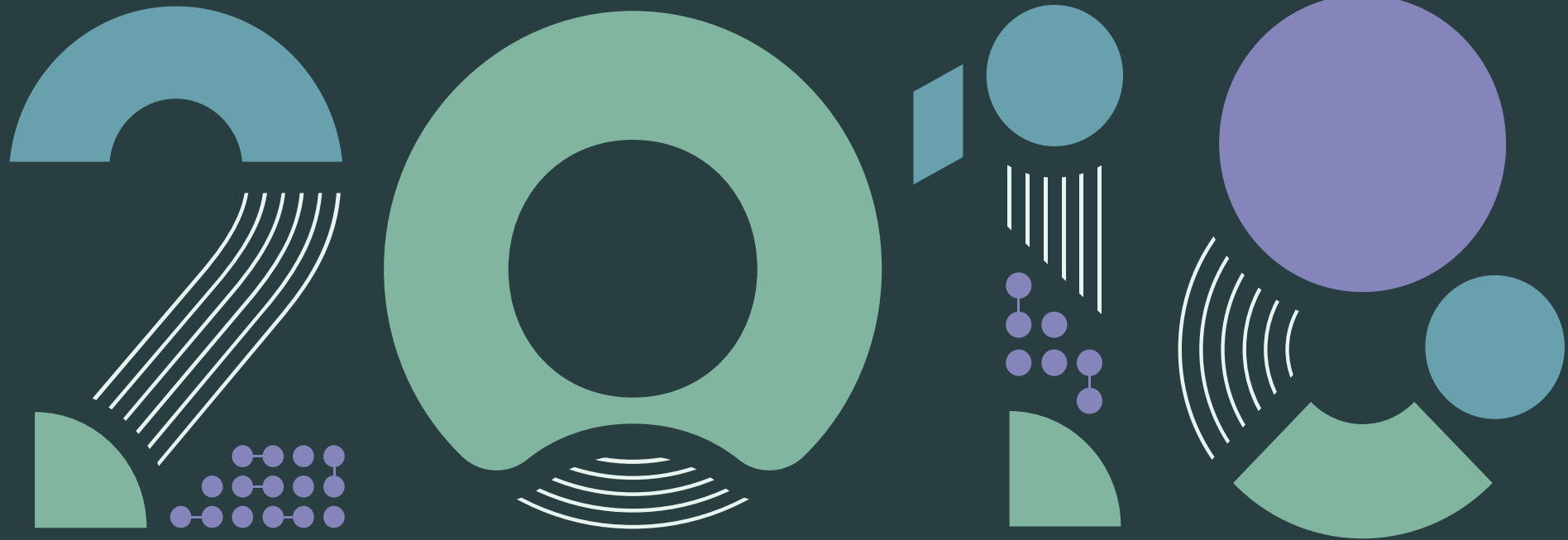


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Chris Pope

Vice President Innovation



Digital Transformation

Accelerate your
business operations

Transform employee
experiences

Create stronger customer
connections



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User Experience



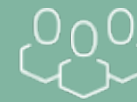
Service Portal



Service Catalog



Mobile Native



Community



Agent Workspace



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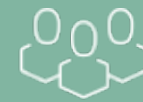
Service Portal



Service Catalog



Mobile Native



Community



Agent Workspace

Service Intelligence



Supervised
Machine Learning



Virtual Agent
Designer



Virtual
Agent



Actionable
Analytics



Time-series
Database



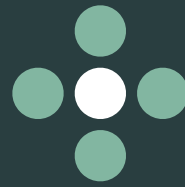
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Machine Learning



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Time-series
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IntegrationHub



