

# Teams App and Solutions Envisioning Workshop

## ENABLING SERVICENOW TEAMS INTEGRATIONS

Optimize your employee experience in Microsoft Teams with ServiceNow Virtual Agent app and module specific integrations. We take a human-centred approach to enabling ServiceNow in Teams and prioritize the impact of our work on employee experience. We can help you understand the licensing implications, configuration details, and resources required to get ServiceNow Teams app and integrations setup and operational.



The **Teams App and Solutions Envisioning Workshop** is a 2-day engagement designed to quickly educate stakeholders around the art-of-the-possible, brainstorm opportunities, prioritize focus and gain information and context to design an approach for enabling and optimizing ServiceNow Teams integrations for your organization.



### Educate

Align key stakeholders around the opportunities for integrating ServiceNow into Microsoft Teams.



### Brainstorm

Brainstorm and prioritize use cases or scenarios that could improve employee experiences and drive business value.



### Plan

Design an approach for enabling and optimizing the ServiceNow Teams integration for your organization.

## ENVISIONING WORKSHOP (2+ DAYS)

### Pre-engagement activities

- Plan for the workshop activities
- Identify sponsor and key business stakeholder
- Confirm availability and schedule
- Conduct business orientation and introduce key stakeholders
- Provide background details to create a shared context
- Determine environment and platform readiness

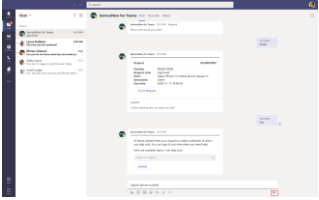
### Art of the possible

- Feature the many ways in which you can leverage ServiceNow Teams integrations to elevate employee experience.
- Highlight opportunities to mobilize ServiceNow Teams integrations through a series of examples, demos and/or videos.
- Detailed prioritization and scoping exercise led by Habanero

### Design and planning

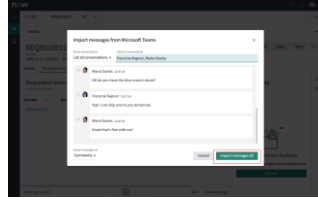
- Explore and design the implementation approach
- Identify and document any integration, deployment, configuration or custom development required
- Develop an approach for enabling and configuring ServiceNow Teams integrations that delivers an optimized employee experience in Microsoft Teams

# Optimize employee experience in Microsoft Teams with ServiceNow integrations



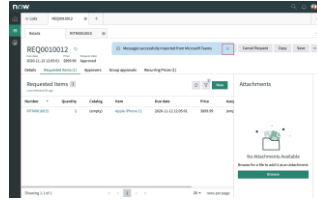
## Now Virtual Agent Teams App

Integration with Microsoft Azure enables employees to more effectively request and receive service from within Microsoft Teams.



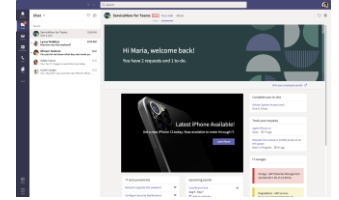
## ServiceNow HRSD Teams plug-in

Extend Now Virtual Agent in Teams with actionable notifications, agent to employee and agent to agent chats and employee dashboards.



## ServiceNow ITSM Teams plug-in

Build on Now Virtual Agent and HRSD plug-in features with meeting extensibility, incident management and task and stakeholder notifications



## Elevated employee experience in Teams

Design the approach for ServiceNow Teams integration that meets the unique needs of your organization.

## Create exceptional employee experiences

Optimizing your employee experience in Teams requires finding innovative ways to engage with employees and leaders, deepen culture and support collaboration and productivity no matter where people are. From leveraging ServiceNow integrations to automating simple tasks and infusing Microsoft Viva insights, your organization can create a digital nucleus of apps and interactions in Microsoft Teams that simplifies unnecessary task switching and inefficiencies in day-to-day work. When you think of Teams as a platform, the possibilities are endless.

