ServiceNow and ScreenMeet

With easy, secure, and integrated voice and video chat, cobrowse, and remote desktop takeover, ScreenMeet enhances ServiceNow workflows across ITSM, customer, and employee workflows. With ServiceNow and ScreenMeet, customers can optimize IT service operations, improve customer and employee experiences and productivity, and maximize returns from their technology investments.

Automate and optimize IT service operations

ScreenMeet helps ServiceNow customers automate and optimize IT operations to deliver scalable services that increase productivity and create a modern, compelling service experience. Seamless in-platform remote support capabilities accelerate time to session activation, reduce average handling time, increase agent productivity, and improve remote support experiences.

Create a seamless customer experience

ScreenMeet helps ServiceNow customers create a seamless customer experience to increase revenue and reduce costs through a seamless, automated customer journey. Agents can virtually engage with customers with embedded-in-platform screen sharing and video chat to accelerate issue resolution, automate data capture, and improve customer satisfaction and loyalty.

Boost employee productivity and engagement

ScreenMeet helps ServiceNow customers boost employee productivity and engagement by providing great HR service experiences. Seamless addition of

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KEY BENEFITS

- Reduce AHT by 20-30%
- Reduce e-commerce cart abandonment by 10-30%
- Reduce technology management costs
- Accelerate ITSM modernization

video and screen sharing and automated data capture enhance HR-employee interactions across the employee lifecycle, boosting productivity and engagement and accelerating issue resolution.

Align technology investments to business value

ScreenMeet helps ServiceNow customers align technology investments to business priorities by providing seamless in-platform virtual interactions. Delivering video and screen sharing and automating data capture within any ServiceNow workflow accelerates digital transformation, increases process efficiency, and reduces risk.

Many ServiceNow customers are already using ScreenMeet's remote support capabilities within the ServiceNow platform to support IT service delivery and technology support. As they leverage their investment in the ServiceNow platform to support CSM workflows, they can leverage the same trusted technologies to deliver better real-time customer experiences.

Technology

Cloud native and supported by a global network of enterprise-grade data centers, ScreenMeet Live is designed to meet local and global scalability, performance, and security requirements. Unlike other solutions that require downloads or separate applications, ScreenMeet delivers a device-agnostic seamless experiences across channels. Standards-based integration, APIs, pre-built connectors, and an open SDK enable rapid embedding of ScreenMeet into any experience. Prebuilt integration into the ServiceNow Agent Workspace accelerates deployment and reduces ongoing management costs.

Why ScreenMeet

ScreenMeet enables better real-time online experiences, reducing training and integration costs, streamlining data capture and recording, and enables users to move seamlessly between channels without friction or downloads. Hundreds of customers have chosen ScreenMeet to replace legacy applications and siloed videoconferencing applications to reduce data silos and create a friction-free experience for employees, agents, and customers.

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