



# ScreenMeet

## ServiceNow Transforms IT Help Desk Performance While Reducing Costs with ScreenMeet

- ✓ **Increased** first call resolution by **32%**
- ✓ **Decreased** average case handling time by **more than 50%**
- ✓ **Increased** employee productivity by **over 6 minutes** per session
- ✓ Positive, measurable financial results from the implementation of ScreenMeet with ServiceNow ITSM with **significant operational savings per year**
- ✓ **Improved** overall customer experience and satisfaction

### The Before

- ServiceNow provides cloud-based workflow and process automation software for businesses worldwide. ServiceNow has over 150 technical support agents providing internal help desk support to their 18,000 employees (who they call their “customers”). Help desk support covers L1 (first level support), L2, L2.5, and L3 issues. L1 is the first level of support. If the L1 agent is unable to resolve the issues, they escalate it to L2, to L2.5, and ultimately to L3 (senior level, infrastructure team issues). 99% of customer issues are resolved at either L1 or L2.
- ServiceNow had been using several legacy video and screen sharing systems that proved too complex and inflexible for the agents and customers to use. They began looking for alternatives and recognized that ScreenMeet had the live video interaction and screen sharing capabilities they wanted, fully integrated within ServiceNow.
- ScreenMeet worked closely with Liran Daniels, ServiceNow’s Employee Experience Innovation Manager, to meet their number one requirement: a live, interactive video tool running completely within their platform. Other requirements included screen sharing, file sharing, and the ability to invite other agents to the session.
- ScreenMeet was rolled out to ServiceNow’s Help Desk support companywide in the summer of 2021.

### The After

- ScreenMeet was rolled out to all of ServiceNow’s 150 help desk support agents, including ScreenMeet Live, Remote Support, Replay, and Beam. Agents now have the ability to conduct a video/screen share (with Live) or full remote control (with Remote Support), access unattended devices (with Beam), share files, upload a screenshot to a ServiceNow ticket, and more.
- Since Remote Support is **pre-installed on all 18,000 employee devices**, agents can establish help sessions with their customers quickly, saving roughly three minutes per session for both the agent and the customer.
- Agents can also bring other agents into the call for additional trouble resolution.
- And it all happens within the ServiceNow platform, meaning there are no additional processes, applications, or logins.



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### Why ScreenMeet?

ServiceNow provided training sessions for its employees and now 80% of all cases handled by ServiceNow agents use ScreenMeet. Agents like that it is very intuitive to use and that “they can see what is going on” on the customer’s computer.

“It was the smoothest move we have ever done with a tool,” said Daniels. And because session notes, screen shots, call recording, and other information are automatically added to trouble tickets, Daniels continued, “The biggest benefit so far has been the time savings, requiring fewer steps to get everything into the ticket for logging.”

ScreenMeet has had a profound impact on ServiceNow’s Help Desk:

- 32% increase in L1 first call resolutions
- Reduced case handle time from more than one day to less than half a day
- Saved six minutes per session in connection time because no download is required on Remote Support sessions

Other benefits:

- Reduced maintenance costs
- Increased employee productivity
- Improved customer experience



***“It was the smoothest move ever we have done with a tool,” and because session notes, screen shots, call recordings, and other information are automatically added to trouble tickets, “the biggest benefit so far has been the time savings, requiring fewer steps to get everything into the ticket for logging.”***

- Liran Daniels , Employee Experience Innovation Manager, ServiceNow

To learn more about [ScreenMeet for ServiceNow](#), and discover how our customers such as ServiceNow, OTPP, and more are improving their IT Help Desk experiences and decreasing costs, please [visit our website](#), and contact us for a customized [product demonstration](#).