6 ways to boost IT agent productivity and cut costs while delivering stellar service

Get more out of your IT Service Management solution with the power of AI, chatbots, and analytics
Digital workflows create great experiences and unlock productivity. As a ServiceNow® ITSM customer, you are already driving extraordinary business outcomes. But digital transformation and pandemic-era circumstances demand more. IT workloads and the demands for IT services are increasing in today’s digital world as reliance is growing rapidly on technology services in the hybrid workplace. And now more than ever, your IT organization must support recent changes to the workforce that have exposed these challenges:

- **High costs:** Costly service delivery is often the result of working in silos while multiple, non-integrated IT systems lead to delayed resolutions and inconsistent service levels for employees.

- **Inability to scale:** Your IT organization can’t add staff without limits, but the new way of working often results in more business-critical incidents and requests that need resolution.

- **Bad service experiences:** Multiple interfaces, poorly designed support services, lack of visibility, manual processes and uncoordinated responses create a poor employee experience and waste time.

In light of these new realities, you’ve told us what matters most to you. A recent survey of ITSM leaders* revealed that 73% want cost-saving ticketless automation, 56% seek increased staff efficiency, and 43% want to improve employee satisfaction. That’s not surprising. The massive, virtually overnight changes to your workforce are driving the urgency of cost reductions, productivity gains, and excellent service experiences. With the flexibility of the Now Platform, and the cloud infrastructure built into it, upgrading to ServiceNow’s ITSM Professional package and ITSM Enterprise package can help you overcome the new challenges and provide those benefits.

*EMA – Reinventing ITSM study 2019
You can’t afford not to upgrade

There is so much untapped potential in the Now Platform available to you in the ITSM Pro and ITSM Enterprise packages. Let’s look at six compelling outcomes you can achieve when you upgrade.

1. **Deflect more than 50% incidents with Virtual Agent**

   The ServiceNow Virtual Agent delivers AI-powered self-service to deflect more than half of incidents at their source, allowing employees to resolve their own issues and increasing productivity of your agents. It automates common requests to provide instant, anytime, anywhere access to self-service, thus reducing service desk call volumes and tickets.

   ServiceNow’s Virtual Agent has NLU (Natural Language Understanding) capabilities, which means that employees can interact with the Virtual Agent in regular human language, with no training needed. The Virtual Agent recognizes what the employee wants and fulfills the request. Virtual Agent helps you meet your employees where they are—whether on collaboration channels like Slack, Microsoft Teams, Zoom, Facebook Messenger and Workplace, or simply on email or web. These great experiences drive huge productivity gains so that employees focus on getting work done rather than get sucked into the overhead of pushing work. It’s no wonder that the AA achieved 24/7 self-service with Virtual Agent and Novant Health was able to reduce repetitive tasks and increase IT productivity by 50%. We can also help you get the most of out of Virtual Agent with our jumpstart services.
As part of ITSM Standard, your service desk agents can already resolve multiple incidents fast with proven practice workflows in a single-pane view. Upgrading to ITSM Pro will infuse machine learning capabilities into historical request patterns, allowing the tool to become increasingly accurate in its recommendations. With Predictive Intelligence, your service desk will move even faster now, as agents get AI-assisted resolution recommendations.

AI also routes the incoming incidents automatically to the most appropriate agent with a degree of efficiency and accuracy not possible with human agents. The result is quicker resolution times without the oft-recurring misdirection nightmares.

ServiceNow DevOps Change extends the power of the Now Platform to speed software delivery while delivering automated governance and end-to-end insights. We do this by connecting the tools your developers are already using to the work managed in other ServiceNow solutions. This provides visibility and structure to DevOps organizations without sacrificing the speed and agility that teams need to respond to changing business demands. By creating a consistent set of experiences and interfaces, teams can use the tools that make them more productive while allowing the broader organization to align to a common execution goal. ServiceNow DevOps Change helps bridge the gap between development and operations so that DevOps teams can release software quickly and safely.

1. **Total business value of ServiceNow IT apps, August 2021, Based on the source: The Forrester Certification of ServiceNow’s Value Management Model, Forrester consulting, April 2020
2. Customer story: University of Maryland
3. Customer story: Health Partners
Identify and operationalize ways to improve workforce effectiveness and improve processes.

How:

• Manage improvements from initial idea through delivery by aligning people, processes, and data
• Manage teams effectively with real time visibility and optimize scheduling to maximize output
• Gain greater visibility on processes, gather insights on process flows and drive swift improvement

Enabling capabilities:

Continual Improvement Management, Process Optimization, Workforce Optimization

Possible outcomes:

• 50% fewer low-value requests from ongoing improvements
• 35% less time spent triaging incidents and requests

Reduce time spent on routing by 60\% with Workforce Optimization

With Workforce Optimization, you can develop high-performing teams by optimizing schedules, work assignments, and work quality—all in one workspace. Get real-time views of work as it automatically advances through assigned team members, saving you routing time. Manage agent schedules, breaks and time-off requests against demand with an intuitive omni-channel interface that makes sure you are always staffed properly for surges—saving more than 100 hours per each agent, every year.

Improve the quality of IT agent work using integrated coaching and courses. Use Predictive Intelligence to recommend skills based on issues the agents have resolved. Create coaching opportunities based on the recommendations and train the agents to acquire those skills, for a 10% reduction in training costs. Detailed performance KPIs at both the team and employee contribution levels saves more than 80 hours in report generation.
With Process Optimization, you use AI to quickly identify and address process inefficiencies and understand underlying patterns. Visual process maps empower teams to streamline work, saving four weeks a year\(^1\) in manual work. Say goodbye to siloed tools and instead instantly monitor and analyze performance, check conformity to standards, and continually improve to cut costs by $30,000\(^2\) a year.

