Virtual Agent Essentials

The ServiceNow® Virtual Agent – our AI-powered enterprise chatbot solution - makes it easy for your employees to resolve IT issues quickly and get what they need, when they need it. With an end-to-end, intelligent conversational experience enabling automated and instant resolution to common requests, employee satisfaction soars and agents can stay focused on more pressing issues.

With a chatbot solution tailored to your brand, the Virtual Agent Essentials service gets you up and running fast so everyone can get their IT service requests resolved easily.

The essentials to get you going fast

Virtual Agent Essentials combines pre-configured conversations that deflect calls not requiring human intervention, with expert deployment and activation support to rapidly tailor and activate automated conversation in your business environment. Further, the service provides valuable guidance to develop a roadmap and plan to evolve and expand your conversations.

The Virtual Agent Essentials service provides the following deliverables to successfully deploy and activate Virtual Agent:

- Up to 16 pre-configured and production-ready Virtual Agent (Natural Language Understanding) conversations from the ServiceNow library are delivered:
  - Eight setup conversations
  - Eight other selectable conversations
- Conversations are deployed by our experts on your sub-production instance
- Branding of Virtual Agent with your colors/logos is performed to your specifications
- Virtual Agent conversational interface is activated to your services portal, Microsoft Teams or Slack
- Virtual Agent is readied for user acceptance testing (UAT) and leading practices content is provided to advise on how to test artificial intelligence and machine learning technology
- Organizational change management leading practices content is delivered to guide internal user adoption
- A Virtual Agent expansion roadmap document including potential conversations that can be built beyond the initial 16 pre-configured conversations is presented
- Post-UAT defect resolution guidance is provided by ServiceNow experts
- One-time post-activation Virtual Agent check-up is made available (within six months of project initiation)

Benefits

- Kick start your value realization journey with ServiceNow, using leading practices and our experienced resources.
- With a limited investment, get the help you need to execute the first key milestone of your Virtual Agent journey.
- Get up and running quickly so your employees can get IT requests resolved easily.
A plan to make it happen

Virtual Agent Essentials provides a structured plan, executed by Virtual Agent experts, to have automated conversations ready for production in six to eight weeks. Here is the recommended plan for deploying and activating Virtual Agent for your organization:

**Prerequisites for success**

To put you on the path for fast, successful deployment and activation of Virtual Agent for your organization, we have assembled a list of prerequisites and recommendations:

- Your ServiceNow instance must be on the Quebec or a later release
- Knowledgebase/articles and catalog items are available to support pre-defined conversations
- Service portal, Slack, or Microsoft Teams is active and ready to interface with Virtual Agent
- Customer resources are in place to test Virtual Agent and release to production
- Recommended Virtual Agent training courses are completed before the start of the project (see figure 2 in sidebar)

**Next steps**

Ask your account team how to engage Virtual Agent Essentials or our other Virtual Agent services.