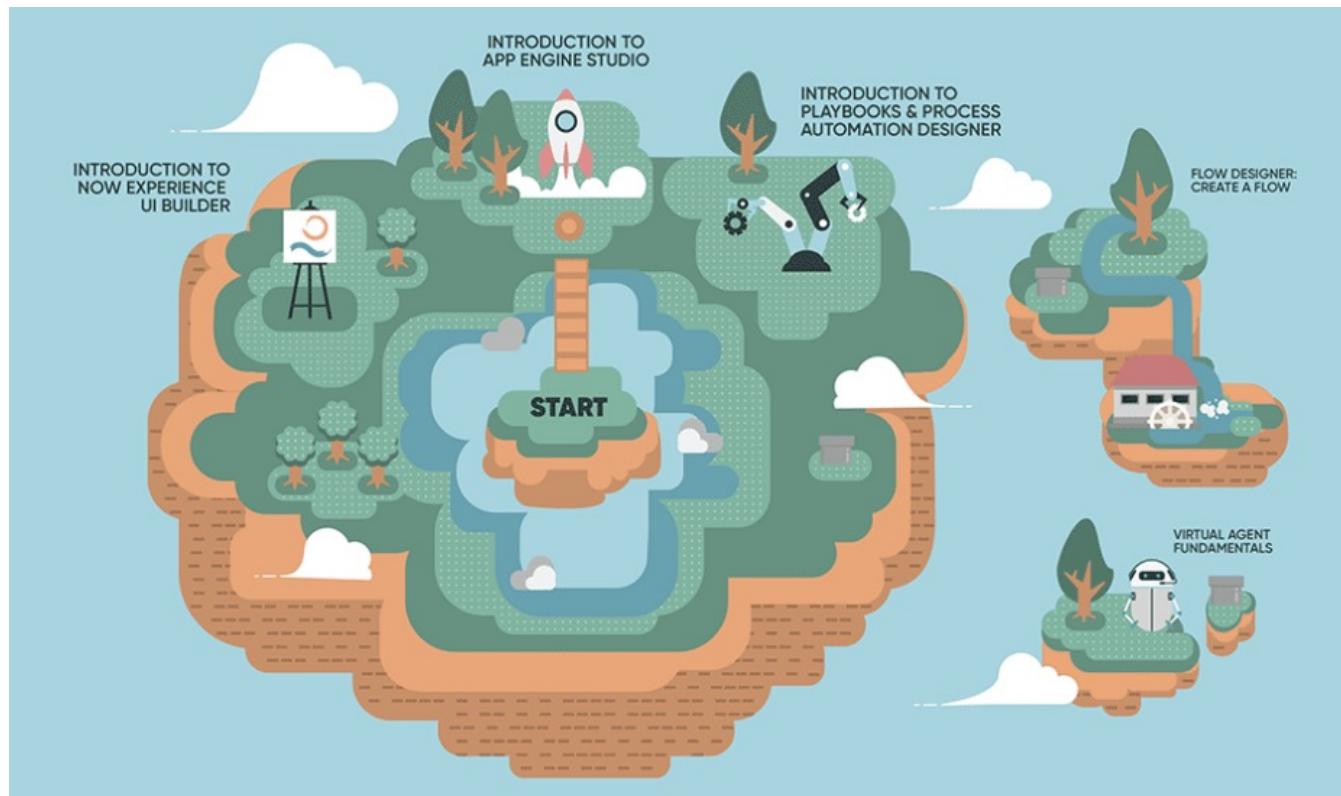
Automate manual processes to drive productivity.

Escape email with Workflow Apps

Convert your spreadsheets to an app with just a click.

Now Learning: Citizen Developer Training

https://nowlearning.service-now.com/lxp?id=overview&sys_id=5616cfa2db23e850bc99e05e139619cf&type=course



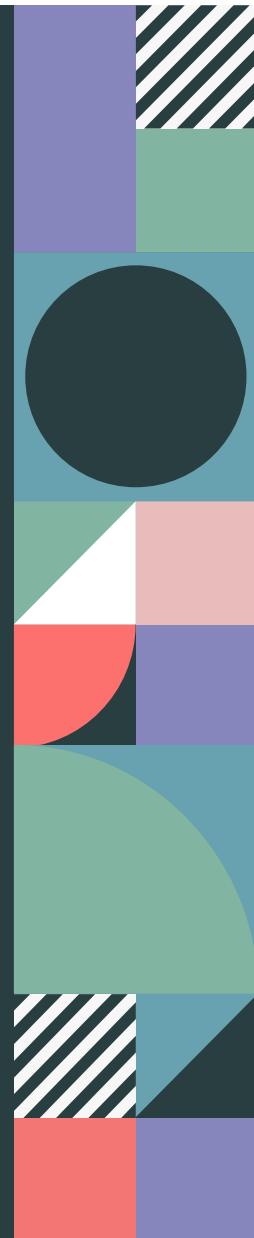
Now Learning: Application Developer Training

https://nowlearning.service-now.com/lxp?id=overview&sys_id=7e6721451b5c7c90ab8bda03b24bcbb6&type=course





Thanks



ServiceNow provides a holistic platform

One Platform - One Data Model - One Architecture



Omni-channel

Manage service delivery consistently for all your employees **across all channels**



Unified

Breakdown operational and systemic silos with an integrated system of action **enabled by open APIs**



Intelligent

Leverage **Automation, ML, and AI** to eliminate repetitive tasks/ events and boost employee productivity



Holistic

End-to-end visibility to manage the entire employee lifecycle and understand the services and relationships that impact their experience



Automation

Streamline cross-functional business processes with **low-code/no-code** structured workflows and Robots as digital workers