Go from conversation to resolution
Solve problems instantly and keep work flowing

Get what you need in seconds with pre-built conversations and integrations across IT, HR, and customer service.

Identify, intercept, and resolve potential issues with AI—no matter how they’re submitted.

Easily edit and fine-tune natural language conversations.

Use intelligent AI-powered search to deliver exactly what the user is looking for.

Make handoffs seamless: Machine learning escalates issues to the right live agent every time.

Meet users where they are. Write once, publish anywhere.

Resolve autonomously with conversational AI that is precisely tuned for your business.

**Fast time to value**
- Resolution experience
  - The system walks you through resolving your 30 conversations every day of the way.
- Predictive templates
  - Across pre-built conversations, natural language understanding allows for more than 50 common requests.
- Based recommendations
  - You get proactive meaning during conversations for new conversation topics, that are defined by the most issues.
- Knowledge integrations
  - ServiceNow apps with integration of knowledge and flow integrations.

**Insight and optimization**
- User experience dashboards
  - User adoption and data science opportunities for improvement with a solution.
- Find out how

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