

ServiceNow Teams Integration



ENHANCE PRODUCTIVITY WITH SERVICENOW IN TEAMS

Microsoft and ServiceNow’s partnership enables organizations to optimize how employees find and manage ServiceNow content and requests within the flow of their work in Microsoft Teams. Habanero helps envision, design and configure your ServiceNow Virtual Agent app, and module specific integrations in Microsoft Teams leveraging our technical expertise alongside our human-centered design approach and ensure the impact to employee experience is prioritized.

The **ServiceNow Teams Integration** is an agile engagement created to quickly envision, prototype, deploy and test enablement and configuration of ServiceNow Teams integrations.



Design

Review ServiceNow and Teams ecosystems and evaluate available integrations based on licensing levels and environmental limitations.



Build

Leveraging the available ServiceNow Teams integrations for your organization, we quickly enable and configure a prototype scaled to fit the timeframe.



Test and iterate

Once the integrations are enabled and configurations are ready to review, we demonstrate the new capabilities and collect feedback from end-users.

Enablement & Configuration Sprint

(4+ Weeks)



Kick-off and collaboration requirements workshop

- Review the current Microsoft Teams and ServiceNow environments
- Map out the opportunity areas for integration and configuration
- Understand the business goals and end-user objectives for integrations

Integration approach

- Define the solution architecture, integration and configuration scope
- Evaluate options for creating a better end-user experience in Teams
- Review the approach with stakeholders and representative end-users

Base enablement and configuration

- Enable Virtual Agent app and ITSM and/or HRSD integration and configure prototype
- Deploy into a test environment and address any additional integration needs
- Share system configuration requirements with the Tenant Admin

Test and iterate

- Review release amongst key stakeholders
- Usability test enablement and configuration with representative end-users
- Incorporate feedback and review the effort required to complete the integration and configuration prior to launching the production solution



Enhance employee experience with ServiceNow Teams integrations



Engage employees

Leverage the environment users spend the most time in to seamlessly connect them to information and support.



Automate interactions

Automate interactions for quicker access to information and service with always on NLU powered chatbots.



Personalize responses

Personalize virtual agent responses by tapping into your ServiceNow data and building custom conversations.



Kick off workflows

Kickoff workflows from within Teams to resolve issues in context, creating a seamless end-user experience.

Habanero creates exceptional employee experiences

Habanero recognized the challenges in creating exceptional employee experiences in a world of rapidly evolving technology where the only constant is change. Facilitating employee access to information and meeting them where they are working and collaborating most with ServiceNow Teams integrations is one of the ways we can support employees and get the most out of organizational investments in tools, technologies and platforms.



Make the most of what you have

We will work with you to determine how to make the most of your available licensing and integrations for ServiceNow and Microsoft Teams by accessing, enabling, and unlocking features you're already paying for. This requires a combination of facilitated business analysis and enterprise architecture expertise.



Configuration over custom development for agile delivery

Rather than creating a custom app and features from scratch, you can leverage apps and integrations for Microsoft Teams jointly developed by Microsoft and ServiceNow and focus on an agile approach to enabling and configuring functionality for your end-users.



Test and scale configuration interventions

The best way to understand if an idea works is to test it. Our team can co-create low and high-fidelity experiments to test, learn, scale and evolve employee experiences using the insights from our early enablement and configuration sprints and end-user research.



Create meaningful change

Experience tells us you can't change what you don't understand. We create a simple model for engaging with the business to understand how they work and to uncover their current experiences. Understanding the whole context, including core requirements and pain points, provides the necessary insight that empowers us to design a solution that will work for you and your employees.