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Service Aware CMDB



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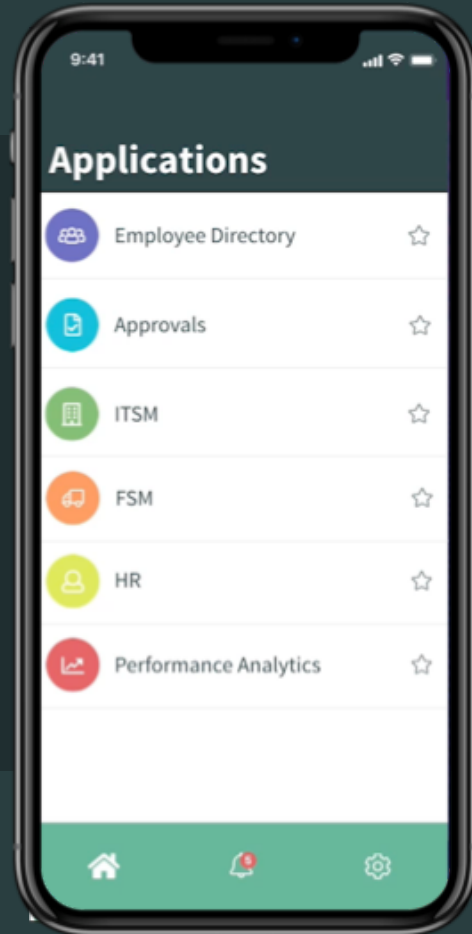
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Customer Service

