ServiceNow ITSM Pro + ScreenMeet:

Real-time digital engagement platform for ServiceNow workflows for the "virtual-first/ work from anywhere" enterprise

In 2020, the nature of work shifted fundamentally; working remotely became the norm rather than the exception. Today we're looking at 80 percent in the rear-view mirror, and as the light at the end of the pandemic tunnel gets brighter, it appears a virtual-first environment for both employees and customers is here to stay…even more reason to consider enhancing your internal support systems to keep employees productive, keep current customers loyal, and attract new ones.

A recent Wall Street Journal article for a Gartner report stated that companies world-wide are expected to spend $4.1 trillion on IT this year, up 8.4% from 2020 and regaining the pace of corporate IT growth before the pandemic brought much of the global economy to a standstill.

Why? Because according to the report, "Many businesses are bolstering videoconferencing and collaboration tools, which helped support remote work during the crisis, as they lay the groundwork for a permanent shift to hybrid offices combining physical and virtual workspaces."

This digital-first focus is not only helping remote workers become more productive, but also remote IT support services, such as companies using ServiceNow's ITSM Pro. Getting remote employees up and running when they experience IT issues can be a serious setback if employees can't get the timely assistance they need, now that the ability to walk their computer down to IT to get it fixed isn't an option for most.

…and We Need to Answer the Call

With 80 percent of Fortune 500 companies using ServiceNow products, ServiceNow is the undisputed gold standard in digital workflow management, delivering great user experiences and improving productivity.

A 7-time Gartner Magic Quadrant for ITSM Tools Leader, ServiceNow is also dominating IT service management with ITSM Pro, whose four components – Predictive Intelligence, Virtual Agent, Performance Analytics and Continual Improvement Management – meet increasing and constantly changing demands around ITSM delivery and performance.

So, what do you do next when you're on top? You keep advancing and innovating, looking for ways to add even more value to what you already offer, making things even simpler and more intuitive for both IT and the employees.

But how do you add value to products that already rate so high?
The answer: ScreenMeet.

Integrating ScreenMeet with ServiceNow ITSM Pro creates a modern, frictionless end-user experience for virtual service support. Used by some of ServiceNow's largest customers across many verticals, ScreenMeet enables companies to deliver scalable services that reduce operating costs and get employees back up and running quickly.

ServiceNow ITSM Pro with ScreenMeet "In Platform" & Global

servicenow

Authentication
Users authenticate with their platform account, no additional downloads or logins.

Data Integration
Real-time storage of session logs and device information as related entities to the case.

User Experience
Feels like a native platform experience with access from agent workspace, case, messaging and more.

Video Chat, CoBrowse, and Remote Support
Audio/Video Chat, Screen Share, Web Site Cobrowsing and Remote Desktop.

How Can ScreenMeet Help?

70 percent of service tasks are routine, and 30 percent are more complex. When improved self-help technology empowers end users to resolve mundane issues on their own, live agents are then free to focus on the most challenging cases.

This is where ScreenMeet shines. ScreenMeet's cloud-native, real-time digital engagement platform enables companies to replace legacy technology with a single cloud application. Used by support teams to easily, securely, and reliably connect to a remote device for interactive troubleshooting and issue resolution, ScreenMeet includes a variety of tools, including video chat, screen sharing, file transfer, and device takeover. Watch a brief demo video here.
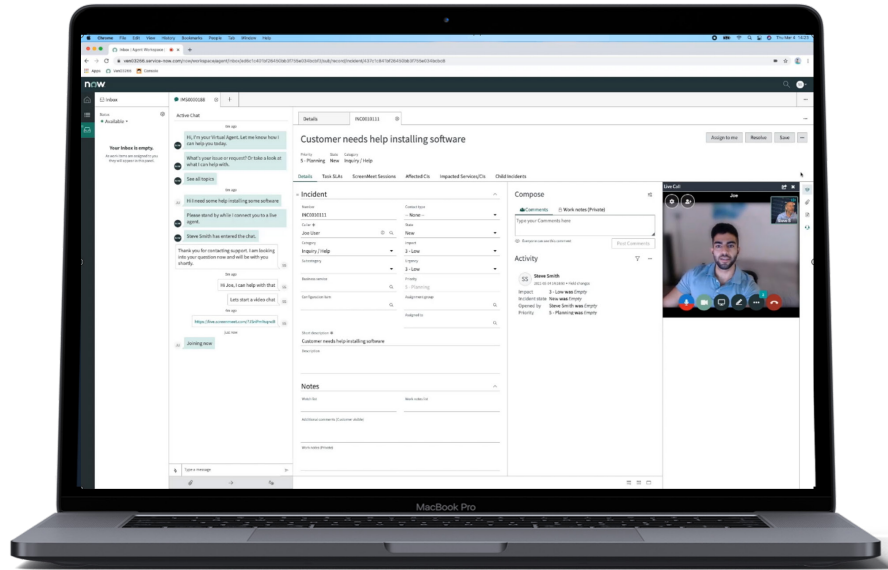
The result: IT service representatives engage and resolve issues faster, improving the employee experience and reducing loss of productivity.

ScreenMeet Advantages:
- Cloud native architecture – Flexible scalability and performance with a browser based in-platform experience. No maintenance, no download, no administrative overhead.
- Fully integrated, in-platform with ServiceNow – Looks and behaves like a ServiceNow feature. Start sessions directly inside of your existing IT Workflow.
- Ease of configuration – No additional accounts or user database to manage. Roles are automatically created during the installation, and they only need to be assigned to the users and groups that will use ScreenMeet.
- Integrated reporting – Reporting rolls up into your existing ServiceNow reports.

