

As part of an effort to help customers through the current COVID-19 crisis, ServiceNow has made available four new community apps. These apps are now available free on the ServiceNow website until 30th September 2020.

“ Given the complexity and importance of community within this crisis, we believe it’s our duty to share our approach and the application we were able to quickly develop on the Now Platform. ”

- Jennifer McNamara, CIO, Washington State Department of Health

Engage ESM have reviewed each of the four Apps and we believe the following two will bring the most immediate value to the majority of our customers:

- Emergency Outreach
- Emergency Self Report

We are already implementing some of these features for several customers and we have deployed the Emergency Outreach Application to support internal Operations ourselves already.

At Engage ESM, we will continue to support our customers and to provide help where possible. Given our experience, we are now in a position to offer all our Engage ESM ServiceNow customers a **complimentary 1-day configuration** and quick set-up in their Development environment for the following two apps:

1. Emergency Outreach

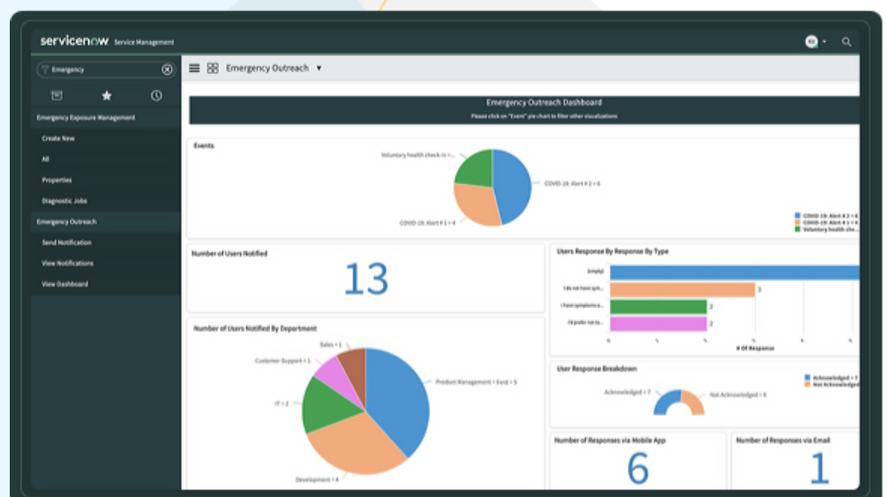
Quickly notify employees of important information in the event of emergency, such as COVID-19. Also provides a simple response interface for employees to self-report their health status to ensure employee safety and anticipate staffing gaps. Graphical dashboards make it easy for employers to monitor status.

Key Features

During a crisis, this application helps organizations connect with and assess the impact of an emergency event on their employees. Employers can share important information regarding the emergency and safety measures. Employers can request a status report from within the message. Communications can take place via email or mobile phone push notifications.

- ✔ Send employee notifications via email or push notifications
- ✔ Select target audiences for notifications
- ✔ Customize the notification content and frequency
- ✔ View individual employee status records
- ✔ Access status and response rates in a dashboard

Along with its companion workflows, Emergency Outreach helps organizations mobilize their emergency response efforts during crises and streamline and automate activities on multiple fronts.



2. Emergency self-report

During a crisis, the ServiceNow® Emergency Self Report workflow enables employees to notify their employer of their health status. A workflow helps the employee safely return to work. It is part of a group of apps built on the Now Platform® to assist companies in their emergency response efforts.