User Experience





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Mobile Studio

Fully native, mobile first experiences

Mobile Studio



Codeless application
creation



Consumer-grade
experiences



Offline read
and write



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Customer Service

Service Intelligence

Agent intelligence





Agent Intelligence

Data and model
on same
platform

Model tailored
to your data

Continuous
learning built-in

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Screen door repair kits

Form

Last name*

First name*

User name*

Zip Code*

Product name*

Support Contract?*

Date of purchase

Place of purchase*

Operating System Version*

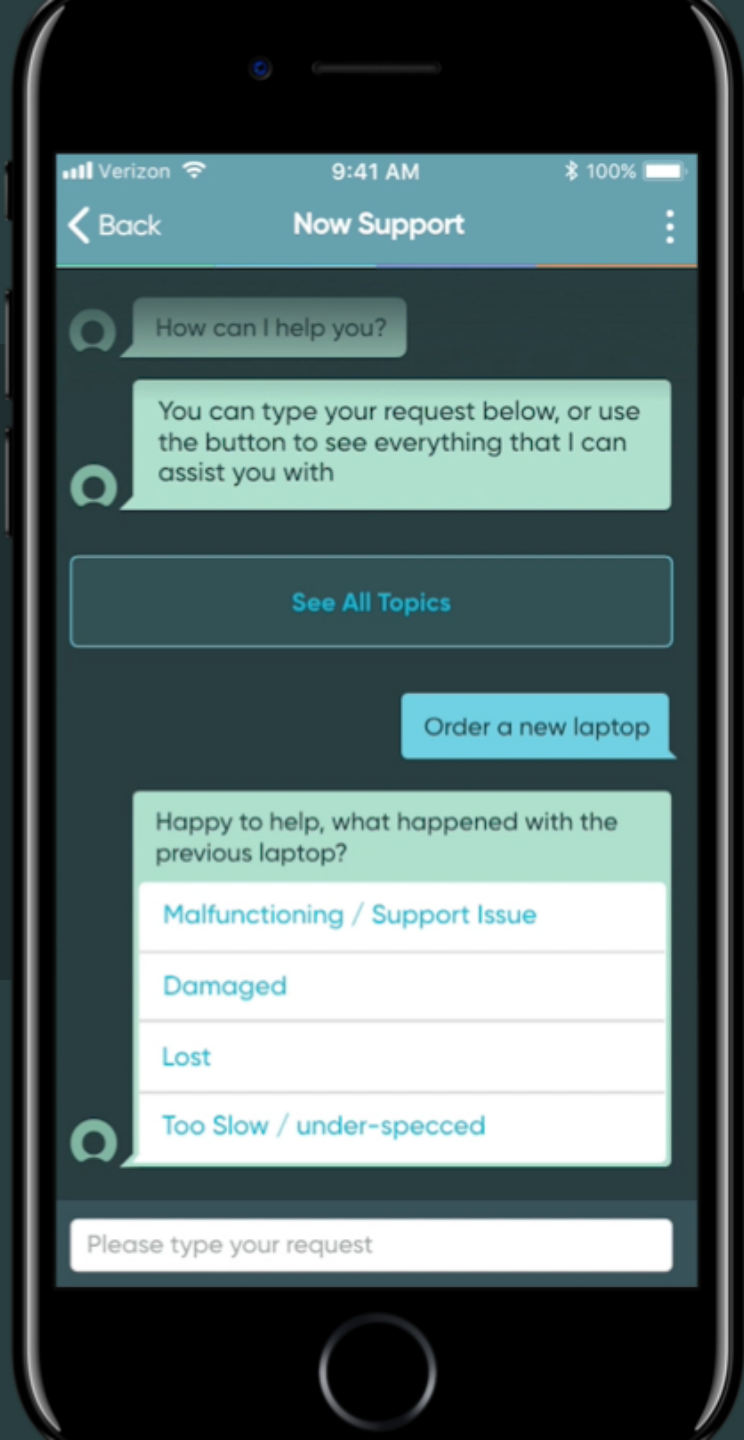
Restarted?*

Diagnostic test result*

Serial number*



How can I help you?



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Virtual Agent

Take chat from conversation to resolution

Virtual Agent



Resolve in
context with
chatbots



Kick-off workflows
across the
enterprise



Use pre-built conversations
for ITSM, Customer Service
and HR



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Customer Service

User Experience

Service Intelligence

Service Experience



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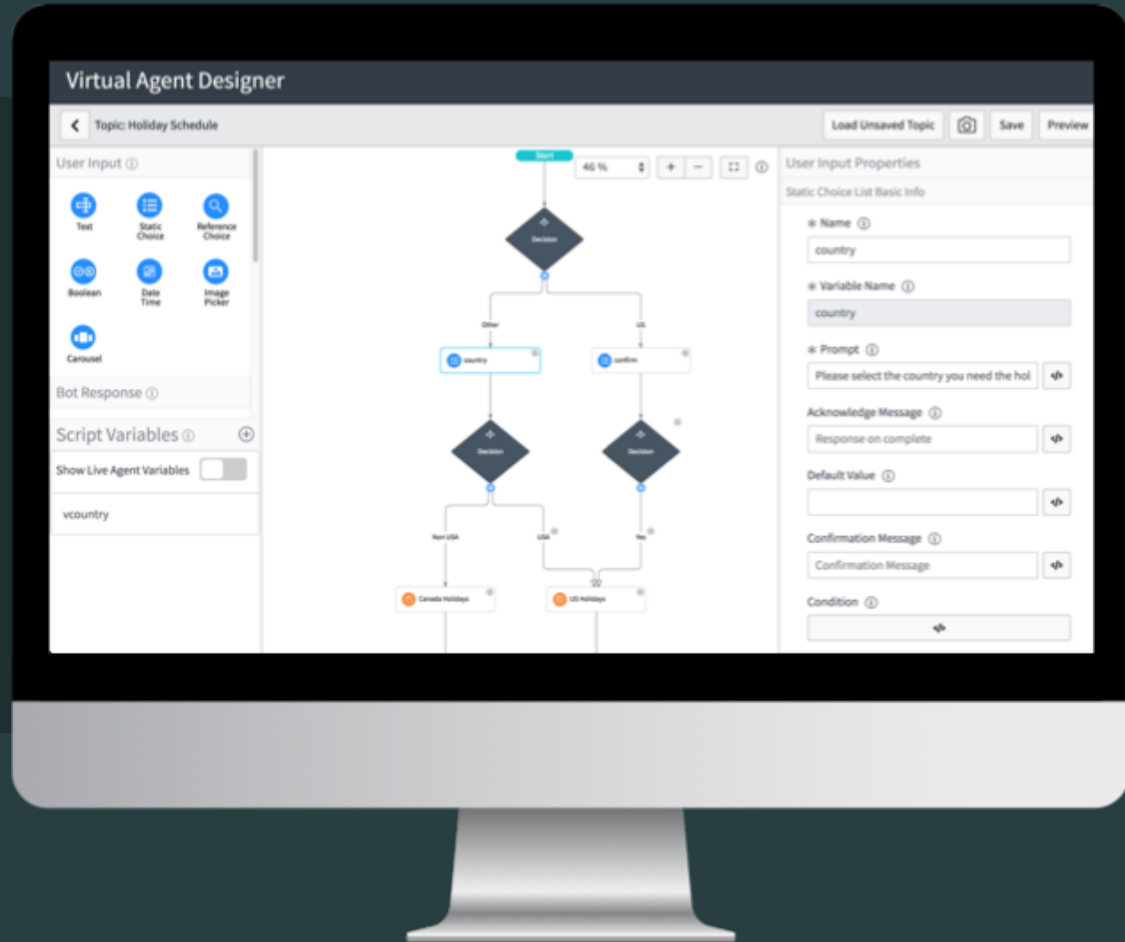
A background image showing three people in a professional setting, looking at multiple computer monitors displaying data and charts. The image is overlaid with a semi-transparent green filter.

