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Top 20 Use Cases for ServiceNow EmployeeWorks

Employees struggle to find information and get things done

In most enterprises, “getting work done” still looks like hunting across portals, inboxes, and chat threads while approvals stall, forms live in the wrong place, and employees burn time switching between systems and AI tools just to move a simple request forward.

AI was supposed to make getting work done easier. But instead, organizations often end up with a sprawl of AI tools that make true consolidation feel impossible.

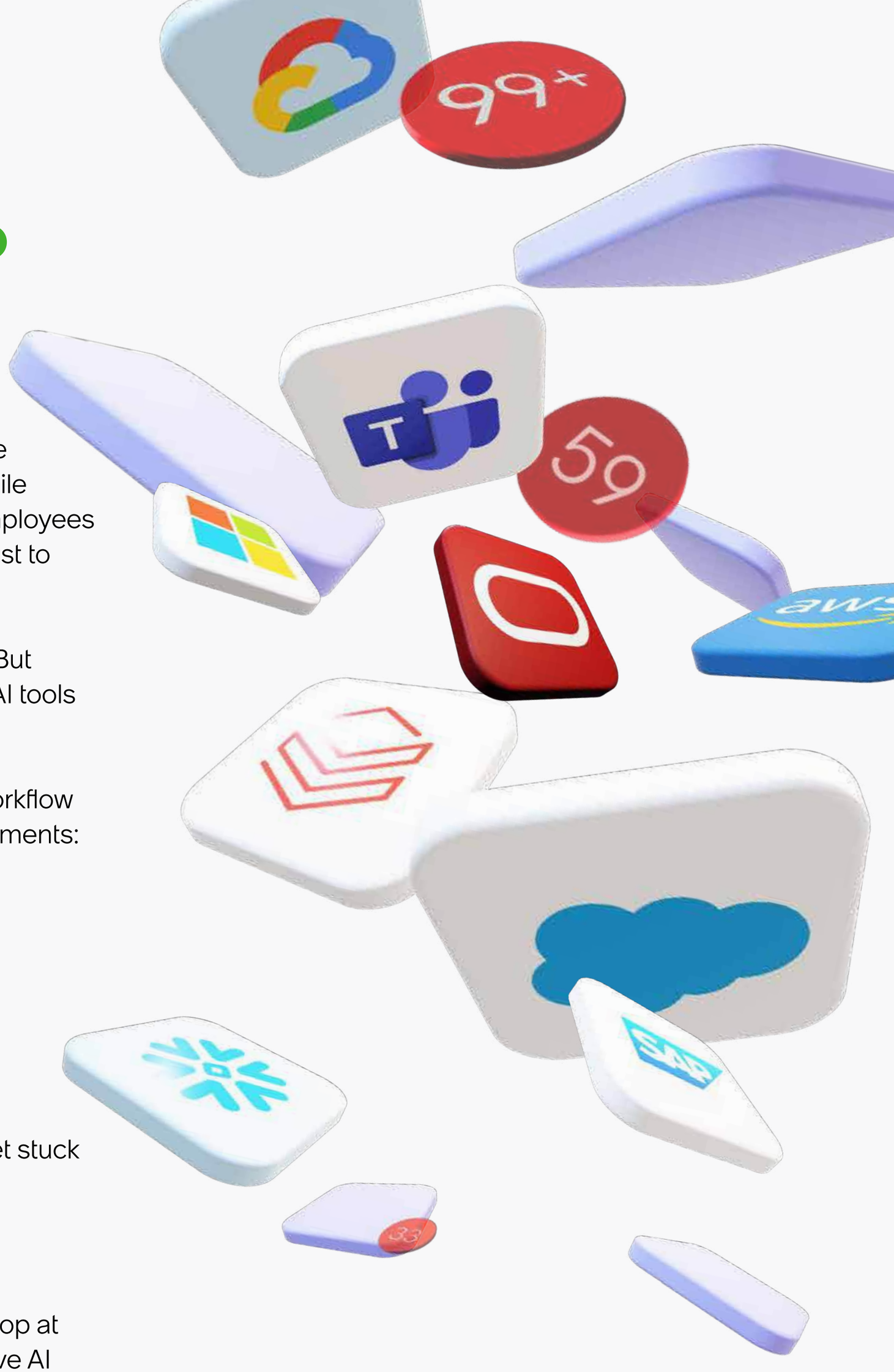
The truth is that employees don’t think in terms of workflow modules or application boundaries. They think in moments:

“I can’t access my laptop.”
“I need to update my benefits.”
“Where is my purchase request?”
“Who owns this application?”

Those moments show intent.

Yet employees don’t know where to go; approvals get stuck in inboxes, and work turns into swivel chair handoffs between apps, creating friction for employees and unnecessary volume for support teams.

Even as organizations embrace AI, many solutions stop at answering questions or automating tasks. But effective AI isn't just about execution—it's about taking actions that are compliant with your organization's business rules and informed by its unique context.



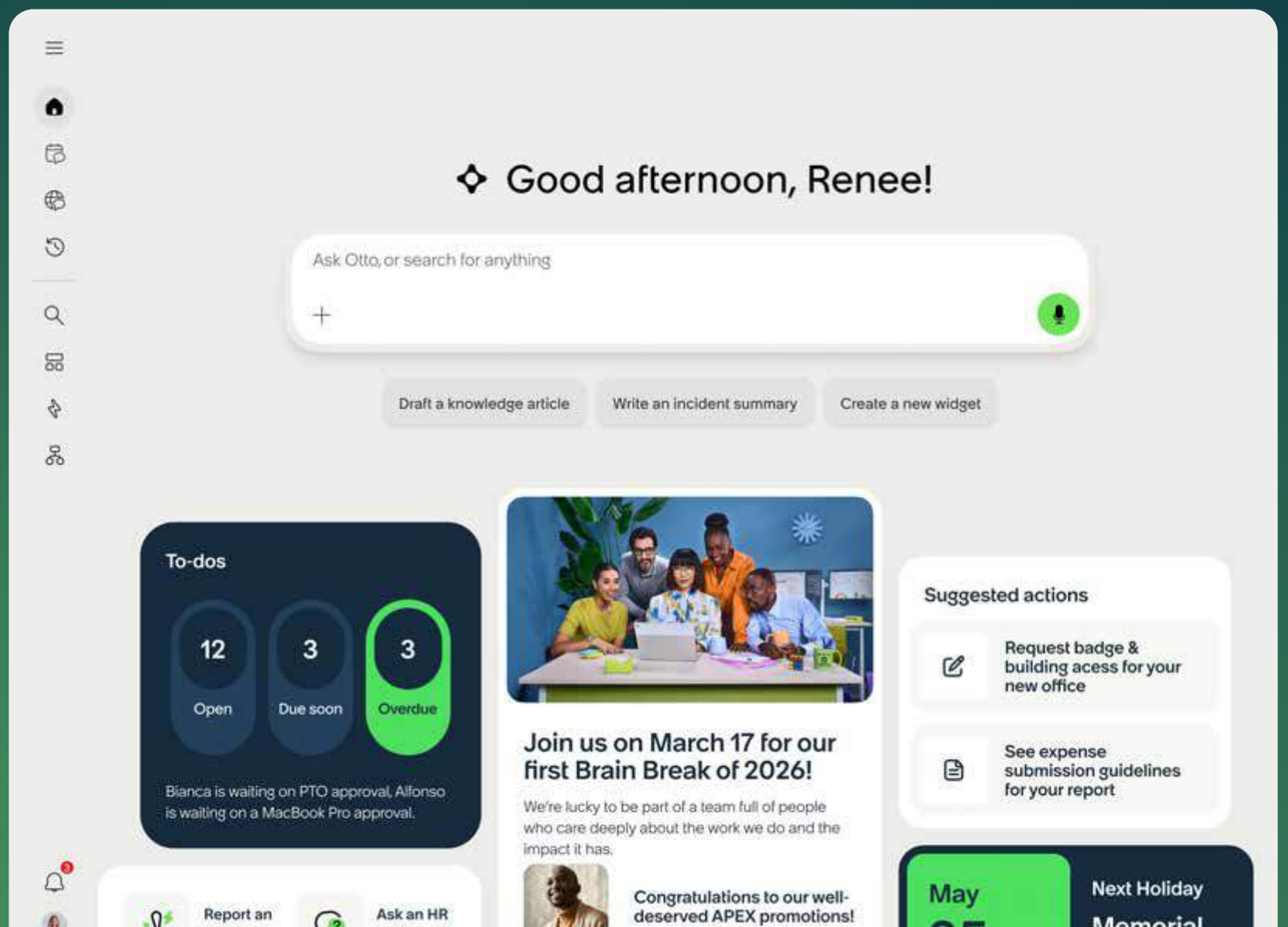
ServiceNow EmployeeWorks:
A smarter front door to work

