

Maximizing the Value of ServiceNow integration with Microsoft Teams

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ServiceNow's cloud-based platform and solutions deliver digital experiences to **"make the world of work, work better for people"**

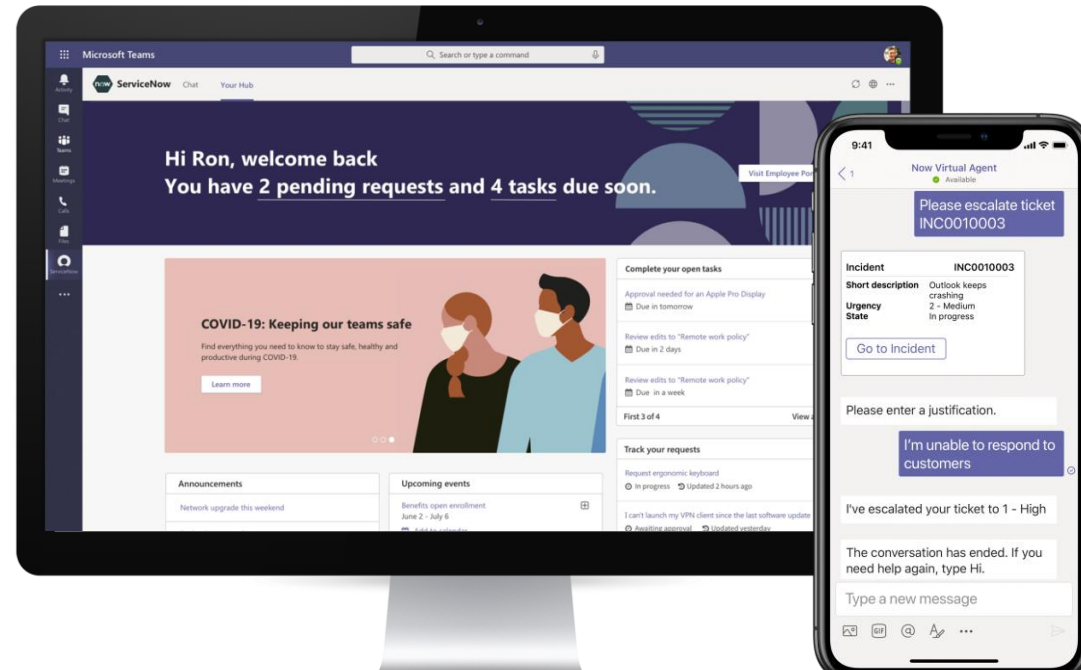


Microsoft enables digital transformation through its mission to **"empower every person and every organization on the planet to achieve more"**



Sulava's expertise helps customer deploying and adopting new cloud-based technologies with **"creating better worklife"**

ServiceNow Virtual Agent + Microsoft Teams + Sulava



ServiceNow Digital Workflows and Microsoft Teams make great experiences and efficiency possible. Boost collaboration, productivity, and employee satisfaction by providing a single place to work

Employee experiences in Microsoft Teams

Companies want to provide employees with support for whatever tools and devices they choose to use
By embedding ServiceNow natively within Teams.

Employees can

- Submit requests
- Receive updates on in-progress requests
- Take action on notifications
- Chat with virtual agents for automated assistance
- Connect with live agents when virtual agents cannot assist

All without ever leaving Microsoft Teams

Agent capabilities in Microsoft Teams

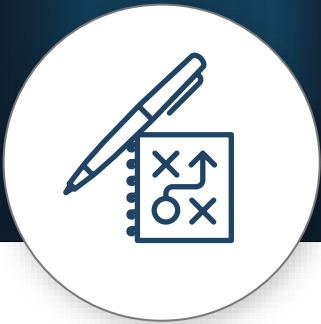
Agents want to more easily leverage the collaboration in Teams to communicate with employees and collaborate with other agents.

Agents can

- Use Notify to launch the Teams client to engage with peers
- Push major incident updates to business stakeholders
- Open direct chats with employees from an incident or request.

ServiceNow workflows enable agents to be more productive by resolving major incidents directly from within a Microsoft Teams meeting.

How can Sulava help organizations in integrations between ServiceNow and Teams?



Integration deployments and roadmapping

Plan, deploy, and support in integration deployments and planning the future roadmaps for the additional use-cases or business scenarios



Adoption and change management

Help organizations throughout the implementation, with proper change management, including trainings, communication, and support



Planning business scenarios

Identify the business scenarios where integration between ServiceNow and Microsoft Teams fully maximizes the value of both platforms



Maximize the full cloud experience

Sulava has 10 years of experience of Microsoft Cloud Solutions. We can help you to fully leverage the power of Microsoft 365, Power Platform, and other cloud solutions

ACM plan for ServiceNow & Teams

	N O V	D E C	J A N	F E B	M A R
Email newsletters and intranet communication		<ul style="list-style-type: none"> ● Introduction email <ul style="list-style-type: none"> • What is changing • Basics functionality of the integration ● Intranet blog post about the ServiceNow and Teams integration 	<ul style="list-style-type: none"> ● Reminder email <ul style="list-style-type: none"> • Recap of the new functionality and how ServiceNow is used within Teams ● Intranet blog post about how to maximize the value of two platforms 		<ul style="list-style-type: none"> ● Planning session about the ideas, recommendations, and new business scenarios utilizing Teams platform with ServiceNow and other LOB application integrations
How-to guides, videos and manager guides		<ul style="list-style-type: none"> ● Manager Guide How to communicate the change to your workers. Basic functionalities of the integrated solution ● One-pager Quick Guide on basic features of ServiceNow and Teams ● Video 1. Short 30 sec about the change and integration 	<ul style="list-style-type: none"> ● One-pager Quick Guide on 5 steps to get the most out of Teams 	<ul style="list-style-type: none"> ● Manager Guide Reminder about the features and how to maximize the value of Teams and ServiceNow ● Video 2. How to utilize Teams to the fullest with ServiceNow 	
Trainings and info sessions		<ul style="list-style-type: none"> ● Train the trainer 1 <ul style="list-style-type: none"> • 20 min training session • Recorded and can be shared ● General info session 1 <ul style="list-style-type: none"> • 10 min Teams session (Live Event) • Recorded and can be shared 	<ul style="list-style-type: none"> ● Train the trainer 2 <ul style="list-style-type: none"> • 20 min training session • Recorded and can be shared ● General info session 2 <ul style="list-style-type: none"> • 10 min Teams session (Live Event) • Recorded and can be shared 		

Plan is subject to change based on customer environment and requirements

Thank you!

Take the Teams as a Platform Even Further

