

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

Location: Club Level

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

Location: Club Level

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

Location: Club Level

Lunch

Time: 11:30am – 12:30pm **Location:** Field Club Lounge

Keynote and Customer Panel

Time: 12:30pm – 1:45pm **Location:** Club Level

Afternoon Sessions

IT workflows keynote & customer interview | *Transform the IT experience*

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.

Time: 2:00pm – 3:00pm

Location: Club Level

Employee workflows keynote & customer interview | *Deliver a next-generation employee experience*

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.

Time: 2:00pm – 3:00pm

Location: Club Level

Customer workflows keynote & customer interview | *Delight customers with proactive, end-to-end service*

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.

Time: 2:00pm – 3:00pm

Location: Club Level

Networking and Genius Lounge

Time: 3:00pm – 4:00pm **Location:** Field Club Lounge