Service Experience

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Virtual Agent Designer

Now anyone can easily design conversation flow





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Flow Designer

Cross-enterprise workflow
for the rest of us



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Integration Hub

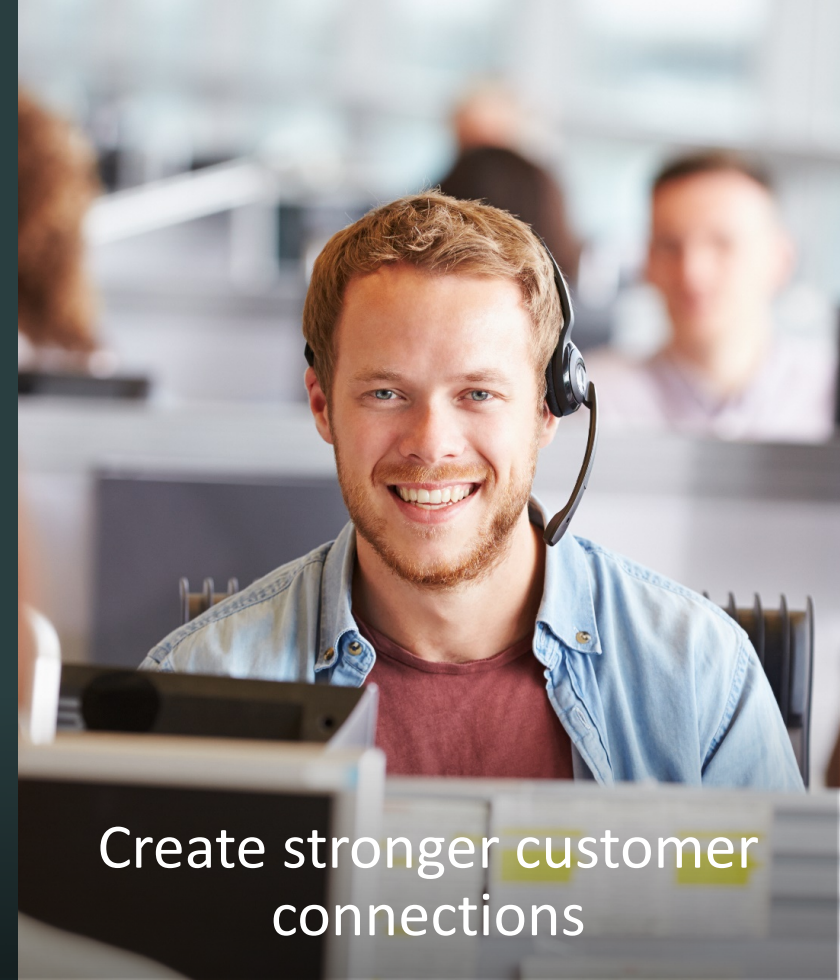
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Accelerate your
business operations