ServiceNow EmployeeWorks helps solves this by meeting employees where they already work, in Slack, Teams, or mobile, surfacing what needs attention and completing business processes through a single front door across the enterprise.

Unlike search tools which surfaces documents without acting or legacy automations that break the moment a user does something different, ServiceNow EmployeeWorks interprets employee intent and activates the right enterprise workflow, all within defined governance controls.

The real unlock happens when intent turns into execution: when an employee expresses a need, asks a question, or states a goal, that moment shouldn't create friction. Nor should it bypass business safeguards or lack enterprise operational accountability.

When employees share their needs, this should set work in motion predictably, safely, and within the boundaries your organization has defined.



Find and act

Knows your context

Works with any system

Any device, any channel

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What is ServiceNow EmployeeWorks?

ServiceNow EmployeeWorks is ServiceNow's front door that gives every employee a single, intelligent place to get work done, no matter what system, team, or process they need to reach. Instead of logging into five different tools to request IT support, submit an expense, or ask an HR question, employees go to one surface to handle it all. handle it all.

With ServiceNow EmployeeWorks, employees can get the help they need in conversation, using whatever words come to mind, a messy request, an incomplete thought, a misspelling, which the assistant interprets to help get you what you need.

Major global enterprises use ServiceNow EmployeeWorks as the foundation for how their employees interact with internal services every day. The outcomes speak for themselves:

- CVS Health experienced a 50% reduction in live agent chats in 30 days — benefiting IT, HR, procurement, corporate communications, store operations
- Siemens AG: 94% of service tickets fully automated
- Medtronic: 77% ticket deflection
- Micron: 170+ plugins, with close to 50% automated resolution on employee requests.

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Drive enterprise ROI with 20 use cases across 6 business processes

ServiceNow EmployeeWorks transforms fragmented and lackluster employee experiences into nearly frictionless digital experiences for your workforce. In this section, we will explore 20 use cases across 6 foundational business processes, show how they work in ServiceNow EmployeeWorks, and their associated use cases.

1 . Onboarding and offboarding
2 . Employee knowledge
3 . Support ticket management (IT) and HR case management
4 . Leave management
5 . IT Ops and Incident Management
6 . Manager and employee career support

These specific scenarios were selected because they represent some of the highest-volume, most cross-functional touchpoints in an employee's lifecycle, and the exact friction points where time, cost, and employee frustration compound the fastest.

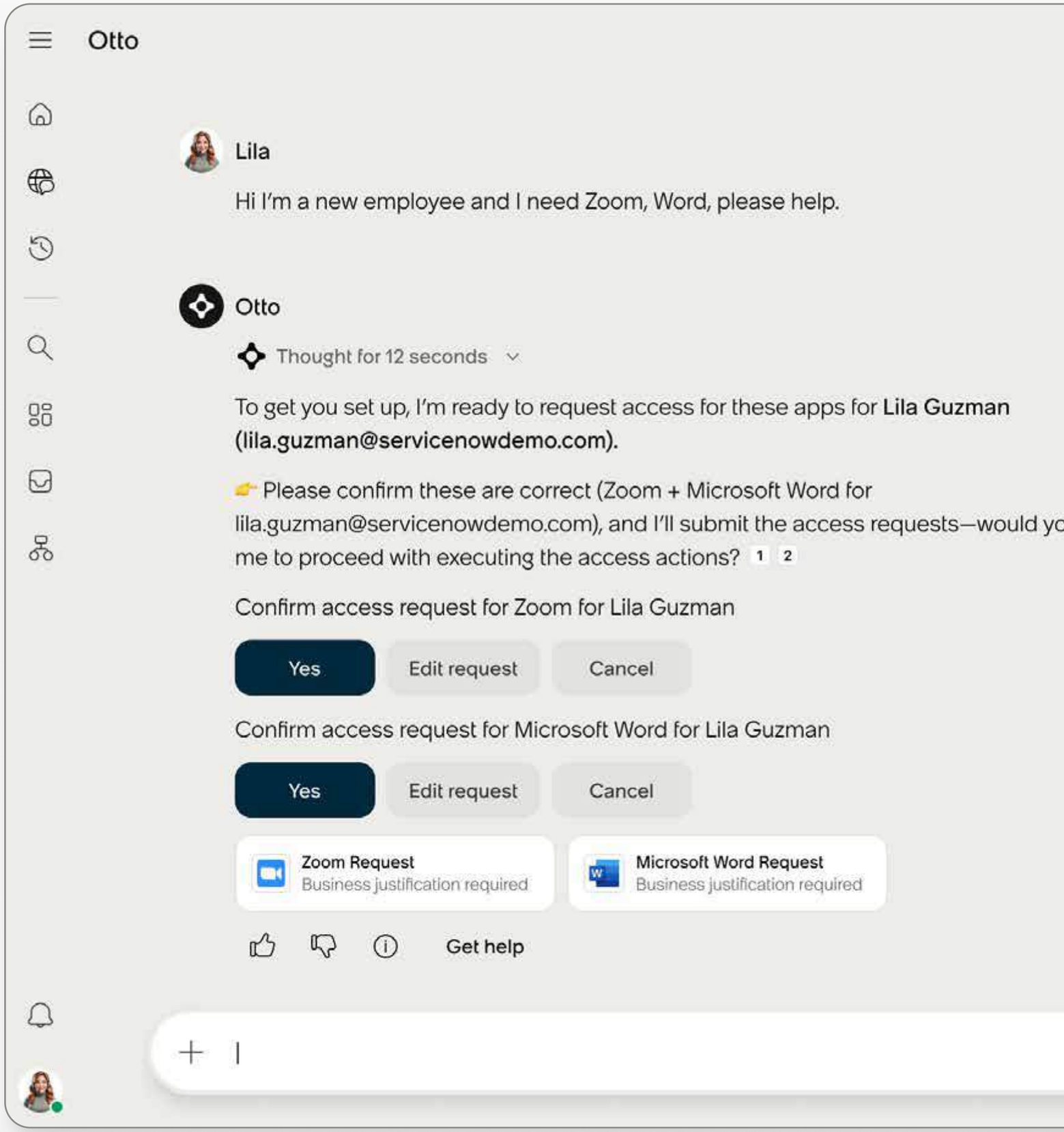
This guide will show how ServiceNow EmployeeWorks can help solve your operational bottlenecks and allow your team to refocus on strategic business objectives, while driving key executive-level outcomes for executive leadership .

