



Elevate HR for ServiceNow®

Improve employee satisfaction and productivity, empowering employees with the HR answers they need when they need it.

Elevate HR helps your employees find the information they need when they're onboarding, transitioning roles or departments, experiencing a "life event" like marriage, a new baby, or just checking on benefits or company policies. Empowering your employees to quickly find key information where and when they need it improves employee satisfaction – and frees up HR professionals to focus on strategic initiatives rather than spending their valuable time fielding routine queries. Elevate HR is powered by AI technologies like machine learning, natural language processing, and text analytics, and tightly integrated with the ServiceNow Platform.

Putting the Employee Experience First

Today's employees are well-versed in consumer services that let them find information, transact business, and solve problems on their own. Increasingly, they expect that the standards set by Google, Siri, and Alexa will be available to them when in the workplace. In today's ever increasing competitive workplace, organizations work hard to retain top tier talent and that means taking advantage of every opportunity along the employee journey to deliver a better experience.

Elevate HR lets you institute self-service as a primary touchpoint, keeping pace with these expectations and showcasing your organization as a modern workplace. You can improve employee satisfaction and your employee Net Promotor Score (eNPS) – the key to attracting and retaining talent.

Of paramount importance is the protection of personal information and security. Elevate HR automatically adheres to permission and security settings already in place within your organization and can even redact sensitive employee information or block articles from appearing in search, based on who is searching.

Unify Content Across the Enterprise

Maximize your ServiceNow investment by connecting to any data source, unifying disparate data throughout the enterprise so you can provide answers to questions instead of a list of results. Integrate ServiceNow information with sources such as Workday, SharePoint, Box, ADP, file shares, and more, accessing knowledge wherever it resides.

Boost Your Organization's Employee Experience:

Improve Employee Satisfaction/Engagement

Deliver a modern experience, aligned with today's employee expectations for a consumer-style experience, for every employee query of your knowledge base. Deflect routine questions away from HR resources via self service. Keep employees coming back by using machine learning to continuously improve information.

Increase HR Service Productivity

Help your HR staff achieve greater operational efficiency while supporting an ever-changing digital workplace. Free up HR professionals to focus on strategic initiatives rather than spending their valuable time fielding routine queries.

Ensure HR Portal Adoption

Make your HR portal a success from day 1 by giving employees fast, reliable, relevant search that just works. From policies and procedures, day-to-day questions, and major life changes, create a modern, self-service experience employees will love and adopt.

Elevate HR was developed by Attivio, A Leader in the Gartner Insight Engines Magic Quadrant 2019



Extend the Value of ServiceNow

Build on your current ServiceNow HRSD deployment and experience increased case deflection, decreased mean time to resolution, and overall happier employees with AI-powered answers and insights from Elevate.



Key Features:

Self-Service Assist	<ul style="list-style-type: none"> - Plug-in AI-powered search box for self-service portal - Unified search results (not federated) from all connected data sources - Natural language understanding that accepts questions not just keywords - Machine-learning relevancy model that adapts automatically - Recommended content - Behavior tracking - Expert finder
HR Staff	<ul style="list-style-type: none"> - Integrate directly into HR service delivery workflow - Use machine learning to surface next best actions, such as KB articles used to resolve the issue, other related tickets that have solved a similar issue, experts to contact, etc. - Incorporate reporter's context to the ticket, such as frequently searched topics for this user, previous tickets, and other related information - Ad-hoc search for self-directed, natural language queries
Data Source Connectors	<ul style="list-style-type: none"> - Connect all ServiceNow content, from knowledge base articles, to incidents, comments, and more - Connect non-ServiceNow content repositories such as Workday, SharePoint, databases, cloud services like Google Docs, and unstructured data such as email or social media
Analytics	<p>Visual reporting on key categories associated with Attivio's Elevate modules, including:</p> <ul style="list-style-type: none"> - Questions and topics - Sources and knowledge bases - Knowledge gaps - Overall usage - Impact on key metrics like eNPS
General	<ul style="list-style-type: none"> - Permissions based security - expose only the data you want to share - 99.5% uptime - Secured connection

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