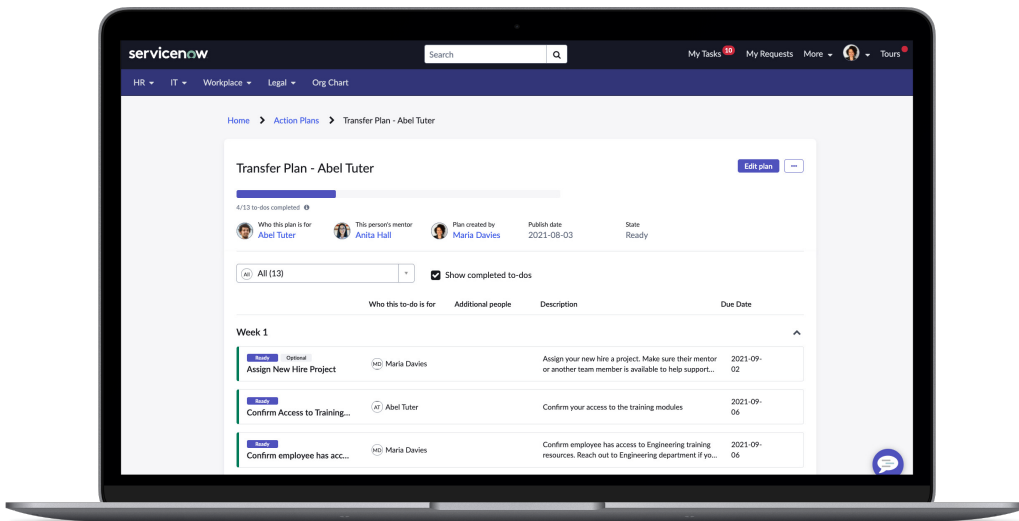# ServiceNow® Employee Journey Management
Helping employees navigate complex moments that matter

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.

Develop personalized employee plans with Journey Accelerator

With ServiceNow® Employee Journey Management, HR teams 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, 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

With many organizations working toward providing flexibility in how their employees work, managing a hybrid workforce has placed more burden on managers and ServiceNow® can help address these challenges. *Journey Accelerator* was built to help managers be more effective and support employees throughout their journeys within an organization. Administrators can develop templates that enable managers to create personalized plans for key employee transitions, such as promotions, transfers, onboarding, offboarding, and more, but also, HR teams can configure employee plans to automatically generate from Lifecycle Events without manager intervention. With Journey Accelerator, mentors can be given read or edit permissions to help customize plans and employees can schedule events, like check-ins with mentors, in Outlook directly from their to-dos.

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

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.
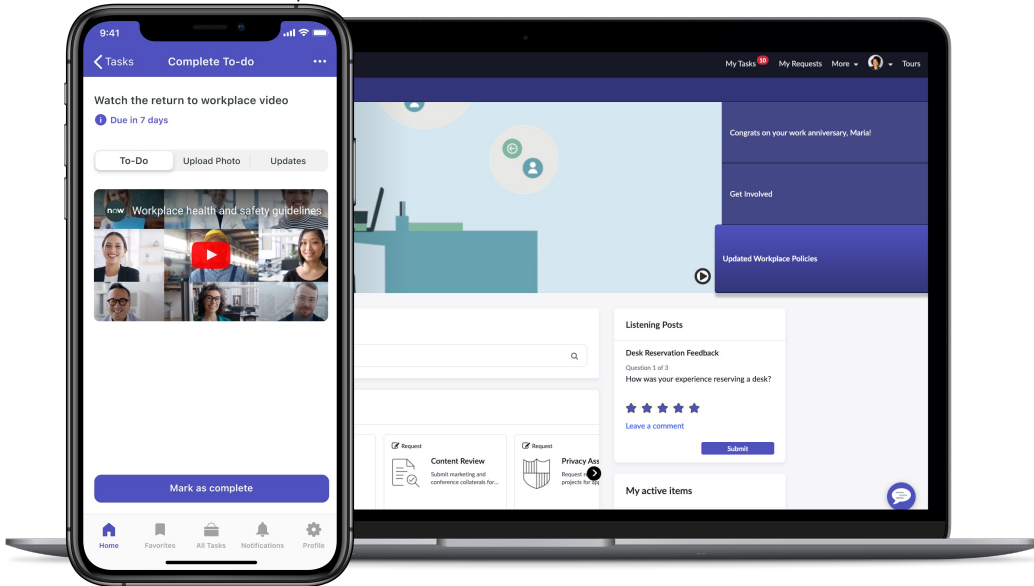
With *Learning Posts*, organizations can deliver employee-centric learning experiences through the power of artificial intelligence, curating content across various sources, like Udemy, YouTube, Cornerstone, Pluralsight, and SumTotal. It provides personalized recommendations for employees to reskill 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. **Simplify employee journeys with automation and pre-configured workflows**

Employee journeys, like onboarding, return to work, and offboarding, are complex and require multiple actions across departments. With ServiceNow® *Lifecycle Events,* organizations can automate complex processes across the company, helping to create great employee experiences during the moments that matter.

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.

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

Learn more at servicenow.com/hr-service-delivery