ServiceNow® Now Assist for HRSD
Leverage generative AI to accelerate HR productivity

In a rapidly evolving business world, organizations face an increase in business challenges and employee needs daily. With ServiceNow’s Case and Knowledge Management, HR teams were able to deliver solutions to employees efficiently, securely, and intuitively, all from a single workspace. Although this created improvements in HR workflows, HR agents still receive high case volumes beyond their capacity, impacting their ability to effectively deliver prompt solutions. The predominant issue that HR agents experience lies in investing too much time into repetitive tasks when dealing with HR cases. As businesses and teams continue to navigate increasingly digital and complex landscapes, ServiceNow® Now Assist leverages the power of AI to remove these barriers to productivity and empower HR agents with new generative AI tools. Businesses across all sectors can benefit from generative AI’s ability to autonomously create intelligent, accurate, and original content. Now Assist presents a paradigm shift in the way that organizations innovate, transform, and streamline team operations. It seamlessly integrates with Case and Knowledge Management to bring an all-new experience to HR agents and employees alike.

Allocate more time towards solving critical cases with generative AI

Using our generative AI capabilities, HR agents unlock automatic case summarization and much more. When it comes to HR Service Delivery, the process of case analysis can be long and time-consuming. With Now Assist, HR agents can instantly view summaries of any specific case topics. This includes a list of action items that need to be completed as well as any resolutions taken to date. With a click of a button, HR agents receive a comprehensive overview of each case and can quickly work to provide resolutions based on the information provided.

Summarize interaction history between employees and virtual agents

Similar to Case Summarization, Now Assist generative AI has the capacity to also provide virtual chat interaction summaries as well. Once an employee concludes and closes a chat box, HR agents can instantly trigger a summary of the conversation. HR agents no longer have to spend time reading through lengthy chat transcripts in order to understand and address problems. This seamless handoff enables agents to easily record customer issues efficiently and consistently. With options to configure an incident’s details, status, and resolution notes, HR teams can maintain operational accuracy, provide other agents with insight into previous interactions, and ensure faster resolution times.

Benefits

- Empower HR agents and employees with generative AI capabilities
- Eliminate the slow processing of new cases and enable agents with automated case summarization
- Provide HR agents with easy access to case topics, action items, and resolutions
- Summarize previous chat history from employee and virtual agent interactions
- Auto-generate responses to employee questions and incidents using data from past resolutions
Automatically generate resolution notes

To further expedite HR case resolutions, Now Assist includes auto-generated resolution notes that are appended to HR cases once an incident is closed. AI learning capabilities allow Now Assist to filter through all activities associated with a case to automatically summarize and attach resolutions to previous cases. This eliminates another overhead task for HR agents, and agents are able to record important resolution information that can be used to solve future cases. Similar cases that are submitted in the future will receive automated responses and resolutions, reducing the amount of repetitive tasks given to HR agents and allocating more time towards more complex cases.

Resolution Notes Generation

Use generative AI to create Knowledge Articles

Creating Knowledge Base Articles involves consolidating different pieces of information and can be a time-consuming task. Not to mention, agents, COE owners, and KB admins normally start these articles from scratch. As a result, publishing Knowledge Articles falls down in priority and are often deflected. With generative AI, agents are able to automatically draft Knowledge Articles based on previously stored case and resolution notes. Simply ask Now Assist to generate a KB article and half of the work is done. With this draft, HR agents can then go in to make any adjustments and edits before submitting the article for review. Editable summarizations also allow agents to track changes made to generated summaries and remove or add information as necessary. This full range of customization not only upholds information accuracy, but it ensures that the AI is pulling from the most up-to-date web of information in order to generate its own summarizations.

Augmented KB Generation

HR Service Delivery

HR Service Delivery provides an enhanced employee experience with a unified destination to manage their work needs while minimizing back-end cross-departmental complexity.

- **Employee Center**, provide a single unified portal for multi-department service delivery
- **Employee Journey Management**, improve the employee experience as workers navigate challenging career moments
- **Workforce Optimization** provides visibility into HR agent schedules, workloads, and skills to improve operating efficiency
- **Enterprise Onboarding and Transitions**, deliver great employee experiences across the moments that matter
- **Case and Knowledge Management**, standardize documentation, manage employee relations, and fulfill requests
- **Issue Auto Resolution** improves case deflection utilizing AI responses to simple requests
- **Now Mobile**, simplify employee self-service with a native mobile app
- **Virtual Agent**, resolve issues faster and support employees 24/7 with intelligent chatbots
- **Universal Request**, provide a unified employee service experience and improve agent collaboration
- **Employee Relations**, ensure HR processes, documentation, and communications are maintained
- **Performance Analytics**, measure KPIs to track HR performance over time

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