



## Deploy and Track Usage of On-Screen Employee Training Aids in ServiceNow®

### Overview

Stave Guided Tours provide contextual training help to your users with exactly how to use any application within ServiceNow using a sequence of on-screen pop-ups.

Tours can be used for training or as reminders for infrequent applications. Each message is configurable and sequential to help training multi-step processes and workflows. A guided tour can run on any application in ServiceNow, either on a form or on a portal, providing your organization with maximum flexibility and reducing training time to increase productivity.

Users are guided through the usage of the application and you're notified how long the user spent on the tour or if it was abandoned to guarantee compliance. You can also set the tours to run the first-time only, every time, or on-demand so the information is always easy to access.

Guided Tours can not only ensure your users know how to use every application you have deployed in ServiceNow, you can ensure they're using them exactly as intended to fulfill your enterprise cloud platform vision.

#### Learn More

[staveapps.com/product/guided-tours/](https://staveapps.com/product/guided-tours/)



#### Reduce Employee Training Time

Eliminate costly training sessions that eat up time just to teach a user how to use an application with on-screen guided tours available on-demand, the first-time a users visits the app, or everytime it's run.



#### Define and Measure Training Standards

Never worry about the incorrect use of tricky applications again. Guided Tours let you set the standard and easily convey it to all users.



#### Track Training Completion

Robust metrics are stored everytime a Guided Tour is run. Easily track the time your users spent in each tour, and determine if anyone abandoned it early. Map that data against productivity to maximize your workforce.



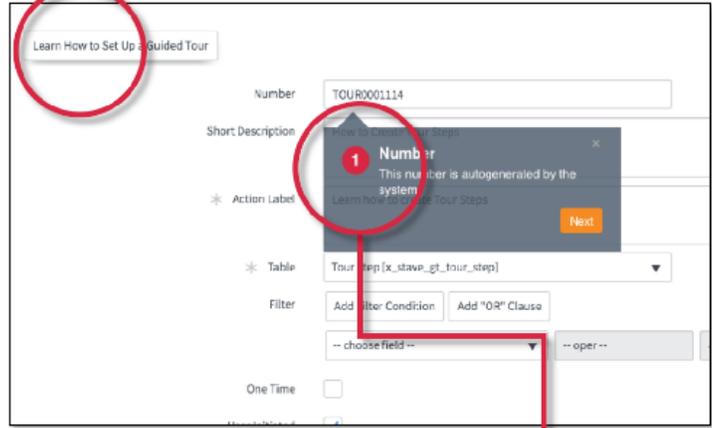
#### Maximize Productivity

Avoid downtime associated with users not knowing how to use their tools with Guided Tours on demand. It's easy and fast for users to quickly learn the right way to use their enterprise tools.

## On-Screen User Assistance

Tours can run the first time a user visits an application, each time she visits, or on-demand. These multiple options ensure maximum usage, maximum ease, and maximum efficiency of your enterprise tools.

Tours can be configured to run once or every time and work on any application within ServiceNow.



Pop-ups can anchor to any element on a form or portal and tie into a defined sequence.

Define any number of tours within ServiceNow for any application or portal.

Number	Status	Progress
TOUR0001114	Active	100%
TOUR0001115	Active	100%
TOUR0001116	Active	100%
TOUR0001117	Active	100%
TOUR0001118	Active	100%
TOUR0001119	Active	100%
TOUR0001120	Active	100%
TOUR0001121	Active	100%
TOUR0001122	Active	100%
TOUR0001123	Active	100%
TOUR0001124	Active	100%
TOUR0001125	Active	100%
TOUR0001126	Active	100%
TOUR0001127	Active	100%
TOUR0001128	Active	100%
TOUR0001129	Active	100%
TOUR0001130	Active	100%

Track progress of each tour live and in real-time.

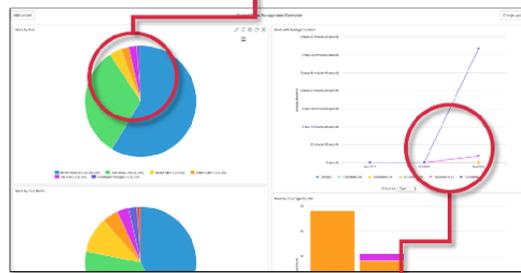
## Track Completion

Understand how the tours you deploy are being used at-a-glance with usage statistics and real-time progress. This feedback is crucial to the continual service improvement of your training efforts.

## Metrics and KPIs

View charts and graphs on your tour adoption and user engagement. This helps ensure compliance, QA, and allows you to set, define, and enforce your corporate training standards.

Track user completion of your tours, including abandon rate and total progress.



Track the time spent on tours by your users to aid in quality assurance and improvements.

## Contact Stave

staveapps.com  
(855) 248-5780  
sales@staveapps.com

servicenow®  
SILVER TECHNOLOGY PARTNER