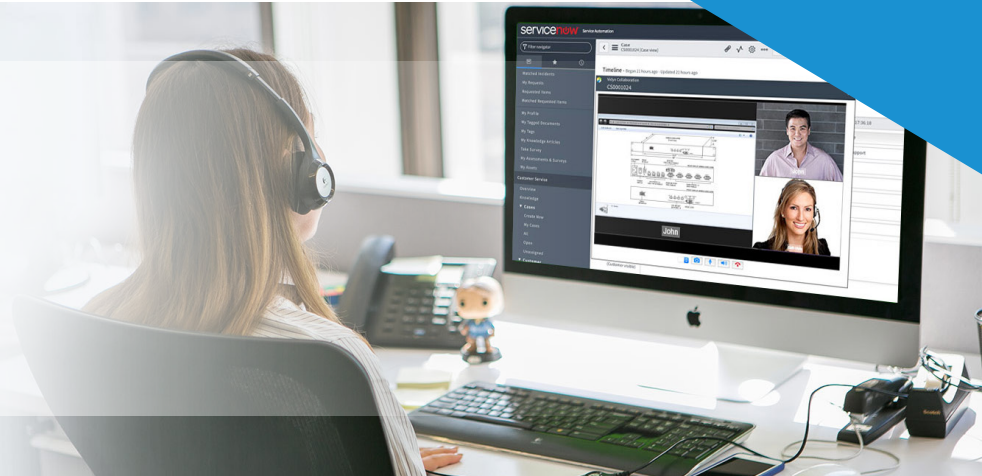


VidyoEngage for ServiceNow



Use Cases

- **Tech Support:** Visual trouble shooting leverages mobile video for real-time resolutions
- **Field Services:** “See what I see” using mobile device or smart glasses
- **Insurance:** See damage directly over video without sending adjuster
- **Customer Service:** True omnichannel experience with click-to-video

Benefits

- Provide a more personal touch and improved outcomes to remote customers
- Support mobile video in the field in
- Include subject matter experts quickly with multiparty capabilities, with support for up to 25 participants
- Share your desktop or an application to resolve issues quicker
- Easy access from Ticket, Incident, Case, Work Order or any other ServiceNow form

Business Challenge

Across industries, from retailers to manufacturers, from insurance adjusters to healthcare providers, exceptional customer service is a top priority. Today’s customer service organizations face increasing pressure to provide higher First Call Resolution rates (FCR) and reduce Average Handling Time (AHT).

With collaborative workspaces and automated business services, ServiceNow has enabled customer service organizations to provide intuitive experiences, assure quality service, and analyze critical service metrics. Service organizations can refine, structure, and automate the flow of work to streamline service delivery from all business units.

As competition and customer expectations rise, the need for video collaboration capabilities within service management platforms expands. When businesses seek to optimize field services operations, the adoption of BYOD mobile devices increases, and so does the need for video collaboration solutions that stand up to challenging mobile network environments. There are emerging mobile use cases, like “see-what-I-see” field services applications leveraging smart phones, smart glasses, drones and more.

Vidyo Solution

For organizations using ServiceNow to deliver customer support, VidyoEngage for ServiceNow is an integration that makes video conferencing available directly from within the ServiceNow platform, which enables high definition, scalable video between service fulfillers and requestors. ServiceNow customers can fully embed the highest quality visual interactions into any customer and field service application, workflow or endpoint.

When fulfillers need to provide high quality video conferencing experience to service requestors in the field, they can trust in Vidyo’s industry leading resilience over mobile networks and devices. Mobile and wireless networks are often unpredictable in remote locations. Vidyo’s patented dynamic adaptation technologies provide usable video in challenging network conditions - up to 20% packet loss.

Unlike other applications, VidyoEngage for ServiceNow provides multiparty video conferencing as well as desktop sharing from both the fulfiller and requestor sides. Multi-party conferencing enables the inclusion of numerous experts, content sharing ensures accuracy and improves understanding, and optional video recording provides records for review and compliance.

Available as a cloud service or on premises, VidyoEngage is affordable to deploy, highly scalable and secure. It is fully equipped to meet the needs of ServiceNow customers in retail, telecommunications, government, healthcare, financial services and other industries when quality matters.

With VideoEngage for ServiceNow, agents can support mobile “See What I See” video experiences for field service technicians or home consumers, resulting in reduced handling times and higher first call resolutions rates.

Results

VidyoEngage for ServiceNow helps support agents do their jobs better. Service organizations are able to add personal touch to high value requestors and transactions, as fulfillers are able to escalate to video straight from ServiceNow portal and different forms with single click. This results in quicker first call resolution times, from visual trouble shooting and improved understanding through video. Plus the ability to multiparty video chat with an expert increases accuracy of calls, and streamlines issue mitigation.

With VideoEngage, ServiceNow agents can support “See What I See” experiences for field service technicians or home consumers using network resilient video from smart phones, smart glasses and tablets. The agent will see the Vidyo call displayed in the familiar ServiceNow application and will be able to easily manage the video interaction, while also maintaining ServiceNow cases and incidents on Vidyo-based interactions. The results of video-enabled field services are numerous: a visual connection develops deeper customer relationships, drives higher First Call Resolution rates (FCR), reduce Average Handling Time (AHT), increases operational efficiency and provides a tangible competitive edge.

Technical Requirements

ServiceNow Compatability	Geneva Patch 04
Supported Web Browsers	Firefox 46 or higher, Chrome 42 or higher, Internet Explorer 11, Safari 9.0 or higher
Vidyo Solution Requirements	VidyoCloud or VidyoConferencing 3.3 or higher
Mobile Requirements	iOS, Android ServiceNow mobile App and VidyoMobile App

Gartner: Magic Quadrant “Leader”



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