

ServiceNow Agent Intelligence

The business challenge

Business leaders everywhere recognize the potential of machine learning to accelerate and drive digital transformation, but questions about practical applications of these technologies and how to actually get started can bring great intentions to a standstill. However, machine learning offers organizations an opportunity to work smarter and faster in everyday ways by simply empowering the teams they already have.

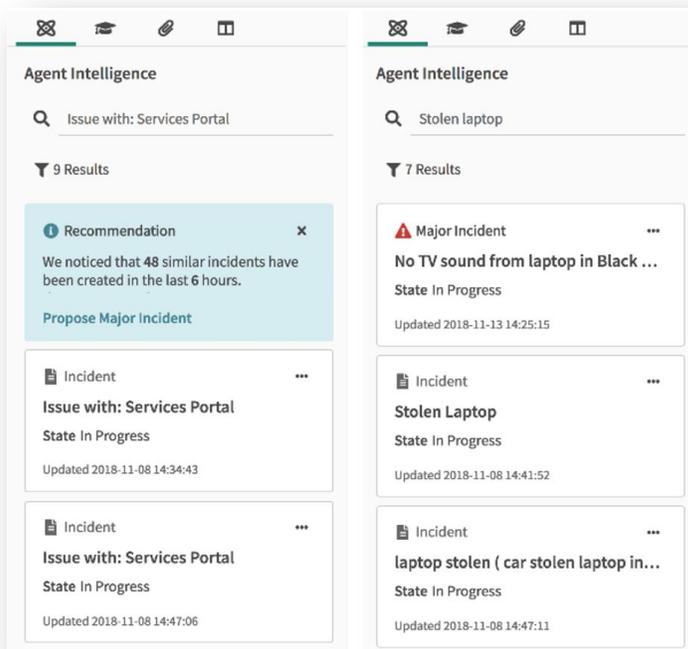
In service-focused departments including IT, HR, and customer service, agents spend a large percentage of their time performing mundane, low-value work like categorizing or prioritizing requests, searching for similar incidents and cases, and finding the right team to handle the work. These manual steps introduce human error, slow down resolution time, and ultimately lower customer satisfaction.

The ServiceNow solution

ServiceNow Agent Intelligence is a powerful — yet, approachable and attainable — set of machine learning capabilities that effectively integrates with your ServiceNow workflows to enhance business efficiency and improve service.

Using a patented machine learning engine, Agent Intelligent can accurately categorize, assign, and prioritize service issues, freeing your teams to focus on the problem solving that humans do best. Agent Intelligence also helps teams work faster by using historical customer data to recommend actions based on similar incidents, cases, and alerts.

These capabilities make adopting machine learning simple and accessible for businesses looking to reduce manual intervention, improve customer satisfaction, and elevate employee productivity.



Optimize resources, reduce costs

Instantly deliver requests to the right agent with the right prioritization so they can address issues at the speed of business.

Improve service and customer satisfaction

Decrease resolution times and errors through recommended actions in the context of your business

Increase fulfiller/requester productivity

Empower employees and customers with more time and energy to focus on more complex tasks and requests.

Improve overall business efficiency

Provide consistent and reliable information. Exceed service levels and increase customer satisfaction with accurate categorization, prioritization, and routing.

Develop and deploy quickly

Immediately use out-of-the-box machine learning models without custom development or additional engineering resources

Personalized adaptive intelligence

Agent Intelligence continuously learns and updates predictions, applying machine learning to existing workflows in practical ways that increase service coverage, accuracy, and employee productivity across the enterprise.

- Compare the similarity of text within open incidents across the enterprise so IT workers can quickly identify and then propose new major incidents.
- Accurately categorize new HR service requests so they are immediately routed to the correct team for resolution.
- Automatically prioritize product issues and incoming field requests so customer service agents can stay focused on the most pressing issues.

Native to the Now Platform

Agent Intelligence make predictions in the context of a customer's dataset and existing ServiceNow workflows.

As a result, machine learning models are finely tuned to recognize historical patterns and trends specific to the enterprise language and service process of the customer.

All customer data and model training stays within the Now Platform, so there is no need to rely on third-party data science tools to build or train your model.

Natural language processing (NLP)

Agent Intelligence uses NLP technology to evaluate text from each service request, enabling it to instantly categorize and route work in a consistent and reliable manner.

A scriptable prediction API allows developers to use these classification predictions in their own custom apps and workflows that run on the Now Platform.

International language support

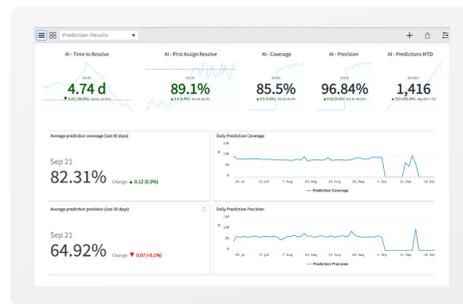
Agent Intelligence supports customer datasets in the following languages:

- English
- German
- Japanese
- Spanish
- French
- Dutch

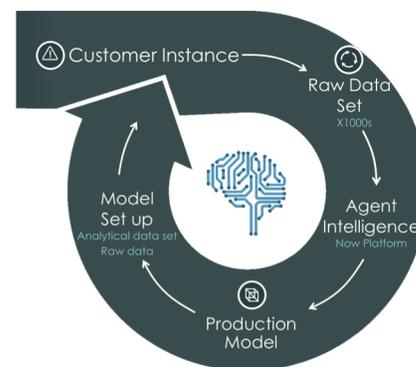
Measured service impact

Agent Intelligence comes equipped with powerful analytics that give administrators insights into the value of machine learning and how each prediction improves service efficiency. Dashboards provide a graphical view of Agent Intelligence's prediction trends and their impact on your business.

- See how prediction usage significantly decreases average resolution times across the organization.
- Demonstrate how precision accuracy increases the number of issues resolved by the first assignment group.
- Monitor monthly prediction coverage and accuracy trends over time.



Measure the ongoing service impact and accuracy of predictions



Training is based on the incident and case history of each customer

Find out more:

www.servicenow.com/products/agent-intelligence.html

