

Virtual Agent Optimize

Business challenge

The journey to make it easy for your employees to resolve IT issues quickly starts with implementing Virtual Agent (VA) Natural Language Understanding (NLU). To fully reap the benefits of NLU and conversational Artificial Intelligence (AI) and improve customer and employee satisfaction, your VA implementation needs regular upkeep. With our expertise, tools and the right approach, you can ensure a straightforward implementation coupled with ongoing maintenance, continuous improvement, and scaling of your VA environment. We handle the day-to-day operation and tuning so your team can focus on more strategic aspects of the business.

Solution

With VA Optimize, our team of experts regularly assesses your environment to optimize conversations, suggests new topics, and recommends leading practices to continuously drive value from your Virtual Agent. You have full access to the insights provided by the powerful out-of-the box reports and dashboards our experts use in assessing your environment, providing clear alignment and confidence in our recommendations. Utilizing our familiar ServiceNow development process, you are able to evaluate and test before you promote to your production environment.

Service Flow



Figure 1: Virtual Agent Optimize flow

Prerequisites

- Your ServiceNow instance is on the Quebec or a later release.
- You must already be licensed for ITSM Professional.

Service overview

Set up

Our team of ServiceNow VA experts provides the following:

- If you're an existing VA customer, we analyze your current VA environment and develop a roadmap for you.

Benefits

- Allow your organization's resources to focus on what they do best. Let us do it all: set up, manage, optimize and enhance Virtual Agent.
- With full ownership, access and transparency of the VA solution, you are empowered to set the correct priorities related to any optimization and/or enhancements.
- Ongoing interactions with our experts give your resources an opportunity to engage, learn and become enabled throughout the service delivery.



- If you're new to VA, we analyze your existing platform and
 - Activate the relevant VA plug-ins.
 - Configure and activate the VA connection interface to your current support chat or messaging application.
 - Activate out-of-the-box ServiceNow conversations with your branding.

Optimize

At this stage, our team of professionals:

- Reviews, monitors, and analyzes VA metrics.
- Performs tuning of NLU models for optimization.
- Conducts regular status and service performance review meetings to ensure your VA environment is running optimally.
- Provides recommendations based on analysis and tuning.

Enhance

During this set of activities, our team focuses on new conversations and:

- Conducts intent/topic discovery to identify high value VA opportunities.
- Activates additional relevant out-of-the-box ServiceNow conversations. Designs and builds new custom conversations.
- Supports user acceptance testing and provides defect resolution.



Choose the offering that works best for your business:

Base

Includes initial analysis and setup, ongoing support and optimization of existing solution, ongoing expansion and an optional booster for multi-language or business suite support.

Advanced

Includes initial analysis and setup, ongoing support and optimization of existing solution, ongoing expansion, ongoing custom conversations and an optional booster for multi-language or business suite support.

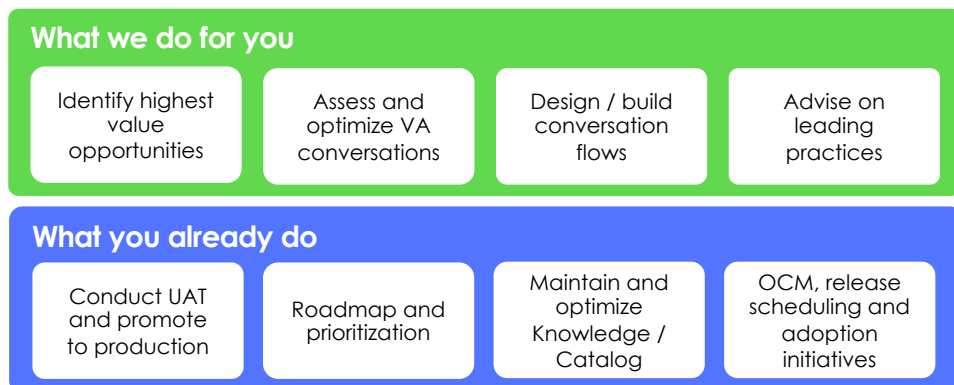


Figure 2: Virtual Agent Optimize responsibilities

Next steps

Ask your account team how to engage Virtual Agent Optimize or our other [Virtual Agent services](#).

