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Using Flank Speed Teams to Create Service Requests

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Abstract:

ServiceNow is working with PEO Digital to integrate ServiceNow's Employee Service Center and Virtual Agent directly within Flank Speed Teams. This better-together story brings best-of-breed technologies together to provide commercial-grade user experience and customer service to Navy and USMC users.

Navy/USMC users would be able to:

- Access the ServiceNow virtual agent directly from Flank Speed Teams. They can raise support requests, self-service with knowledge articles, or request to speak with a live agent without leaving Flank Speed Teams.

- Respond to the comments on tickets, approval requests, and changes with actionable notifications within Flank Speed Teams

- Receive status updates, e.g. approval updates, directly in Flank Speed Teams.

- Access their echelon-specific Employee Center portal directly within Flank Speed Teams. They can see pending tasks, check the status of open tickets, receive Navy/USMC-wide communications, launch a Teams chat, and more, via the embedded portal.

- Create, track, update or even close Universal Request directly from Flank Speed Teams. This empowers Agents to initiate a Teams chat with the user and import the same in Universal Request.

Navy/USMC Service Desk Agents would be able to:

- Initiate a Flank Speed Teams chat with an employee from a ticket, then to copy the chat transcript back to the ticket as a comment.

- Chat to Call provides service agents with the ability to initiate a meeting on an incident, task, or universal request, directly in Flank Speed Teams.

- Quickly respond to significantly disruptive events (Major Incident Management, or MIM) affecting the business which require cross-team collaboration and communication to broader organization.

- Embed portions of the MIM Workbench directly into a Flank Speed Teams conference call to provide shared understanding of the Incident and upcoming communication tasks.