

**Service Management
workshop - How does
ServiceNow help you to build
a better Service Desk?**

Report of Contributions

Contribution ID: 2

Type: **not specified**

CERN Service Desk

Tuesday 31 January 2023 14:17 (25 minutes)

The Service Desk acts as a single point of contact for requests and incidents of CERN users.
The CERN Service Desk acts as first support line for all the services registered in the CERN Service Portal.

Presenters: KIRSCHNER, Emilie; FERNANDEZ GONZALEZ, Isabel (CERN)

Contribution ID: 5

Type: **not specified**

Sulzer - ServiceNow VA/PI/Dynamic translation/Teams integration for Service Desk.

Tuesday 31 January 2023 14:45 (25 minutes)

‘During last SNUG workshop I had conversation with few folks about our implementation of ServiceNow VA/PI/Dynamic translation/Teams integration for Service Desk.

This was apparently a topic that many people had interest on, and I would be pleased to present this to the group and how this helps Sulzer improving efficiency and user experience.’

Presenter: Mr CISIER, François (Sulzer)

Contribution ID: 9

Type: **not specified**

JTI Global Service Desk

Tuesday 31 January 2023 15:15 (25 minutes)

- Coaching Application –how SNOW coaching tool helps GSD to achieve high level of service quality
- Predictive Intelligence –using SNOW AI capabilities to auto-populate CI in incidents and as the result speed up incident resolution
- Virtual Agent –providing best UX using integration between SNOW chat bot and MS Teams

Presenters: KLYUKIN, Evgeniy; ZHAROV, Pavel; SHEPOVALNIKOV, Roman.; PROKOPENKO, Vladislav

Contribution ID: **10**

Type: **not specified**

Givaudan -Service Desk experience

Tuesday 31 January 2023 15:45 (25 minutes)

Presenter: Mr HOLMSTROM, Fredik (Givaudan)

Contribution ID: 11

Type: **not specified**

Watch manufacturer Service Desk - Migration to Service Now (2022)

Tuesday 31 January 2023 16:15 (25 minutes)

- Coaching (to manage the quality)
- Interaction
- Chatbot
- Incoming mail
- CTI integration
- Walking experience

Presenter: Mr MARTIN, Sebastien (Watch manufacturer- Service Desk Migration project)