1. Onboarding and offboarding

Onboarding shapes a new hire's first impression of the organization. Offboarding defines their final one. Yet both often involve a maze of emails, forms, approvals, and handoffs that consume valuable time for HR, managers, and support teams.

This is your first and last impression to make. These moments matter to the new hire and soon to be alumni, and despite the myriad of tasks spanning different departments, organizations need to handle the journey with predictability and control.

Executive impact: Automated cross-functional provisioning helps to enable Day 1 readiness, faster onboarding cycle time, accelerates time-to-productivity, while enabling long term retention too: 69% of employees are more likely to remain at a company for three years if they had a positive onboarding experience. (Deloitte)



1. Onboarding and offboarding (cont.)

The process

1. When the new hire logs into their ServiceNow EmployeeWorks web experience, the AI Assistant (as known as Otto) recognizes them and confirms personal and role details in natural conversation.
2. ServiceNow Otto, the conversational AI assistant, greets hires with a welcome message and presents a friendly, doable shortlist of actions to take care of on their first day.
3. From there it opens the onboarding case, auto-assigns role-specific training, provisions system access, notifies IT, Facilities, and assigns manager tasks.
4. ServiceNow Otto also automatically updates HR systems, payroll systems, and trigger IT equipment requests without manual forms, transferring full context to trigger downstream actions.
5. The new hire receives a centralized view of tasks and progress, showing what is completed and what requires action.
6. ServiceNow EmployeeWorks surfaces centralized tasks and due dates for the employee in their personalized canvas. Hiring managers use a personalized manager view to see all new hires, journey stages, and task ownership.
7. Tasks across HR, IT, and Facilities are tracked to completion with automatic escalation for overdue items.

Key use case(s):

1. Critical provisioning support: Proactively automates software and hardware ordering, desk mapping, and software access by role.
2. Compliance safeguards: Detects incomplete onboarding forms and nudges employees before payroll cutoffs.
3. Role-based upskilling: Elevates discovery of relevant training and L&D courses via manager recommendations or in the flow of work.
4. Separation queries: Resolves inquiries regarding final paychecks, exit docs, and benefits continuation.

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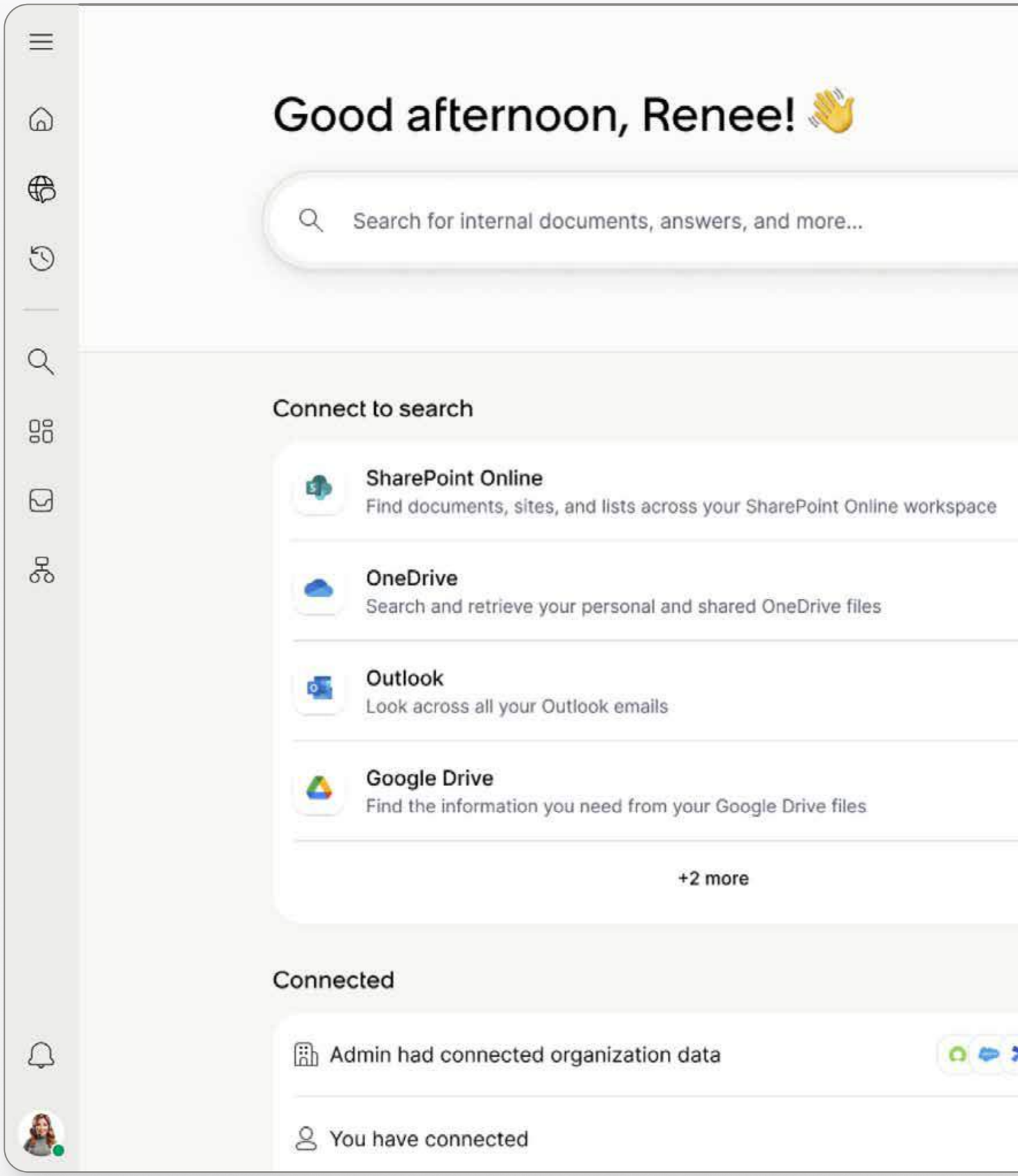
2. Enterprise search

Employees spend too much time hunting for answers across content systems, documents in team folders or personal storage, and collaboration tools. Even when they find the right information, work often stalls because the next step still requires navigating another tool or process.

Organizations need a better way to connect information and execution, helping employees find answers quickly, understand the context, and move work forward without switching between systems.

Executive impact: Employees are spending up to 40% of their time searching for the information they need—in other words, doing work to do work (Deloitte & ServiceNow).

Moving past basic links to an AI-driven search that summarizes information and retrieves more relevant results tailored to each user and query yields great self-service containment rate. This results in addressing simple inquiries before they become tickets and returning thousands of lost friction hours to the business.



2. Enterprise search (cont.)

The process

1. Employees begin in ServiceNow EmployeeWorks – on the web surface, mobile, Teams, Slack, or wherever they work.
2. They simply describe what they need, such as "How do I update benefits?" or "Look up purchase order," and run the search.
3. From one place, ServiceNow EmployeeWorks searches across company intranets, knowledge bases, storage platforms like SharePoint, OneDrive, and Google Drive, and collaboration tools like Microsoft Teams, Outlook, and Slack—so employees don't need to know which system to check.
4. Powered by an enterprise-grade intelligent decision-making harness, ServiceNow EmployeeWorks understands employee intent, reasons over business context, retrieves the most relevant information, and summarizes answers with citations.
5. There are two ways to search: the dedicated Enterprise Search app for needle-in-a-haystack queries—with filters, vetted answers, MLS, and the ability to "dive deeper" by continuing the conversation with the Assistant—or directly within EmployeeWorks.
6. Underlying permissions are always able to be respected, so employees only access content they are authorized to see.
7. Employees gain consistent, secure self-service that scales across teams and improves employee productivity and confidence in internal answers.