- Low friction for agents – The user interface is initiated from a case or incident. Start a remote support session from directly inside an existing CRM/ITSM workflow.
- Session Logging – All information about the session is written back to the ServiceNow Incident.

ScreenMeet at a Glance:
- Fast and Accessible – ScreenMeet is cloud-based and globally distributed, across 14 AWS data centers in North America, Europe, Asia, India, and Australia. Ensuring maximum availability.
- Scalable – ScreenMeet is always highly available and hosts millions of sessions simultaneously.
- Compliant– ScreenMeet is SOC 2 Type 2 certified.
- International – ScreenMeet can be localized and is currently available in English, German, Spanish, French, Italian, Taiwanese, Japanese, Chinese, Korean, and Portuguese.

ScreenMeet for ITSM Pro Workflows and Beyond!

Video chat, screen share, cobrowse and remote support built for all workflows so NOW users can stay 'in platform' and deliver better sales, service and support experiences, especially when escalating from self-service or AI services like Virtual Agent.

All services are authenticated via ServiceNow, run within Agent Workspace or traditional UI for ITSM, CSM and HRSD. Session data, system info, recordings, transferred files and related data are stored "in-platform". This data can be used to facilitate escalations, insights, and knowledge base entries that improve self-service.

Our fast and easy SaaS platform lets you provide NEW and effortless digital experiences to adapt to changing Consumer (CSM) workflows and Employee (ITX, HRSD) behaviors. Enable real-time experiences for customers, employees and agents all within the ServiceNow platform.

Add voice and video chat, screenshare, cobrowse, and remote desktop takeover from any workflow in ServiceNow. Remote control and camera share are just two of the key features enabled by ScreenMeet. Other useful items include laser pointer and highlighter. Share your camera, share your screen, take over the consumer's web site or mobile app, assist your employee with their laptop and troubleshoot and fix.

ScreenMeet enhances the three core workflows with ServiceNow:

IT Workflows

- Use ScreenMeet to generate a session from within ITSM Pro and connect to remote employees, customer desktops, or mobile devices to troubleshoot and resolve issues. All session history is tied to the incident for single-pane-of-glass tracking and reporting.
- Legacy technology is replaced by a single cloud application — with voice/video chat, screen sharing, and remote device takeover — for managing remote support incidents, accelerating case resolution, reducing costs, and improving remote support experiences.
- Watch the ScreenMeet with IT Workflows [demo video here](#).

Customer Workflows

- ScreenMeet helps accelerate case resolution, reduce abandoned shopping carts, and reduce friction in the customer. Agents and salespeople can move seamlessly between chatting, co-browsing, and video without the need for new applications or learning new steps and automatically capture their interactions directly in ServiceNow.
- Rapidly connecting with customers using the channel that works best for them facilitates the move from in-person to online interactions, accelerates resolution times, and improves the customer experience.
- Watch the ScreenMeet with Customer Workflows [demo video here](#).
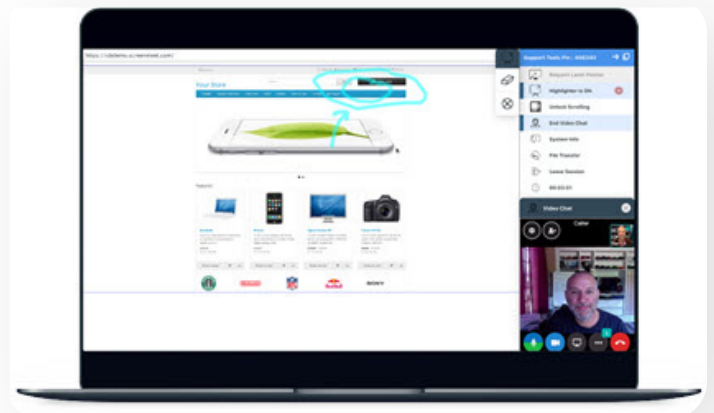
Employee Workflows

- Use ScreenMeet to enable IT or HR professionals to improve service delivery throughout the employee life cycle, from recruiting to onboarding to managing life events. IT and HR can accelerate workflows, reduce the time to complete and approve forms and applications, and share and review information with employees with fewer applications and less friction.
- Rapidly moving from chatting to co-browsing and document sharing as needed reduces training, saves time, and improves the employee experience.
- Watch the ScreenMeet with HR Workflows video here.

Find Success With the Right Tools in Place

Implementing the right support software into your current business processes will allow your company to succeed by remaining connected with your customers and workforce in a virtual-first, work from anywhere business world. With ScreenMeet you have the ability to address issues in real-time through chat, screen-sharing, and video, with interactions logged within your applications. Your team will be able to address most issues or concerns in just one session allowing for increased productivity and the continuation of the workflow without unnecessary disruptions or delays.

Hear directly from our customers how they've leveraged ScreenMeet to reduce operating costs and improve productivity in these case studies, watch ScreenMeet in action in these product videos, or contact us for a product demonstration.

Get a ScreenMeet Customized Demo Today
Contact us to set up a product demonstration or visit our site to see ScreenMeet in action today!

ScreenMeet

About ScreenMeet

ScreenMeet delivers better real-time online experiences, with easy, secure, and reliable voice and video calls, chat, co-browsing, and remote support. ScreenMeet customers around the world use it to drive best-in-class customer, employee, remote work, and remote support experiences. Founded in 2016 by cloud, online meeting, and customer support veterans to build solutions to support better real-time online experiences, ScreenMeet delivers those customer, employee, and remote-support experiences for hundreds of customers worldwide.