# ServiceNow® HR Service Delivery

Revolutionize Employee Experience with AI-Powered HR Workflows

Employees deserve seamless access to resources, answers, and support at every stage of their work journey.

ServiceNow® HR Service Delivery simplifies complex workflows and everyday work, enabling employees to focus on meaningful work while HR teams deliver faster, more efficient support.

Powered by AI Agents, our platform transforms service delivery into an intuitive, unified experience that reduces friction and boosts productivity.
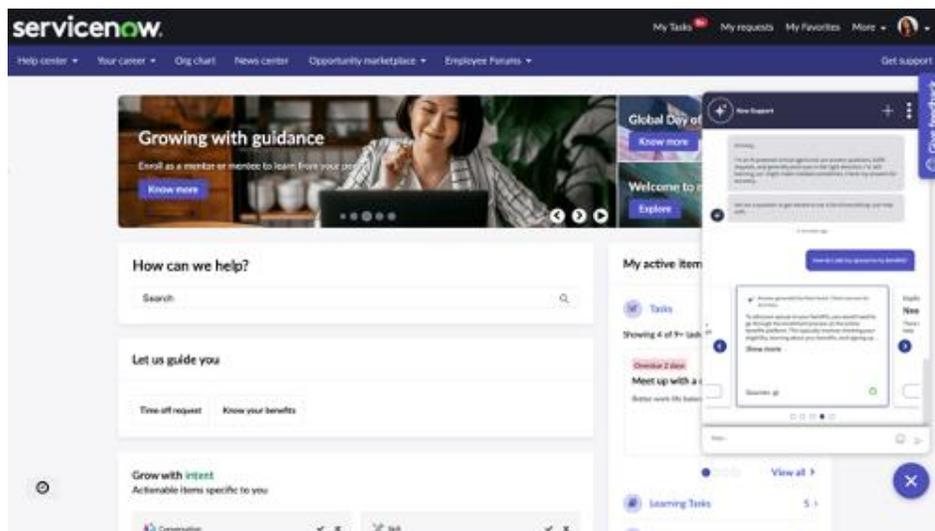
Employee Center delivers a single experience across multiple departments*

Provide a unified employee experience

Simplifying access to the systems and information your employees need is crucial to building positive employee experiences. With ServiceNow® Employee Center, organizations can provide a single point of access for multi-department service delivery and communication. This enables organizations to easily scale their service solutions across HR, IT, and Workplace Services, and help employees find information, get help, and request the services they need. Additionally, HR departments can serve up timely, relevant information, announcements, and news with AI-driven content recommendations, targeted campaigns, and content automation.

Employees can view HR requests, complete tasks, request help, receive push notifications, and interact with an AI agent on mobile, desktop or through a kiosk experience built for deskless workers.

*When combined with ServiceNow AI Agents

Key Benefits

- Provide instant answers and resolutions through intuitive AI Agent-driven search and conversational experiences, and a unified Employee Center.

- Equip leaders with Manager Hub to access team insights, manage tasks, and act on proactive prompts—all from a single dashboard.

- Deliver targeted campaigns and announcements to employees based on their role, location, or job type.

- Optimize HR agent efficiency with AI-powered case management tools.

- Create hire-to-retire workflows that help navigate complex employee journeys in moments that matter.

- Proactively prompt employees to take action on tasks and to-dos with AI Agents.

- Empower managers to create optimized employee experiences with journey analytics.

Empower people leaders to better support their employees

With a purpose-built destination, Manager Hub provides a centralized view of team insights, tasks, and critical moments like onboarding or career transitions. Leaders can proactively address their team's most pressing needs using personalized recommendations, actionable notifications, and curated resources.

Manager Hub enables managers to stay informed, guide their teams more effectively, and drive meaningful growth and engagement. Whether it's accessing learning tools, managing approvals, or delivering timely feedback, Manager Hub empowers leaders to create a supportive and productive work environment.
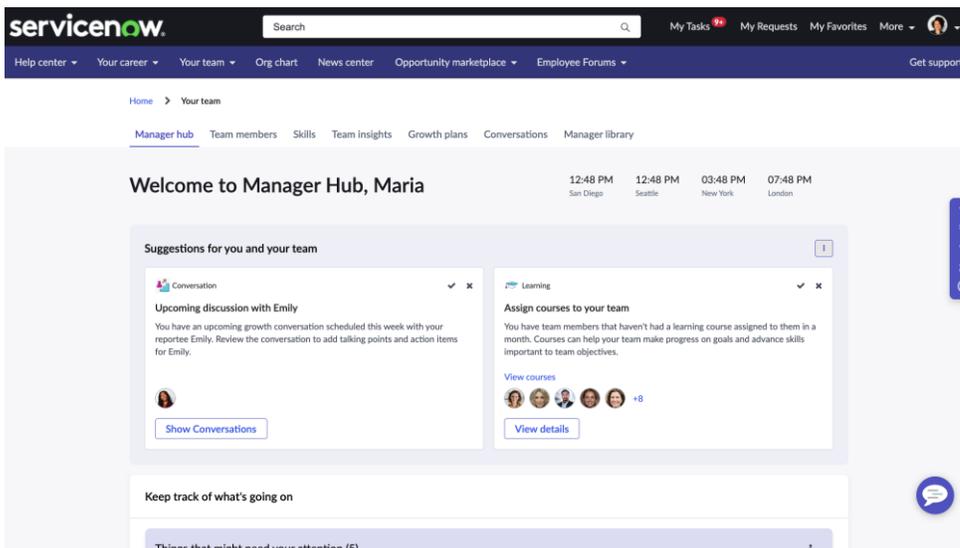
Manager Hub assists in managers in providing guidance, learning, and growth for employees

Streamline employee journeys with automated workflows

[ServiceNow® HR Service Delivery](#) simplifies even the most challenging career moments with AI-powered workflows that connect employees and managers seamlessly. From onboarding to role changes, the platform delivers guided processes and intuitive task automation to ensure employees feel supported at every step.

AI agents and proactive prompts streamline workflows, enabling faster approvals and task completion with minimal effort. These tools guide employees and managers through critical tasks, reducing delays and improving overall productivity.

By automating repetitive processes and ensuring transparency across key actions, HR teams can focus on strategic priorities that drive engagement and deliver impactful employee experiences. This modern approach helps organizations meet employee needs efficiently while maintaining a seamless flow of work.

HR Service Delivery

HR Service Delivery provides an AI-powered unified employee experience, simplifying self-service and enabling employees to quickly find answers, access resources, and resolve requests with ease.

- **AI Agents for HRSD:** Resolve employee issues faster with 24/7 AI agents, enabling employees to access streamlined self-service on desktop or mobile anytime, anywhere.

- **Employee Center Pro**, provide an AI-powered unified portal for multi-department service delivery

- **Employee Journeys,** improve the employee experience as workers navigate challenging career moments

- **HR Service Delivery Agent Workspace:** Empower HR agents to efficiently manage employee requests with a centralized interface, guided actions, and AI-driven insights for swift resolutions.

- **Employee Relations**, ensure HR processes, documentation, and communications are maintained