Key use cases:

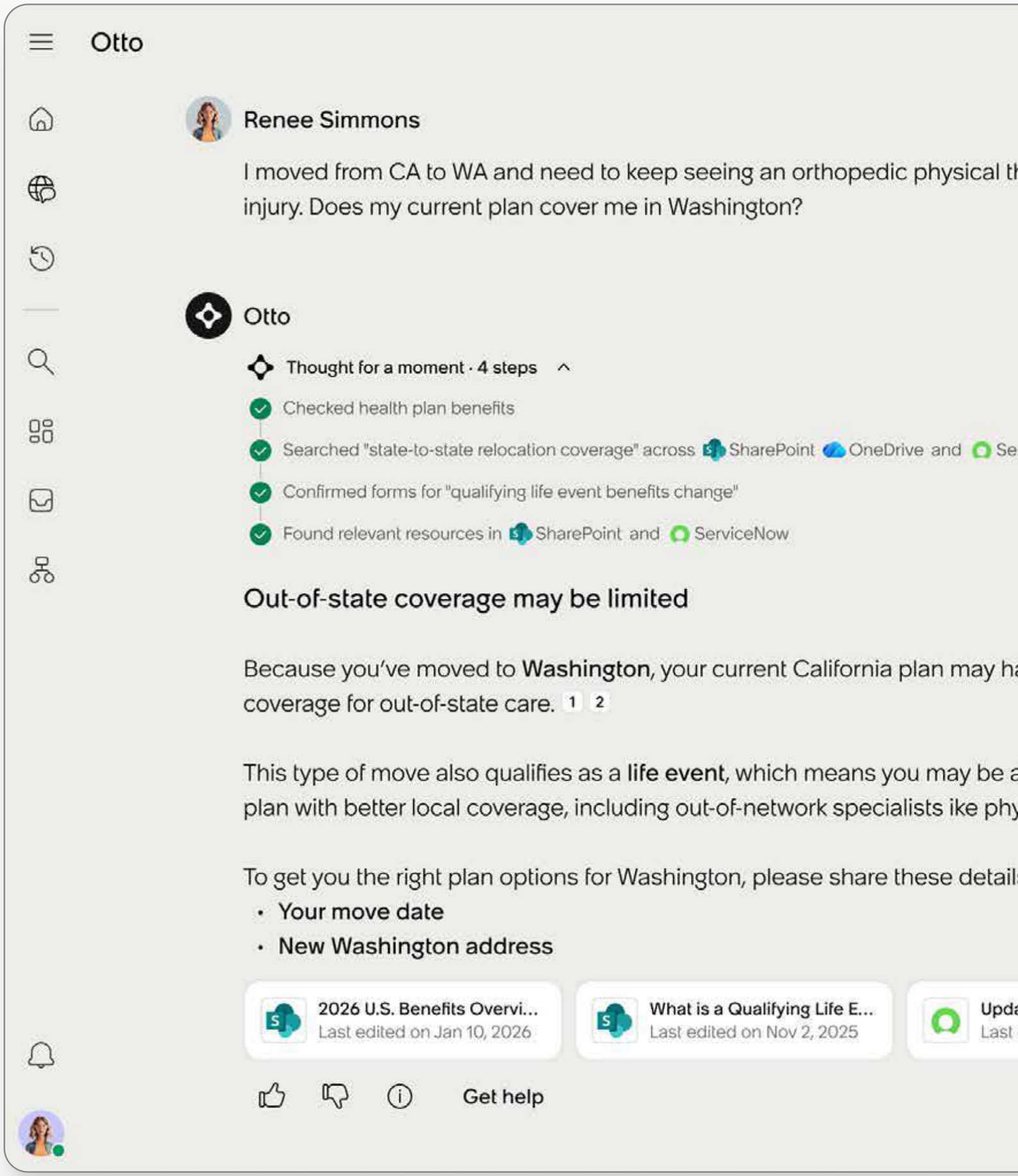
1. **Enterprise search & information discovery:** Find “official” answers and services
2. **Workplace / office information search:** For location-based workplace questions like badge reset, device replacement, etc
3. **File search:** Real-time, permissions-aware with live search
4. **From search to action:** Go from info to action with in chat form fills/ticket creation

3. Employee services: Managing IT, HR, and workplace operations

Employees shouldn't need to know which team owns a problem before asking for help. Yet many organizations still rely on disconnected intake channels that create confusion, duplicate requests, and inconsistent experiences across IT, HR, Workplaces/Facilities and other internal operations teams.

Organizations begin at around 20% deflection, with more mature set ups seeing 30%–40% reductions. (Moveworks). These substantial gains drive help to down baseline costs by around $45 per HR case and $15- 25 per L1 IT ticket in North America. (ITIC)

Executive impact: Simplifying employee self-service delivery can drive double digit ticket and case deflection. Organizations begin at around 20% deflection, with more mature set ups seeing 30%–40% reductions. These substantial gains drive help to down baseline costs by around $45 per HR case and $15- 25 per L1 IT ticket in North America.



3. Employee services: Managing IT, HR, and workplace operations (cont.)

The process

1. Employees start in ServiceNow EmployeeWorks to ask ServiceNow Otto any question – whether that's IT related (software provisioning, device management, password reset, etc), HR related (benefits, payroll, visas, etc.), Workplaces (badge access, desk hoteling, facilities requests, etc)
2. ServiceNow Otto captures intent, suggests knowledge, and when needed, submits a request.
   - **HR scenario**
     - For HR, submitting the request creates an HR case in HR Case Management and assigns it to an HR agent.
     - The HR agent opens the case in an agent workspace, reviews employee details, adds comments/work notes, completes tasks, and moves the case to closure.
   - **IT scenario**
     - For IT, submitting the request creates an IT service request or incident in IT Service Management and routes it to the appropriate IT support team.
     - The IT agent opens the ticket in an agent workspace, reviews employee, device, and asset details, fulfills requests such as software provisioning, password resets, hardware replacements, updates the ticket with notes and status changes, and resolves the request.
   - **Facilities scenario**
     - For Facilities, submitting the request creates a workplace service request and routes it to the appropriate facilities, workplace, or security team.
     - The facilities coordinator opens the request in a workspace, reviews employee and location details, manages requests such as badge access, desk assignments, room reservations, or maintenance issues, updates the request with notes and status changes, and closes the request once fulfillment is complete.

Key use case(s):

