Ondaro

Agentic AI and the employee experience

Hosted by Nate Aiken and Hilary Palombo



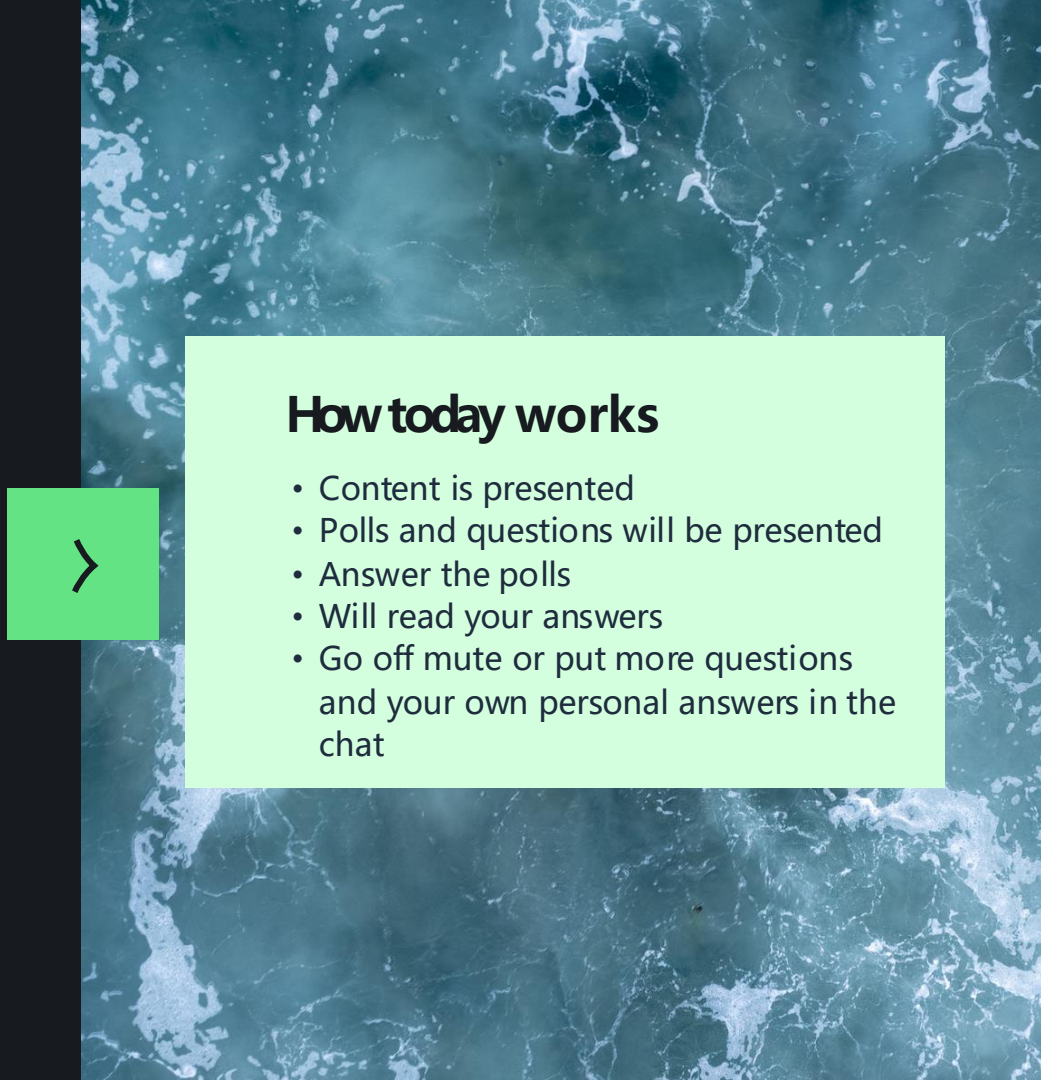
November 19, 2026

Ondaro

Welcome, and thank you for being here

Everyone is working through the same question: how much of the employee experience should AI handle, and how do we get our organizations ready for it?

Today, we will show what is now possible, talk candidly about how to measure it, and leave plenty of time to hear from each other.



How today works

- Content is presented
- Polls and questions will be presented
- Answer the polls
- Will read your answers
- Go off mute or put more questions and your own personal answers in the chat

Agenda

1	Introduction
2	Welcome and executive framing
3	The autonomous enterprise: why now
4	ServiceNow EmployeeWorks live demo
5	Measuring ROI and ServiceNow roadmap
6	Strategic Q&A
7	Wrap-up

Introductions



Nate Aiken

Practice Strategy Lead
for MoveWorks

Ondaro



Hilary Palombo

Senior Account Executive I

Ondaro

Where Deep Expertise Meets Consistent Results

Driving real change takes both platform knowledge and a partner who is with you every step of the way.