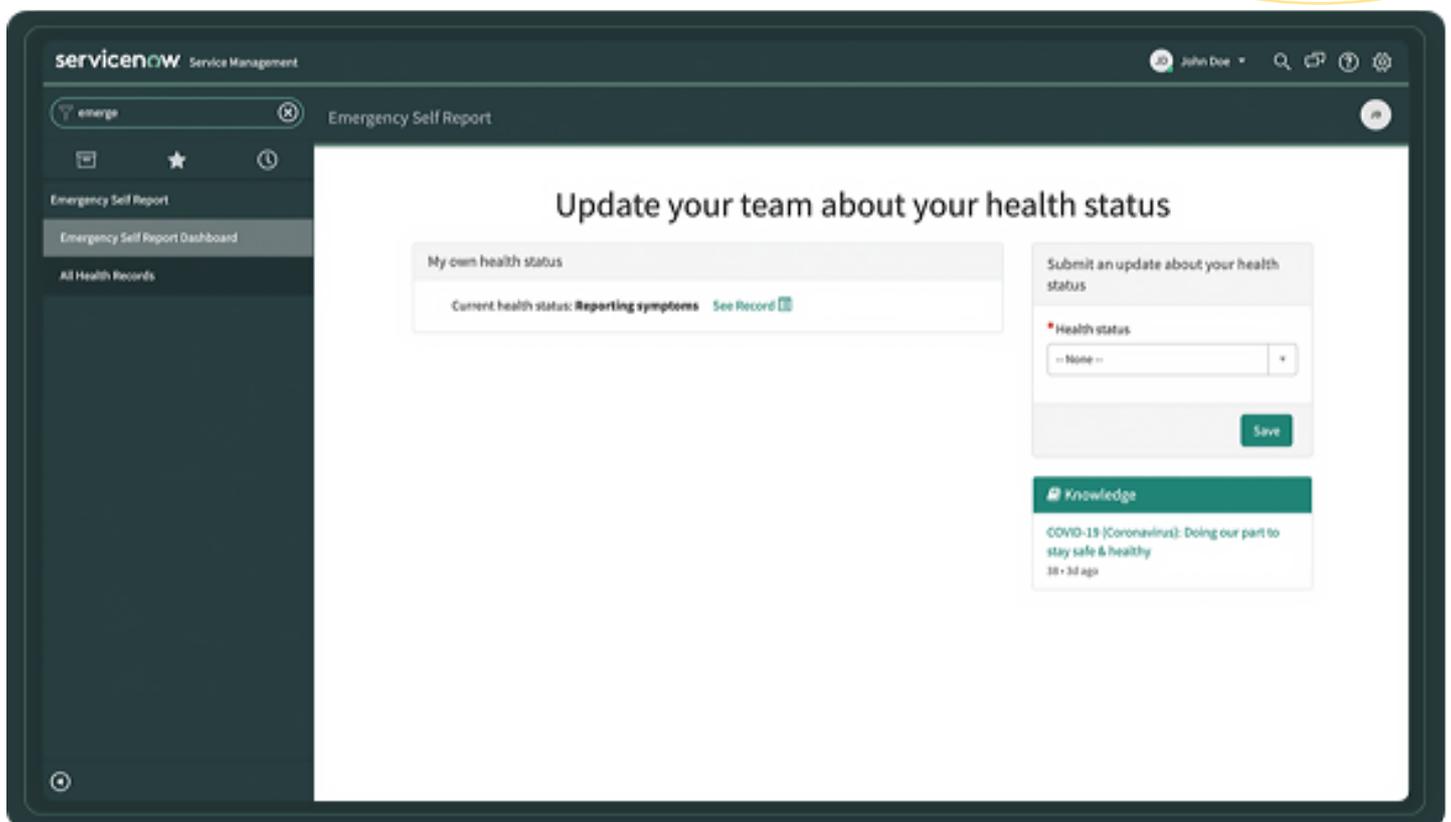
In contrast to email or phone reporting and manual data consolidation, Emergency Self Report provides a digital workflow that captures and automatically rolls up employee reporting data for analysis and action.

Along with its companion workflows, Emergency Self Report helps organization mobilize their emergency response efforts during COVID-19 or other crises.

This application allows an employee to report their health status to their manager and the response team.

Managers can use the app to monitor the status of their teams and reassign the employee's assigned work to other team members.

Employees can notify their manager when they are ready to return to work. The response team can view a roll-up of the reports, sort the data in multiple ways for analysis, and drill down into the details of any report.



Contact our experts to see how we can assist your enterprise at this time.

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