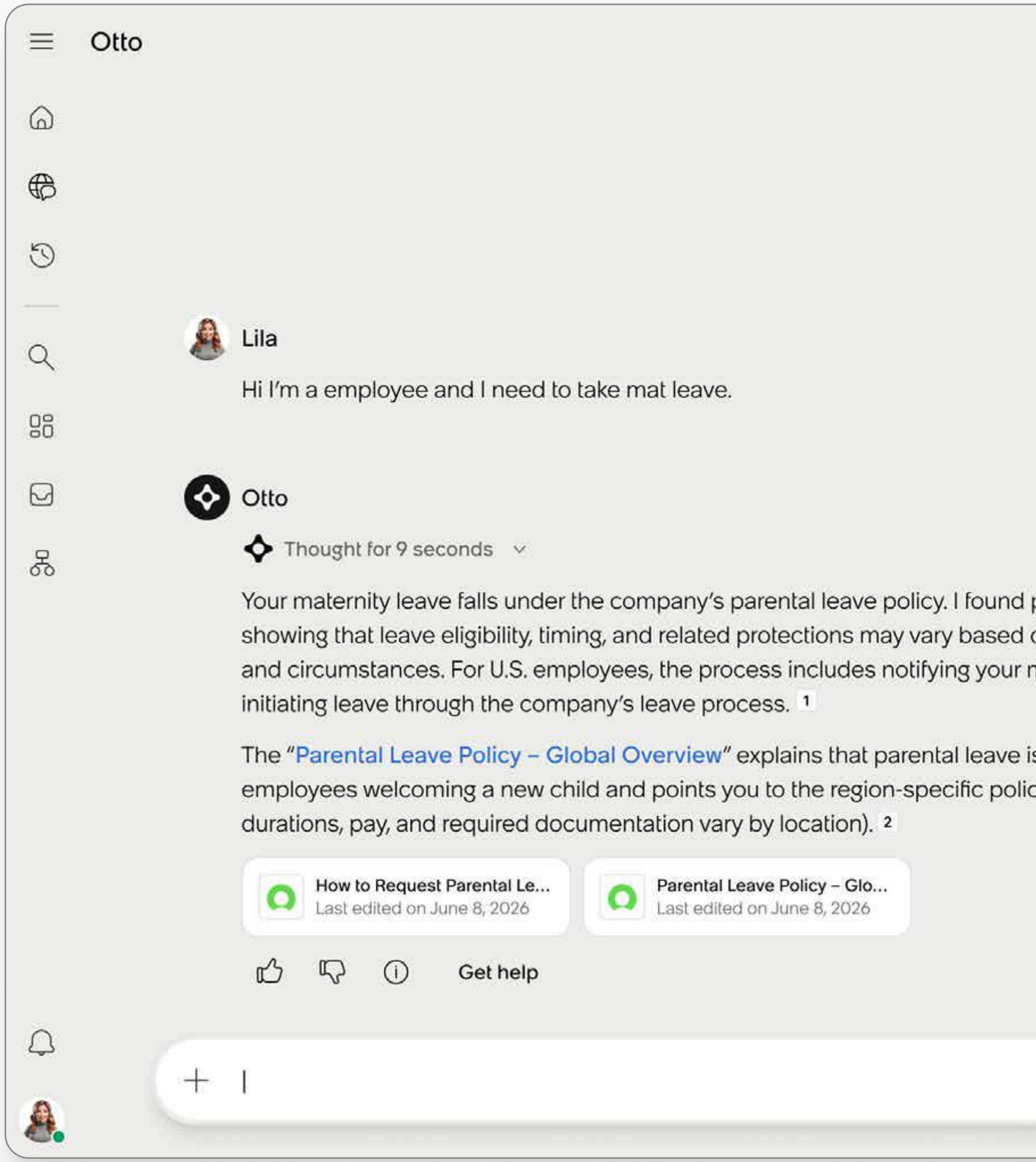
1. Ticket triage: Categorizes and routes IT tickets to the correct assignment groups.
2. Omnichannel approvals: Extracts authorization steps and secures stakeholder sign-offs directly in chat.
3. Ticket lifecycle management: Enables creating, tracking, and closing IT tickets and private HR cases.
4. Account utilities: Automates software provisioning, distribution list updates, and password resets.

4. Leave management

Managing parental, medical, disability, and other leave requests is one of the most sensitive responsibilities HR teams oversee. The process often spans multiple stakeholders, policies, and systems, creating administrative complexity at a time when employees need clarity and support.

Organizations need leave management experiences that simplify coordination, maintain compliance, and reduce manual effort so employees receive timely guidance during important life events.

Executive impact: Reducing manual touchpoints enables greater error-free payroll and compliance adherence. Payroll corrections alone cost companies $78,000 per 1000 employees on average annually, while automating manual processes can help close compliance gaps, minimize costly fines for violations, and reduce HR risk. (HR Dive)



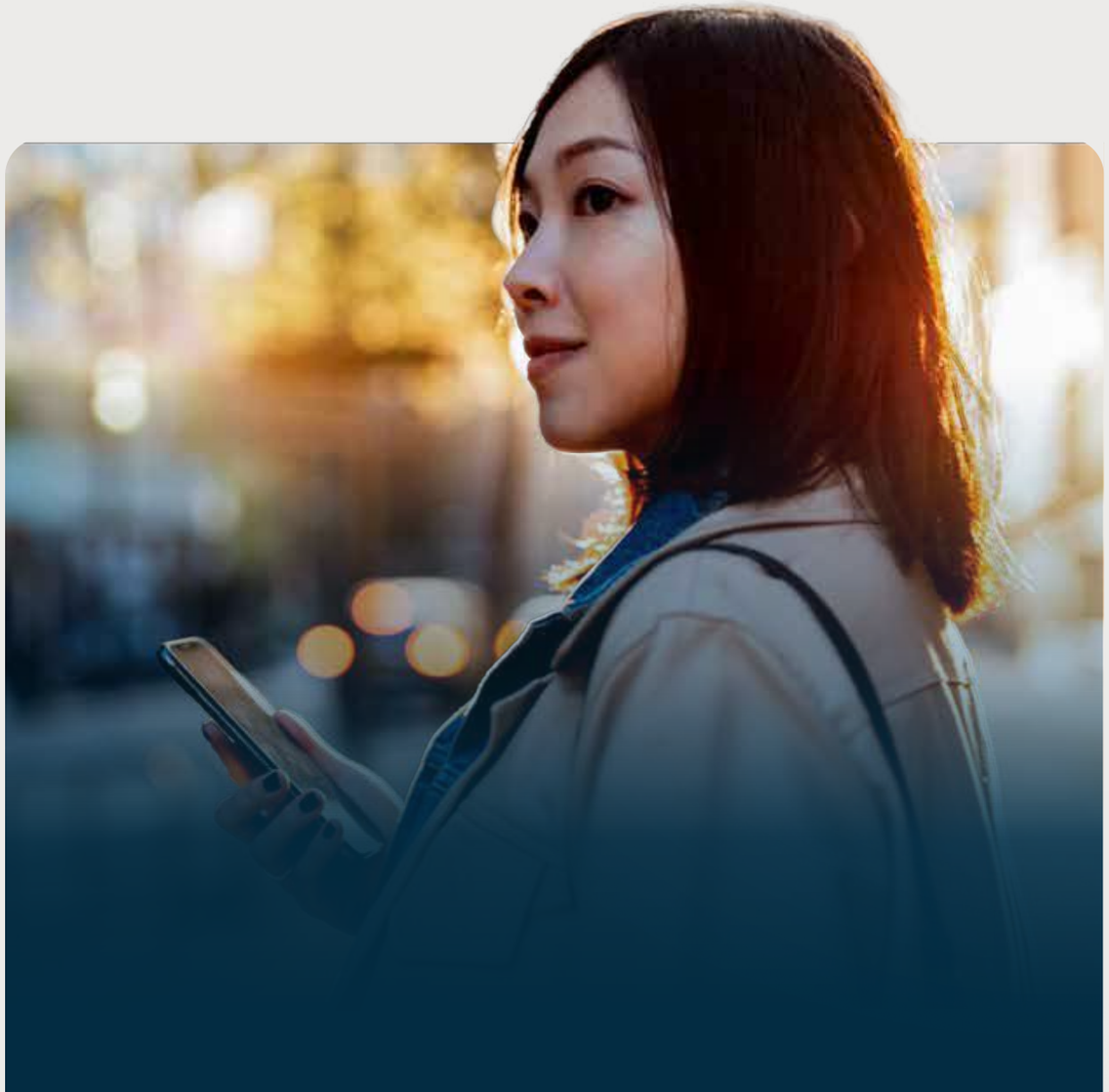
4. Leave management (cont.)

