

# The future of work tour 2019



## Morning Labs

### *Deliver a killer mobile experience for your custom app*

In this day and age, employees are expecting the same experiences at work that they get at home as consumers. In this session you will start with a fully built, custom scoped application and use the new mobile designer in studio introduced in the Madrid release to create a custom, mobile first experience for the application in the ServiceNow Agent app. You will use geolocation, swipe gestures, offline capabilities, smart button functions, and more to create an experience that feels like it was designed for mobile first.

Time: 9:30am – 11:30am

### *Empower agents to solve customer issues faster with machine learning*

Customer service agents are often challenged to keep external customers happy while also working efficiently to achieve their performance metrics. Data applied with context can improve the productivity and experience of customer service agents. Attend this hands-on lab to learn more about how Customer Service Management uses Agent Intelligence and Agent Assist, which applies machine learning to help customer service teams be more productive. You'll discover how they help prioritize and categorize cases faster and more accurately, quickly find similar cases and solutions, and respond to major issues impacting multiple external customers.

Time: 9:30am – 11:30am

### *The Employee Service Center as your enterprise service center*

In this lab, discover how the Employee Service Center provides organizations with the ability to provide a one-stop shop for employees, not only to submit requests and see knowledge articles, but also provide an authentic experience with targeted communications and step-by-step guidance.

Time: 9:30am – 11:30am

## Lunch

**Time:** 11:30am – 12:30pm

**Location:** Delta Club

## Keynote and Customer Panel

**Time:** 12:30pm – 1:45pm

**Location:** Delta Club

## Partner Showcase & Genius Lounge

**Time:** 1:45pm – 2:15pm

**Location:** Delta Club

## Afternoon Sessions

### *IT workflows keynote – Transform the IT experience*

**Time:** 2:15pm – 2:45pm

Transform IT across your enterprise to drive operational productivity. In this session, you'll learn how to improve service availability, reduce enterprise risk, and drive operational excellence through automation.

### *Employee workflows keynote – Deliver a next-generation employee experience*

**Time:** 2:15pm – 2:45pm

Deliver a next-generation employee experience and unlock productivity. Learn how to make it easy for employees to get service by creating digital workflows across people and functions to elevate employee satisfaction and unlock productivity across the organization.

### *Customer workflows keynote – Delight customers with proactive, end-to-end service*

**Time:** 2:15pm – 2:45pm

Delight customers with proactive service from issue to resolution. Join this session to learn how customer service management teams can resolve complex issues end to end, intelligently fix problems before customers know they have them, and drive actions to instantly take care of common customer requests.

### *State and Local Spotlight – PaaS or Play: The Making of a Digital Government*

**Time:** 2:15pm – 2:45pm

As the government CIO role evolves from IT support to business partner and broker of services, there is a need to have a different governance model and more willingness to standardize than has always been the case. This session will review how you can get better performance, lower costs and make services easier to consume.

### *IT Workflow Customer Interview*

**Time:** 3:00pm – 3:30pm

### *Employee Workflow Customer Interview*

**Time:** 3:00pm – 3:30pm

### *Customer Workflow Customer Interview*

**Time:** 3:00pm – 3:30pm

### *State and Local Spotlight Customer Interview*

**Time:** 3:00pm – 3:30pm

## Networking Reception and Genius Lounge

**Time:** 3:30pm – 4:30pm

**Location:** Delta Club Field Level