5,500+

Certifications & Accreditations

10 | 8

Product Line Achievements and Validated Practices

3 years

Average length of client partnership

4.75 / 5

Customer Satisfaction score

servicenow
Elite Partner
Consulting & Implementation

Ondaro is the only pure play ServiceNow partner with fully certified resources across the platform



ITSM



ITOM



ITAM



HRSD



CRM



SPM



SECOPS



IRM



APP ENGINE

ENVISION

AI-Governance & Value Realization

Business Transformation

Organizational Change Management

Platform Strategy & Governance

IMPLEMENT & DEVELOP

Enterprise AI Integration & Adoption

Platform Architecture & Engineering

Product Implementation

UX & UI Design

App Development

Data Management & Integrations

MANAGE & OPTIMIZE

AI-Forward Improvements

Platform Operations

Enhancement Services

Product Management

ServiceNow AI evolved from rules to autonomous agents

ServiceNow's artificial intelligence evolution has transitioned from rules-based and machine-learning foundations into proactive generative capabilities and autonomous, role-based AI agents.

01 NLU & Virtual Agent

Virtual Agent uses natural language understanding to interpret requests in chat.

02 Predictive Intelligence

Machine learning classifies, routes and prioritizes records.

03 Universal Search

AI Search returns answers across knowledge, catalog and records.

04 Generative AI

Now Assist summarizes, drafts and generates content in the flow of work.

05 Conversational AI

Next-Gen Virtual Agent and Otto handle open-ended conversations.

06 Autonomous Agents

AI Agents and agentic workflows plan and complete multi-step work.

QUESTION

Has your organization adopted any of the existing AI technologies of the platform?

A. Yes, we are deep in utilizing AI now.

B. Yes, for the most part we're beginning to utilize AI on ServiceNow more.

C. Not really, but we're looking into it.

D. We haven't thought about it.

The next step past generative AI is AI that finishes the job

Why now: the conversational front door and the workflow engine run on one governed platform for the first time.

GENERATIVE AI	**Answers and drafts** The employee still does the work
⬇	
AGENTIC AI	**Acts on tasks** Takes steps across systems when asked
⬇	
AUTONOMOUS	**Owns the outcome** Role-based AI specialists resolve work end to end, within governed limits

Source: ServiceNow, Feb 2026

The front door is becoming a conversation that gets work done

Employees will expect to ask once, in plain language, and have the work done across IT, HR, finance, and facilities.

December 2025

ServiceNow completes the Moveworks acquisition

February 2026

EmployeeWorks launches, pairing Moveworks AI and search with ServiceNow workflows

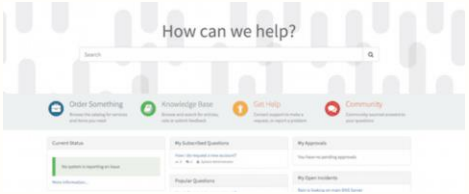
May 2026

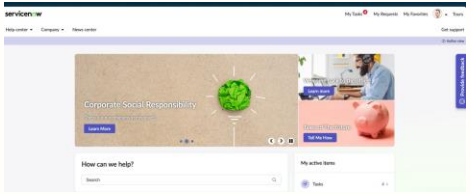
Otto unifies Now Assist, Moveworks, and AI Experience into one front door

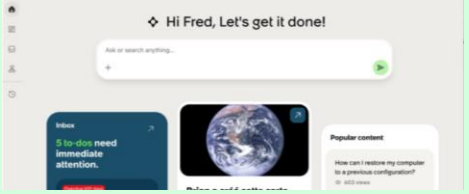
Ondaro

History of the portal strategy and engagement layer

The evolution continuum, from forms to AI conversation







Feature	**Service Portal** Legacy	**Employee Center** EC Pro	**EmployeeWorks Web App** Formerly Slate
Paradigm	Search and ticket via forms	Browse and consume, intranet + service	Conversation and outcome, AI-first
Tech stack	AngularJS, Bootstrap 3	AngularJS, Bootstrap 3, same legacy frame	"Lux" / AIUX, Lit web components
Search	Zing / AI Search, results list	Unified AI Search across departments	Omnibar search across 100+ apps
UI	Static grid, custom code	Configurable widgets, mega menus	Personalized drag-and-drop canvas
Tasks	Split by module and table	Consolidated "My Tasks" widget	Smart inbox with AI summaries

The technology is ready before most organizations are

Four areas decide whether agentic AI holds up in production

CONTENT	Knowledge & catalog that is current, owned, and written to provide answers.
DATA AND INTEGRATIONS	Clean records and connected systems the assistant can act on
GOVERNANCE	Clear rules for what AI decides alone and where a person stays in the loop
ADOPTION	Leaders and employees who trust it enough to change how they ask for help

QUESTION

What area do you feel is the greatest challenge for your organization?

