AI-powered service ops for Citrix Virtual Apps and Desktops

Stop productivity drains on IT service teams and employees

In the new world of hybrid work, virtual agents are a critical addition to IT teams—they’re consistent, tireless, and work 24/7 to automate high volumes of repetitive tasks. Since the onset of the pandemic, ServiceNow has seen the use of virtual agents increase by more than 45% in order to maintain business continuity, streamline tasks, and transform employee experiences.

At the same time, virtualization gives IT control of virtual machines, applications, and security, while providing access anywhere, for any device. Consistent, highly available access to virtual apps and desktops so that employees have the appropriate level of access to authorized company apps, data, and customer information is mission critical.

However, virtual app and desktop session resets can be one of the most common IT incidents. They’re caused by a variety of factors—from networking issues and forgotten passwords, to challenges with authentication policies. These policies, such as SSO and two-factor authentication, are put in place by the IT organization to give credentialed employees and contractors secure access to corporate desktops, apps, data, and authorized private customer information.

Large organizations can get more than 10,000 reset incidents per year, negatively impacting productivity and the employee and customer experience when handled manually by IT, taking up to 15 minutes to resolve. However, these incidents can be prevented by enabling employees to self-serve session resets in Virtual Agent in 30 seconds and get back to the task at hand, giving customers the great experience they expect and enabling IT to focus on higher value work.

Speed resolution of Citrix session resets and provisioning

The Citrix IT Service Management (ITSM) Connector integrates ServiceNow ITSM with the secure environment of Citrix Virtual Apps and Desktops. This enables IT teams to automate session resets and requests for new virtual apps and desktops.

The out-of-the-box Citrix ITSM Connector provides employees with Service Catalog based self-service for these requests. But the Virtual Agent topic for Citrix takes the employee experience to the next level with AI-powered, conversational workflows available in more places—Now Mobile, Microsoft Teams, and Slack.

Solution

- Virtual Agent topic for Citrix
- Integration Hub Enterprise
- Citrix ITSM Connector
- Citrix Virtual Apps and Desktops Cloud Service

Results

- Prevent 1,000s of incidents and slash ticket volume
- Save 1,000s of hours in employee productivity
- Deliver fast, 24/7 self-service resolution from any device
- Improve employee and customer satisfaction scores
- Save $100,000s in OPEX
- Shift IT focus from mundane tasks to innovation

"With the Citrix ITSM Connector, we’ve been able to reduce the number of incidents resolved manually by 25%. With the new Virtual Agent integration, we expect to more than double that number and see it increase as adoption spreads across the organization."

—Brian Nuernberg, Manager, IT Service Delivery, Novant Health

Find out how Virtual Agent and the Citrix ITSM Connector can offer a better user experience for the new hybrid workplace:
Automate Citrix session resets with AI-powered self-service

IT departments need to digitally scale their teams through automated self-service. Virtual Agent, integrated with the Citrix ITSM Connector, delivers on this business imperative for Citrix Virtual Apps and Desktops incident and request management.

**Before: Manual resolution**

<table>
<thead>
<tr>
<th>Countless human activity</th>
<th>Requester</th>
<th>IT agent</th>
<th>Virtual Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 Process steps</td>
<td>Employee</td>
<td>Agent</td>
<td>Citrix admin</td>
</tr>
<tr>
<td>calls help desk</td>
<td>waits in</td>
<td>creates</td>
<td>manually initiates</td>
</tr>
<tr>
<td></td>
<td>service</td>
<td>Citrix</td>
<td>session reset</td>
</tr>
<tr>
<td></td>
<td>queue</td>
<td>session reset</td>
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<td>Q&amp;A to</td>
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<td>user and</td>
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<td>session info</td>
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<td>Agent</td>
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<td>contacts</td>
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<td>Citrix</td>
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<td>session reset</td>
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<td>closes</td>
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<td>ticket</td>
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<td>15+ minutes</td>
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</tbody>
</table>

**After: Automated resolution**

<table>
<thead>
<tr>
<th>Self-service</th>
<th>Requester</th>
<th>IT agent</th>
<th>Virtual Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Process step</td>
<td>Employee asks Virtual Agent “reset my Citrix session”</td>
<td>Virtual Agent identifies employee session(s) to reset</td>
<td>Citrix ITSM Connector executes session reset(s)</td>
</tr>
<tr>
<td></td>
<td>Employee selects session(s) to reset</td>
<td>Virtual Agent triggers workflow automation</td>
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<td>30 seconds</td>
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</tbody>
</table>

Quickly resolve Citrix incidents and requests 24/7 from anywhere

Virtual Agent, integrated with the Citrix ITSM Connector, delivers fast, AI-powered self-service resolution to all employees—regardless of their location or even what personal productivity tools they use.
Streamlined implementation for fastest time to value

- Install Citrix ITSM Connector from the ServiceNow Store
- Subscribe to ITSM Connector from Citrix Cloud
- Create API security token in Citrix Cloud
- Authenticate and sync Citrix ITSM Connector with Now Platform
- Set up ITSM Virtual Agent
- Set up Citrix Reset Session conversation flow
- Activate and publish Virtual Agent topic for the end user
- Activate Citrix catalog item for end user to order
- End user can now self-initiate Citrix session resets using Virtual Agent

Secure your end-to-end environment

Customer on-prem environment

ServiceNow setup

- Set up ITSM Virtual Agent
- Set up Citrix Reset Session conversation flow
- Activate and publish Virtual Agent topic for the end user
- Activate Citrix catalog item for end user to order

Go live

End user can now self-initiate Citrix session resets using Virtual Agent

Citrix setup

- Subscribe to ITSM Connector from Citrix Cloud
- Create API security token in Citrix Cloud
- Authenticate and sync Citrix ITSM Connector with Now Platform

ServiceNow setup

- Set up ITSM Virtual Agent
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Production

Deployment

- End user can now self-initiate Citrix session resets using Virtual Agent

ServiceNow Admin

Citrix Admin

ServiceNow Admin

ServiceNow Admin

End user
Give IT more control and better visibility

Out-of-the-box reporting and dashboards

The Citrix ITSM Connector comes with comprehensive reporting and analytics that provide KPIs and actionable insights into Citrix-related incidents and requests. Dashboards give admins one place to view critical information, such as the number of Citrix requests, ticketing statuses, and other trends.

Always-on self-service for fast resolution

Select and reset Citrix sessions from the Service Catalog.

The Citrix session reset and provisioning solution is available wherever Virtual Agent is: Service Portal, Now Mobile, Teams, and Slack.