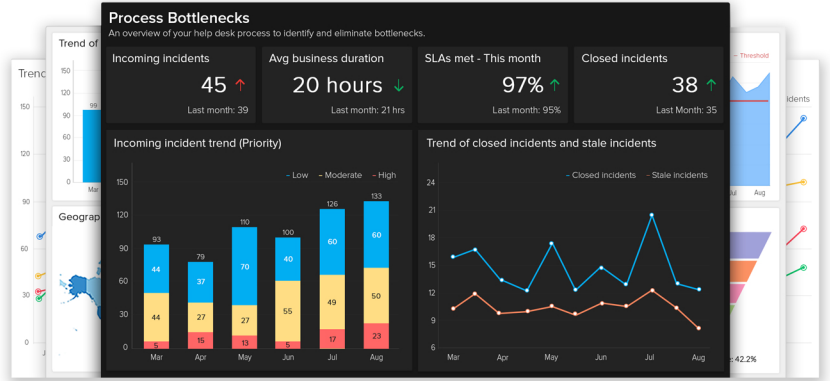


### Advanced analytics for powerful insights into ServiceNow

Analytics Plus for ServiceNow is an AI-powered, plug-and-play analytics solution, tailor-made for ServiceNow users. It enables help desk managers gain deep insight into service processes and make smart decisions to improve service quality. It can help drive down costs, and empower front-line technicians get real-time information to help them prioritize tasks and optimize day-to-day tasks.



### Fast installation and set up

Analytics Plus installs within minutes enabling you to easily create service KPIs and dashboards from ServiceNow.

### Out of the box insights

Analytics Plus seamlessly integrates with ServiceNow and offers 150+ pre-built reports and dashboards built around important help desk metrics. Service teams can further customize these reports and dashboards to suit specific business needs.

### Ask questions, and get insights

Analytics Plus packs in capabilities of Artificial Intelligence, Machine Learning, and Natural Language Processing in Zia, its intelligent analytics assistant, so you don't have to spend time creating reports. Just ask questions and Zia responds with powerful visualizations facilitating faster analysis.

### Forecast future trends

Analytics Plus features a robust forecasting engine that analyses current and past data trends to come up with future predictions. Service teams can leverage such insights to detect problems and bottlenecks before they spell trouble for your help desk.

### Rich visual analysis for accurate decision making

Drag and drop fields to create reports and dashboards including charts, widgets, KPI metrics, pivot tables, and tabular view components. Visually slice and dice data, drill down into details, and switch between different chart types and predefined templates.

## Powerful data blending and automated analysis

Analytics Plus intelligently reads your data and automatically runs correlation logic to generate dashboards instantly. Import data from various local and cloud sources and perform cross-functional analytics to get a holistic view of your service desk.

## Secure sharing

With Analytics Plus, you can securely share reports and dashboards with others, and embed dashboards in websites, intranet portals, and other web apps for wider access, with fine-grained control. You can also hand-pick reports and organize them into a slideshow.

## Real-time collaboration

Why wait for monthly review meetings to discuss your views when you can tag users, ask questions, and get real-time responses? Analytics Plus' report commenting facilitates healthy discussions and knowledge sharing on key metrics.

## Alerts for threshold violations

With Analytics Plus, you can receive automated alerts whenever there is a breach in the threshold. For example, when SLA compliance dips below 95% or the number of backlogs exceed 100. These alerts are sent via in-app notifications or e-mails.

## About Analytics Plus

Analytics Plus for ServiceNow is a plug-and-play IT analytics solution from ManageEngine. Featuring a simple user interface, and a powerful analytical and statistical engine, Analytics Plus offers actionable insights via rich visualizations and interactive dashboards for users to analyze ServiceNow data in minutes. [Click here](#) for more information.

## About ManageEngine

ManageEngine is bringing IT together for IT teams that need to deliver real-time services and support. Worldwide, established and emerging enterprises—including more than 60 percent of the Fortune 500—rely on our real-time IT management tools to ensure tight business-IT alignment and optimal performance of their IT infrastructure, including networks, servers, applications, desktops, and more. ManageEngine is a division of Zoho Corporation with offices worldwide, including the United States, India, Singapore, Japan, and China.

## Contact us

Toll-free number: +1-888-720-9500

Email address: [analyticsplus-support@manageengine.com](mailto:analyticsplus-support@manageengine.com)