A Content

B Data and Integrations

C Governance

D Adoption

See autonomous execution in action

One conversation

The employee asks once; the work spans IT, HR, and more

Real action

- Requests fulfilled in the systems of record, beyond links and articles

Visible guardrails

- Where a person stays in the loop, and how it is governed

Measure autonomous experience on two axis

Productivity

- Share of requests resolved without a human
- Time to resolution
- Service desk and HR hours returned
- Cost per request

Satisfaction

- Employee satisfaction after each interaction
- Adoption and repeat use
- Requests resolved in one ask
- Escalations and abandoned conversations

Baseline first: capture today's numbers before go-live, or the value is hard to prove later.

QUESTION

Does your organization have KPIs defined that would help measure outcomes?

A. Yes, and we're measuring and comparing results already.

B. Yes, but we still need to do some more work to improve the definitions.

C. No, but we're working on it.

D. No, and we're not close to it yet.

The ServiceNow roadmap for autonomous employee service

1

What is available today?

Capabilities you can deploy now

2

What is coming next?

Where EmployeeWorks and AI specialists are headed

3

What should you plan for?

How the roadmap shapes your next 12 months

Ondaro

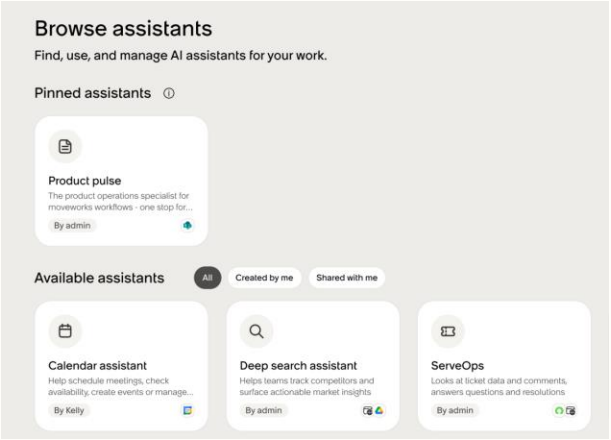
EmployeeWorks FY26 H2 roadmap

Impactful Roadmap Features



EmployeeWorks Productivity Assistants

Governed, no-code assistants built for specific roles and tasks. Rolling out Q4 2026



Assistant Store, Browse assistants view

Store and Builder

- Assistant Store: pre-built Moveworks assistants and shareable templates
- Assistant Builder: no-code setup of behavior, content, tools, and access
- Tools from Marketplace plugins, Tool Studio, or MCP servers

HR assistants

- Builders: Platform Admins, LOB Leads, or Employees
- Agent Studio developers manage connectors and tools
- Inherits existing access controls
- Admins moderate the Assistant Store

Governed creation

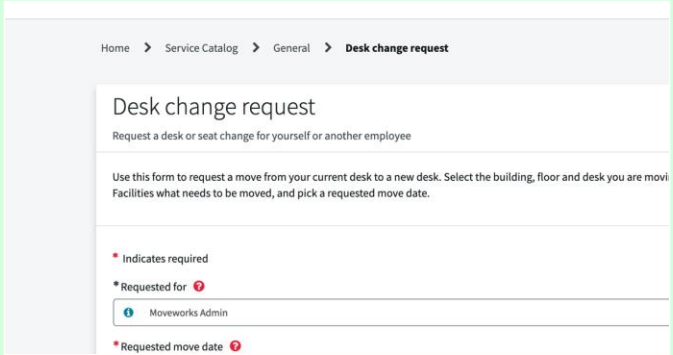
- Manager Assistant
- HRBP Assistant
- Hiring Assistant, with Findem and Phenom partner agents
- Talent Intelligence Assistant, powered by Findem
- Arriving September through Q4 2026

Catalog Interpreter

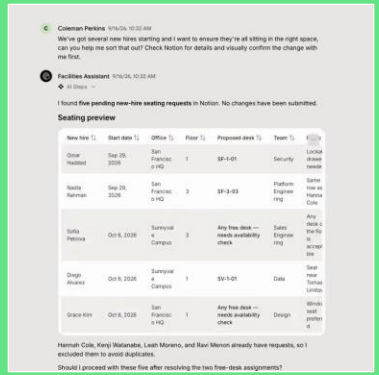
ServiceNow Service Catalog in EmployeeWorks

- Converts any ServiceNow Service Catalog item or record producer, including scripted ones
- Honors client scripts, UI policies, and mandatory fields
- Admins convert, test, and publish items in one click, prioritized by demand and complexity
- Files the RITM in ServiceNow from a plain-language request
- Runs in Slack, Microsoft Teams, and the EmployeeWorks Web App
- Pairs with the Now Assist Virtual Agent to EmployeeWorks migration path
- Controlled Availability beginning November 2026

Today: a 15-field portal form



With Catalog Interpreter



Ondaro

Book your assessment today!



Ondaro

Thank you!

We would welcome the chance continue the conversation with of you, one on one.



Nate Aiken · nate.aiken@ondarowave.com