

# Go from conversation to resolution

Solve problems instantly and keep work flowing



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

**Fast deployment**

**Guided experience**  
The system walks you through creating new AI conversations every step of the way.

**Topic recommendations**  
You'll get machine learning-discovered recommendations for new conversation topics that will deflect the most issues.

**Improved outcomes**

**Prebuilt templates**  
Access pre-built conversations, natural language understanding (NLU) models, and building blocks for more than 50 common requests.

**Impressive formatting**  
You can easily add rich conversation formatting and layouts for more humanlike interactions.

**Context**  
By using AI tools that are fully embedded in the Now Platform®, you have complete access to your data to find trends, decipher meaning, and take action.

**Insight and optimization**

**Success dashboards**  
Monitor success with usage metrics, sentiment, and business KPIs in one place.

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



How can I help with your request today?

Why isn't my VPN working?    Where's my order?    Am I eligible for tuition assistance?

Can I change my emergency contact?    How can I get my guest on WiFi?

I can help with that.

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.

Hi, you recently requested help with this.

Incident	INC10983
Short description	I want to get myself removed from oldproject@company.com distribution list
State	New
Urgency	Medium
<a href="#">Go to Incident</a>	

Would you like me to handle it for you right now through chat?

Give users the rich messaging experience they expect.

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

I need to customize my order

Let me connect you with someone who can help you with that.

[CHAT NOW](#)

Contact Record Transferred

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

Solve problems immediately and efficiently with an end-to-end AI-powered conversational experience. Learn how you can deliver intelligent solutions that automate resolutions and seamlessly and securely integrates experiences across IT, HR, and customer service.

Find out how