The process

1. The employee starts a conversational leave request in ServiceNow EmployeeWorks via chat, bypassing manual forms.
2. The AI searches the knowledge base, provides personalized role/location info, and confirms leave details, duration, and pay implications.
3. The system automatically opens a facilities request to halt badge access during the leave, helping minimize downstream security gaps.
4. ServiceNow Otto hands off context to HR Service Delivery which creates a lifecycle event and automates tasks like payroll adjustments and COBRA routing.
5. The manager receives specific coverage tasks. Cross-functional changes are tracked centrally until final approval and employee notification.

Key use case(s):

1. **Delegation coverage:** Prompts employees to delegate tasks, routes active workflow approvals.
2. **End-to-end request automation:** Orchestrates the complete leave lifecycle across HR and payroll systems.
3. **Guided leave navigation:** Delivers contextual policy guidance tailored to specific leave types.



Payroll corrections alone cost companies

$78K

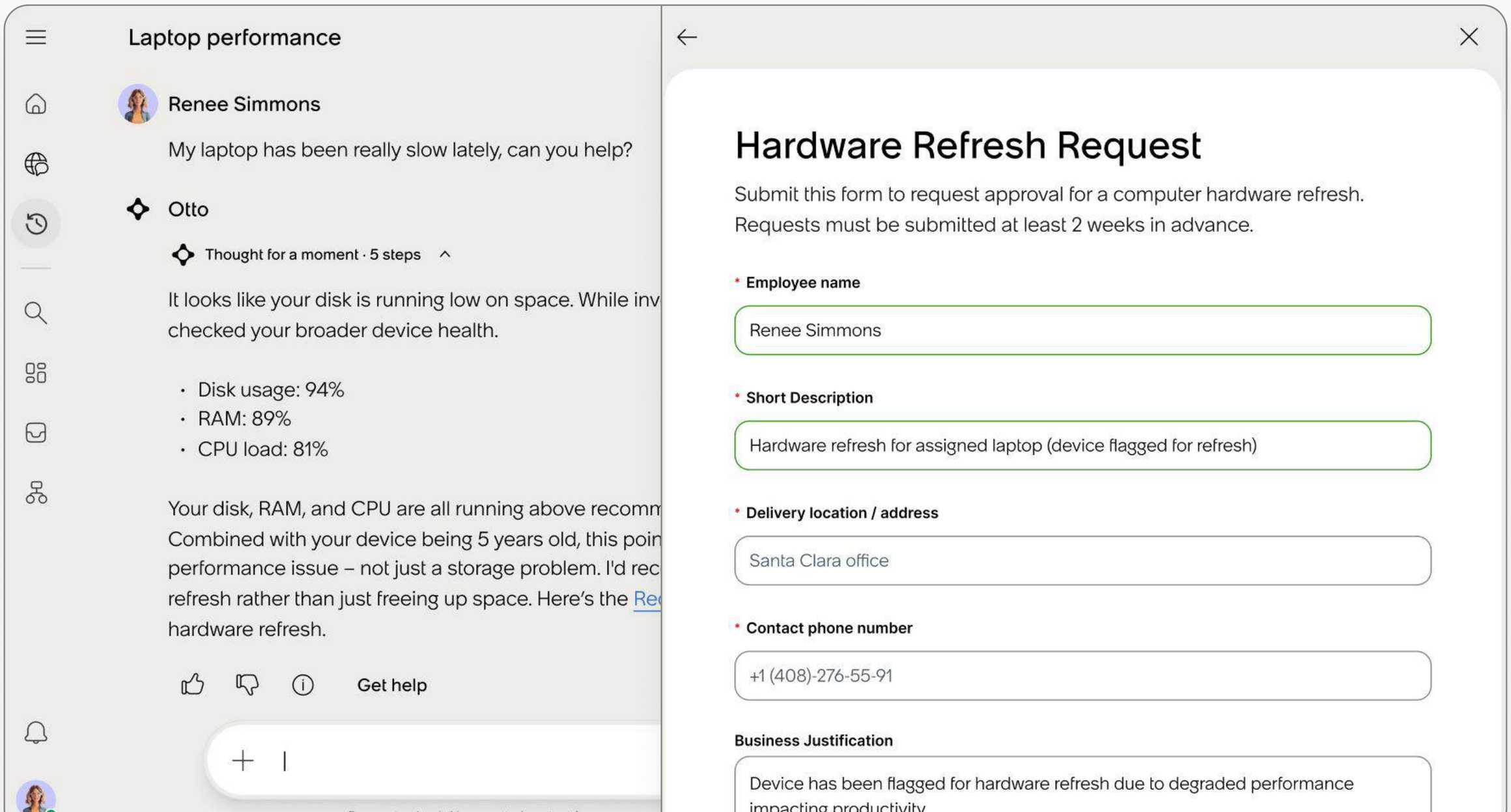
per 1000 employees on average annually

5. IT Ops and incident management

When service disruptions occur, every minute matters. Yet IT teams often spend valuable time gathering information, coordinating responders, and communicating updates across multiple channels, slowing resolution, and increasing business impact.

Organizations need a more efficient way to capture issues, guide employees to self-service when appropriate, and connect incident response teams to the workflows required to restore service quickly.

Executive impact: Integrating AI tools enables up to 40 - 60% reduction in Mean Time to Resolve (MTTR), helping to keep business-critical applications online and shielding IT agents from high-volume burnout. (Integrated Research)



5. IT Ops and incident management (cont.)

The process

1. Employees start in ServiceNow EmployeeWorks to report an IT issue in plain language, reducing confusion and time-to-log.
2. ServiceNow Otto guides the intake process, so incidents are captured consistently helping to accelerate triage.
3. Users can check IT ticket status and recent updates in chat without hunting in portals.
4. During disruptions, ServiceNow Otto can surfaces known outage information (including active Priority 1 incidents) via company-wide comms sent to each employee's Unified Inbox, to alert all those affected, avoid duplicate tickets, and inform them of workarounds or resolution ETAs.
5. Incidents are routed and worked on one platform, which can support quicker restoration and better employee experience
6. With support for assistant telemetry and analytics, leaders can gain clearer visibility into operational health and resolution speed.

Key use cases:

1. **Proactive IT Ops:** Monitor SLA compliance for tickets, proactively alert employees to device issues and problem fixes
2. **Incident intelligence:** Generate incident summaries, communicate outages to teams.



