

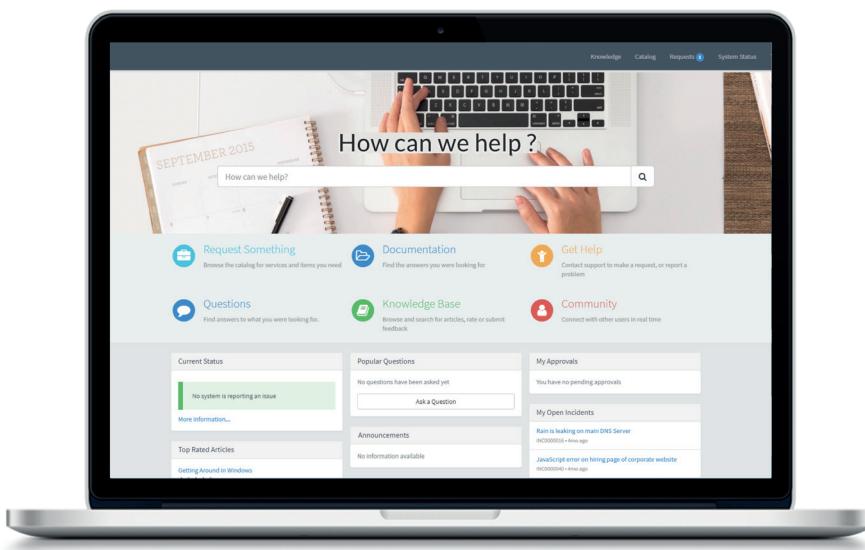


Product Answers. Anywhere.

# ZOOMIN FOR SERVICENOW

## The only way to bring documentation into your ServiceNow platform

Seamlessly integrate documentation into ServiceNow so customers, employees, agents and partners can find the Product Answers they need.



### Bring Your Documentation Into One Place

Users can search across manuals, guides and API documentation, alongside knowledge articles, discussions and more, without ever leaving your Service Portal.



### Leverage Your Existing Content

Publish documentation from any source directly into ServiceNow to streamline content efforts and provide a single source of Product Answers.



### Increase Self-Service and Case Deflection

With easy-to-access answers, customers and partners can better help themselves, employees can work smarter, and agents can provide more effective support.



### Deliver a Personalized Experience

Help users "cut through the noise" and see only the content that's relevant to them by classifying your content based on role, product and version.

Schedule your demo today!

[zoominsoftware.com/request-a-demo](http://zoominsoftware.com/request-a-demo)

✉ info@zoominsoftware.com ☎ 646.216.8876

# WHAT'S IT ALL ABOUT?

Zoomin maximizes your ServiceNow investment by making it easier for customers to find the answers they need, precisely where and when they need them.

- ✓ **Format agnosticism** allows you to connect to any content source and publish dozens of structured and unstructured formats directly in ServiceNow.
- ✓ **Unified search** lets users explore your documentation alongside knowledge articles, forums and more, and filter results to easily find what they're looking for.
- ✓ **Flexible permissions** allow you to control what each customer, partner or employee is able to access.
- ✓ **Advanced analytics** provide full visibility into your users' behavior so you can identify content and relevance gaps, and learn how to improve self-service.
- ✓ **Fully customizable** components can be dragged-and-dropped into your Service Portal Designer to create a consistent, branded experience in minutes.

## RESULTS THAT MATTER



**30%**  
increase in  
case deflection



**18%**  
decrease in  
support costs



**9x**  
increase in  
session time



**28%**  
increase in  
Net Promote Score



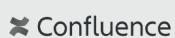
Certified App

Zoomin is a Now Certified App. It has passed certification criteria including metadata, interoperability, security and performance testing. Compatible with: New York, Madrid, London and Kingston.

## Supported Content Formats



AuthorIt<sup>®</sup>



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