Transform employee
experiences



Create stronger customer
connections

Digital Transformation

Kingston
Q1



London
Q3



Madrid
Q1



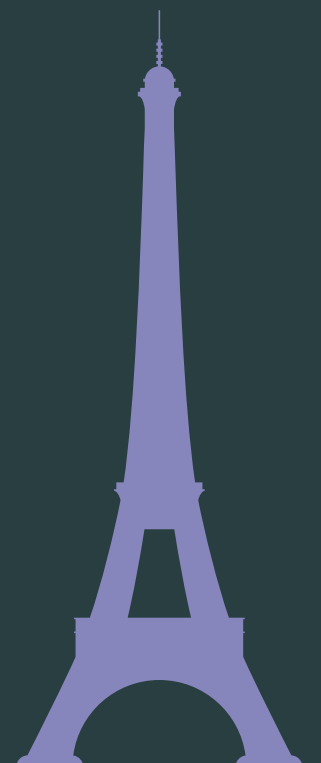
New York
Q3



Orlando
Q1



Paris
Q3



2018

2019

2020

Kingston
Q1



London
Q3



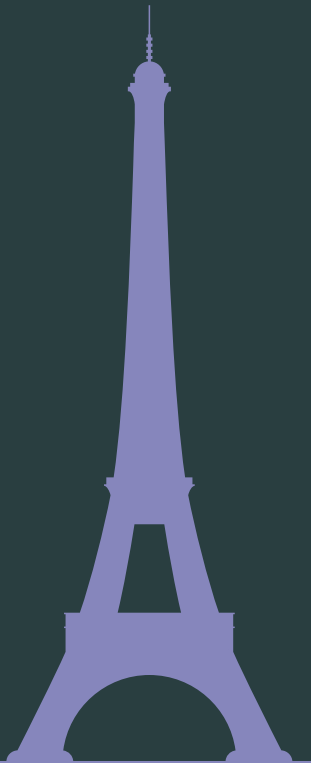
München
Q1



Nürnberg
Q3



Passau
Q3



Osnabrück
Q1



2018

2019

2020



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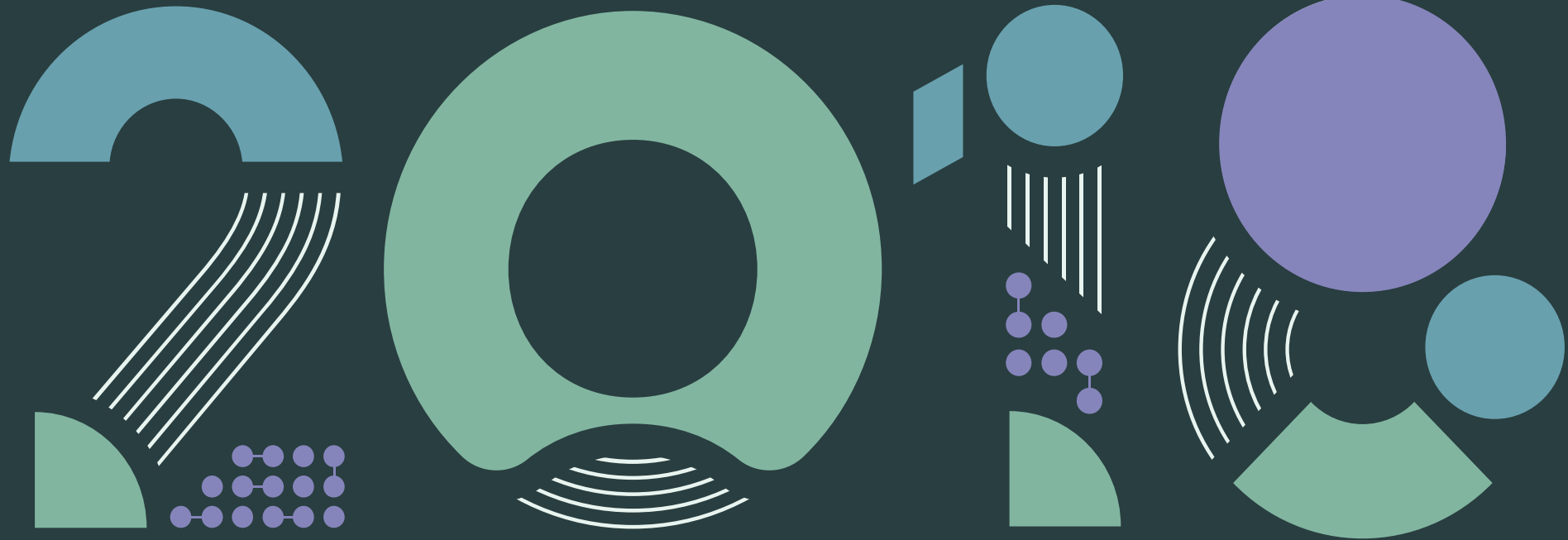
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