Leverage automatic discovery and mapping to avoid the need for third party consulting firms to analyze the data, saving another $30,000\(^3\) a year. The process owner simply generates a resolution time reduction target with a few clicks. This automation of process mining, native to the ServiceNow platform, enables you to monitor process efficiencies and run reports to track improvements, for an additional savings of about $20,000\(^4\) a year. Process Optimization also includes integration with Continual Improvement Management to discover best practices among departments and track business value of process improvements achieved.

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8-12: Projected results by our Business Value Analysis team.
To make the right decisions for your business, you need clear, immediate and unambiguous information on the performance of your services. ServiceNow Performance Analytics delivers IT Insights for your teams so that your service and operations teams are enabled to make data-driven decisions. When you have readily available data with detailed drill-down information on your processes, you will proactively deliver and manage high quality services for your employees. You will be able to drive down costs while swiftly resolving issues, scale IT to support changing business goals, and deliver resilient remote service experiences. KAR Auction Services, for example, reduced critical incident resolution time by 60% with Performance Analytics.

Use built-in analytics and machine learning to anticipate trends and improve staff productivity.

How:

- Deflect tickets, reduce call volumes, and automate common requests with natural language conversations
- Anticipate trends, prioritize resources, maximize automation to confidently deliver services
- Use AI to deliver natural language recommendations, detect major incidents, decrease resolution times and errors

Enabling capabilities:

- Virtual Agent with Natural Language Understanding, Performance Analytics, and Predictive Intelligence

Possible outcomes:

- 50% reduction in service desk agent workloads
- 3X improvement in service performance
- 75% reduction in incident resolution times

Reduce process backlog by 70% with Performance Analytics

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15. Customer story: KAR Auction Services
17. Customer story: Veolia
18. Customer story: University of Maryland
Transformational power of ITSM Professional

It’s clear that building on your ITSM Standard foundation and the Now Platform, ServiceNow® ITSM Professional (ITSM Pro) helps expedite your digital transformation by streamlining everyday work with more automation and delivering smart, responsive IT services. It allows you to:

• Accelerate issue resolutions and ignite agent productivity with platform-native AI.
• Drive service excellence with data from real-time visibility into your services portfolio and vendor services.
• Continually improve services using built-in analytics to achieve the results you care about most.

As you can see, ITSM Pro includes all of the capabilities of ITSM Standard and adds the following set of AI and analytics capabilities known as Now Intelligence, which surfaces information, makes predictions, and automates repetitive tasks. Now Intelligence comprises:

• **Predictive Intelligence:** Automatically route issues to the right resolution team and empowers technicians with AI-assisted answers.
• **Performance Analytics:** Make more informed real-time decisions by analyzing and visualizing IT service performance and quality.
• **Virtual Agent:** Deliver responsive employee and customer service and increase service desk efficiency with an automated, conversational chatbot that deflects incidents and self-solves problems immediately.
ITSM Pro also adds the following:

• **Continual Improvement Management**: Manage ongoing improvements from ideas to delivery and achieve service excellence by aligning people, processes, and data.

• **Service Owner Workspace**: Resolve service issues, lower costs, and deliver great experiences with a unified view of your service portfolio.

• **Vendor Manager Workspace**: Increase vendor portfolio value by monitoring and managing vendor performance from a consolidated workspace.

• **DevOps Change**: Extend the power of the Now Platform to speed software delivery while leveraging automated governance and end-to-end insights.

• **Dynamic Translation**: Scale your support staff globally by removing language barriers and translating text in real-time without needing native language speakers on shift.

Learn more [in this video](#).
ITSM Enterprise adds more innovation for service delivery excellence

When you also upgrade to ITSM Enterprise, you get the power of ITSM Standard and ITSM Pro as well as cutting-edge capabilities to intelligently optimize your processes and workforce. ITSM Enterprise not only gives you all the machine learning, chatbots and analytics capabilities built into the Now Platform (that come with ITSM Professional), but it also enables you to maximize the output in two critical areas:

- **Process Optimization**: Identify and resolve inefficiencies in processes across the enterprise using machine learning.
- **Workforce Optimization**: Maximize your teams' performance, scheduling, work assignments and work quality from a single workspace.

To find out more about the advanced capabilities in ITSM Pro and ITSM Enterprise, take a look at this [solution brief](#) and [watch this video](#).
Happy employees are more productive—and loyal

So bottom line, it’s a no brainer to add the powerful capabilities that come with ITSM Pro and ITSM Enterprise. IT service desk agents will be far more productive as AI and machine learning automate a lot of the repetitive manual work. That means your employees find answers instantly and your service desk agents focus on more fulfilling work. The result is much greater job satisfaction and a lower turnover for your workforce. And don’t forget about capabilities such as Continual Improvement Management, Service Owner Workspace, Vendor Manager Workspace, Dynamic Translation, Workforce Optimization and Process Optimization to further streamline, accelerate, and improve IT services for the best possible experience of stakeholders throughout the enterprise.

To continue exploring these powerful and transformative innovations of ITSM Pro and ITSM Enterprise, visit our website.
See for yourself—check out our demos.

To see the advanced and amazing applications of ITSM Pro and ITSM Enterprise in action, visit our demo library today.

LEARN MORE

ServiceNow was founded on a very simple idea: that work should be easier.
ServiceNow is making the world of work, work better for people. Our cloud platform and solutions deliver digital experiences that help people do their best work. For more information, visit: www.servicenow.com.