

ServiceNow Virtual Agent Integrates With Workplace From Facebook

Workplace From Facebook and ServiceNow extended their existing relationship Wednesday with the integration of the cloud computing company's Virtual Agent with the social network's enterprise offering.

Virtual Agent will enable employees of Workplace From Facebook clients to request support, receive updates on in-progress requests and connect with live agents, all without leaving the platform.

Companies on Workplace From Facebook can use ServiceNow Employee Campaigns to distribute relevant content to employees directly through the platform.

And Spoke, which is available as an IntegrationHub, enables Workplace From Facebook clients to create their own integrations to meet their employee experience needs.

ServiceNow/Workplace From Facebook

Workplace from Facebook vice president Julien Codorniou said in a statement, "ServiceNow is a formidable brand that we are honored to deepen our partnership with. Together, we are uniquely positioned to bring best-in-class technology to every single employee within an organization, regardless of where or how they work. As global companies navigate a new normal and become increasingly decentralized, digital tools that bridge the communication gap beyond just the HQ will be imperative to their success. This is especially important for deskless, or frontline, employees, who make up 80% of the world's working population. I'm excited that our combined efforts will serve this crucial group of employees more seamlessly and will

enable Workplace to enter the automation and productivity space—something we believe is a game changer for all of our customers.”

ServiceNow vp and general manager of human resources service delivery Gretchen Alarcon added, “The workplace of the future will be distributed, which means organizations must create new workflows that keep their employees informed, engaged and connected. We’re thrilled to partner with Workplace From Facebook to help our mutual customers break down silos, boost productivity and ultimately deliver great employee experiences.”

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