40–60%

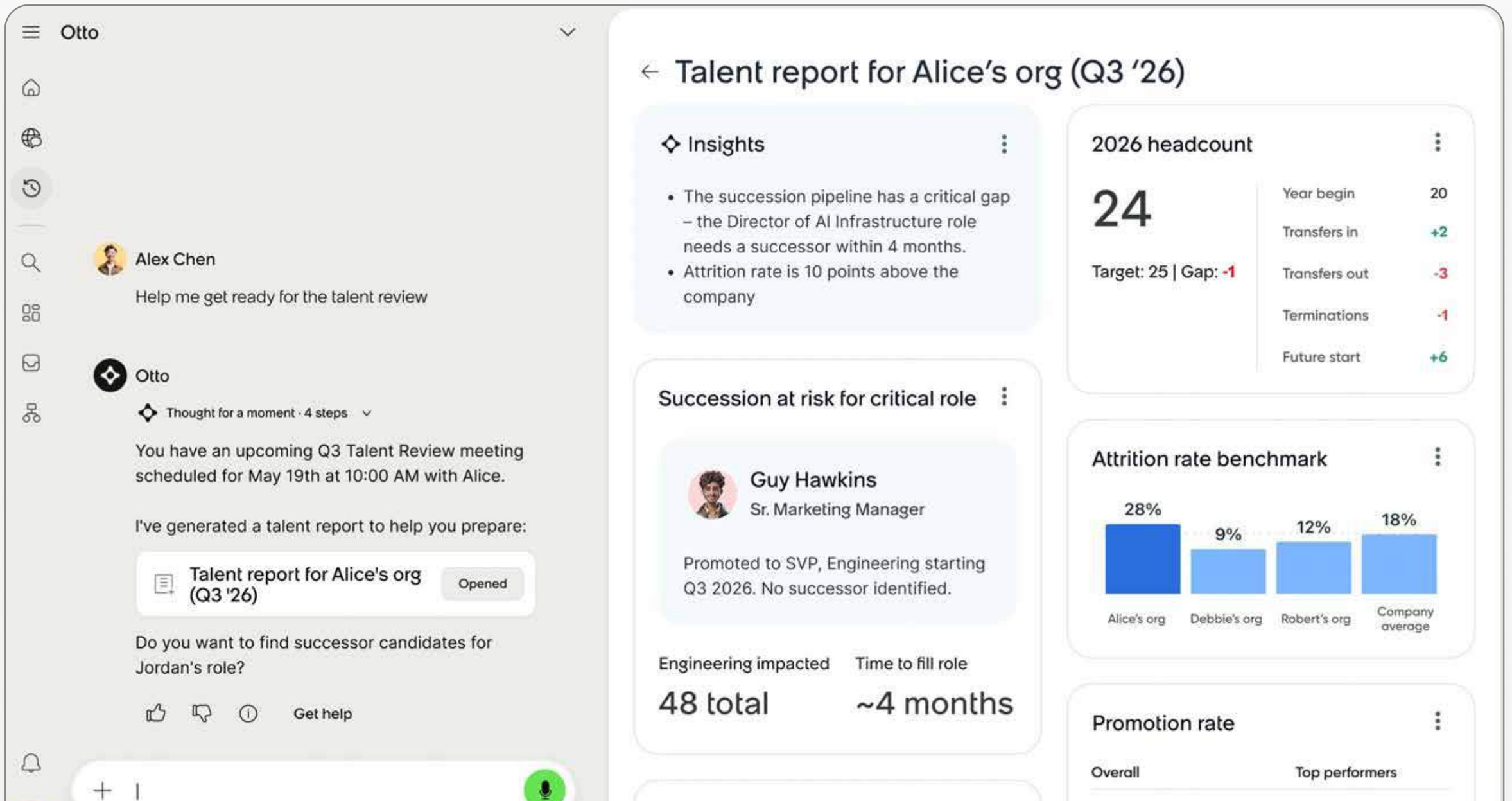
reduction in Mean Time to Resolve (MTTR)

6. Manager and employee career support

Today's managers are expected to coach teams, drive performance, support career development, and navigate constant change, all while handling growing administrative demands. Yet critical information about goals, reviews, learning, and employee development is often scattered across systems and surfaced only during annual processes.

Organizations need personalized canvases, surfacing personalized experiences for employees and managers alike to surface key tasks, approvals, and metrics into one place, helping your team spend less time navigating systems and more time on the work that matters most.

Executive impact: Nearly 57% of a manager's time is spent on administrative exhaustion. (Deloitte & ServiceNow). Purpose-built manager enablement helps to reclaim this, successfully shifting their capacity toward strategic activities.



6. Manager and employee career support (cont.)

The process

1. A manager opens EmployeeWorks and goes to the Home Page tab.
2. The manager selects a specialized assistant* designed for manager-specific work.
3. The specialized managerial assistant is able to support role-specific workflows instead of broad employee help.
4. The assistants are built to support specific tasks that require domain knowledge such as one-on-one prep, coaching and decisions, recruiting, calendar management, onboarding, and more.
5. Assistant take governed actions, only works within the systems, actions, users, and knowledge sources it has been scoped to access.

Key use cases:

1. **Proactive manager enablement:** Prompt managers with data-driven alerts for check-ins and team health signals.
2. **Strategic development planning:** Surfaces skills visibility to map tailored team development growth paths.
3. **Employee growth hub:** Empowers employees to manage career check-ins and drive development through aspirations, growth plans, conversations, and learning.

*Availability expected H2 2026

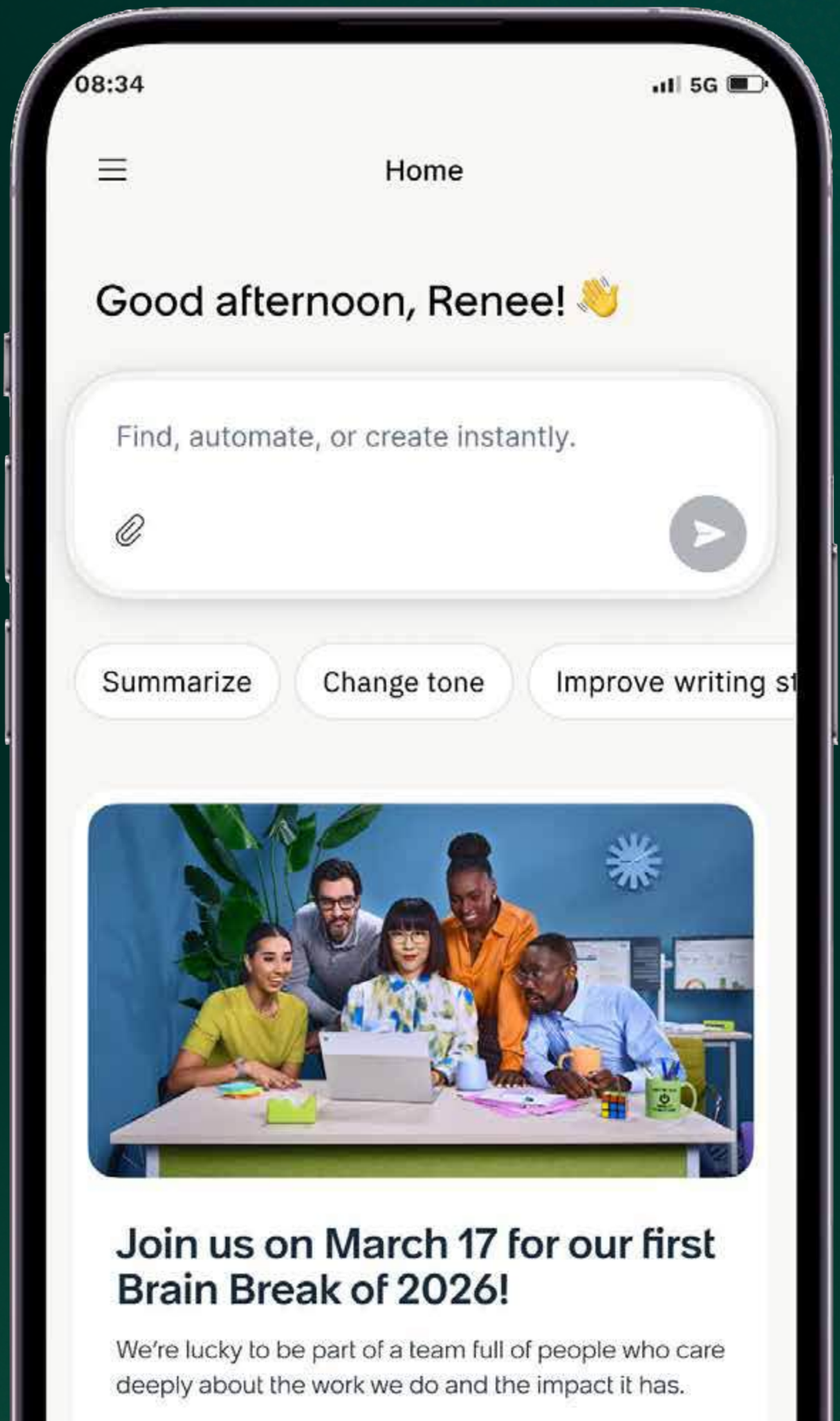
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Understanding how it works

ServiceNow EmployeeWorks acts as the employee front door product, with Otto as the AI Assistant within EmployeeWorks that empowers employees to ask via chat, voice, mobile, and kiosk and get work done.

Now that we have seen how ServiceNow EmployeeWorks can help employees simply get work done across business processes, it is important to understand the underlying platform infrastructure driving these outcomes. It is comprised of three distinct layers:

- An **intuitive conversational interface** that meets employees wherever they are
- An **intelligent reasoning engine** that understands, plans, and acts, learning from each turn
- An **integrated core tooling layer** that securely connects and executes work



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Unpacking the three layers together

These three layers work in unison to unblock employees in the flow of everyday work, when they need to find verified information, take action across business systems, or be productive.

1. What employees see: the conversational experience layer

ServiceNow EmployeeWorks is the front-end experience employees use when they don't know where to go or who to ask.

Employees simply ask Otto for what they need in everyday language. Otto understands requests, knows who's asking, connects to the right data and systems, and completes work securely end to end in line with your business policies and rules — not just answering questions, but taking action too.

EmployeeWorks is available on the web, in Microsoft Teams, Slack, company intranets, service portals, custom websites or hardware, and soon through third-party applications via the Conversations API.

The experience can be customized for your organization's priorities, personalized by user groups or function, and enabled in 100+ languages out of the box.

A persistent search bar keeps help just a few clicks away. Employees can simply type requests like, "I need a new laptop" or "How do I update my direct deposit?" and Otto handles the rest, helping to eliminate the need to navigate forms or portals.

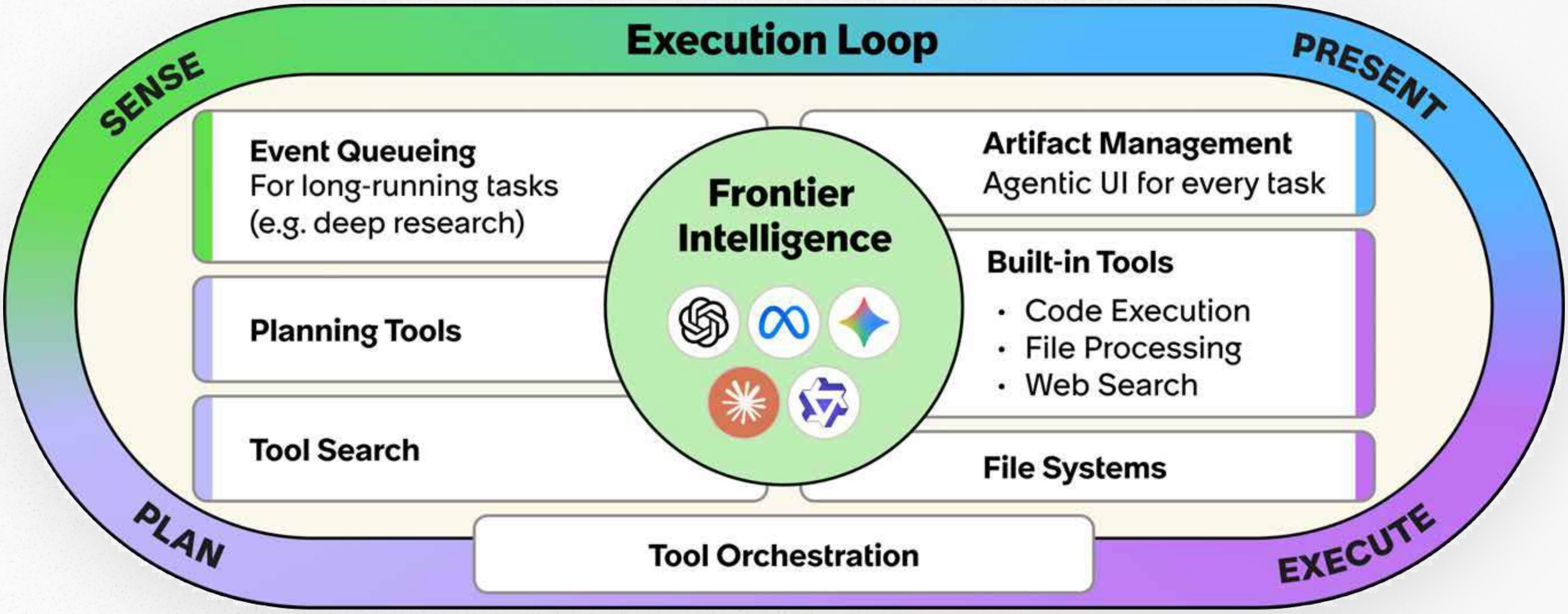
Specialized Assistants* will also help employees discover or build assistants for tasks like calendar management, marketing, onboarding, and IT support, consolidating experiences into fewer tools with less overhead for IT.

*Availability expected H2 2026

2. The Agentic Reasoning Engine: the intelligent decision-making layer harness

To deliver accurate and reliable answers and outcomes on each employee request, the platform's intelligence layer – the Agentic Reasoning Engine – is the "brain" that figures out what to do and how to do it safely.

This is an enterprise-grade AI harness that scaffolds powerful frontier models to take action across your systems, policies, and workflows at scale, all while staying within pre-approved boundaries, connecting intent to the outcome.



3. The connections to your business systems: the tooling layer

ServiceNow EmployeeWorks integrates with the systems your organization already runs: Workday, SAP, ServiceNow workflows, internal knowledge bases, and hundreds more.

You and your teams can build the AI tools you need using low-code or no-builders, deploy these using the tooling frameworks of your choice (A2A, plugins for APIs, and coming soon, MCP support), and manage your deployment with governance tools to track agent telemetry, audit logs, and assistant analytics.

Giving employees trustworthy enterprise AI

One of the most important things to understand about ServiceNow EmployeeWorks is what it's designed not to do.

The decision-making layer is designed to only take authorized actions, through defined, versioned tools. Rather than improvising or finding a workaround, when a requested action is unavailable or unauthorized, it is able to stop, explain the issue, and then route the employee to the appropriate channel.

For leaders, this matters a lot: in complex enterprise environments, an AI that goes off script, even with good intentions, can corrupt a workflow, trigger an unintended transaction, or create a compliance problem. The value of ServiceNow EmployeeWorks isn't just what it can do.

It's also built to behave predictably within the guardrails your organization sets, clearly visible and tracked with the AI Control Tower across the ServiceNow AI Platform. That's not a limitation. That's what makes it safe to deploy at scale.

With AI Control Tower's governance visibility, the employee experience becomes visible as a part of the business application landscape, making it easier to confidently answer, "What AI is powering this specific employee experience, and is it approved?"

The power of ServiceNow EmployeeWorks

Employees lose precious time hunting for information, chasing approvals, and piecing together steps that chatbots and search tools dump back on them.

ServiceNow EmployeeWorks changes that, acting as the smarter front door to work — with Otto as the conversational AI assistant where employees can get instant answers and search for anything across the company, then autonomous workflows execute the work: emails draft with calendar context, expenses route through approval chains, onboarding orchestrates across the enterprise.

While automating busywork, ServiceNow Otto also surfaces what needs your expertise most —personalized AI for talent decisions , budget exceptions, strategic opportunities. The result isn't just time saved. It's clarity on where to do game-changing work across every department.

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Get to the big work —

see the demo in action