

# ServiceNow Virtual Agent

## The business challenge

Customers and employees expect businesses to resolve their requests immediately. As a result, live agents are often overloaded answering repetitive and routine requests, or rerouting issues to other departments. This leaves little time to focus on more complex or high-value work.

Companies also rely on self-service online support material like knowledge bases, but these resources can be difficult for customers to find and navigate, requiring them to request assistance from a live agent in the end.

Businesses must embrace intelligent automation to quickly resolve high volume and common requests while increasing customer and employee satisfaction.

## The ServiceNow solution

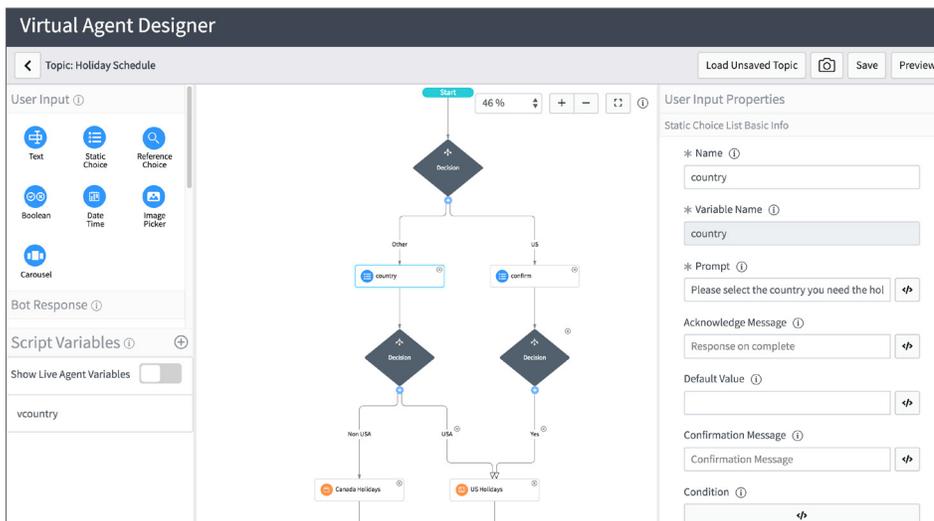
ServiceNow® Virtual Agent is an enterprise chatbot solution powered by natural language understanding (NLU) that enables your organization to resolve common requests, increase customer satisfaction, and keep agents focused on more pressing issues.

Virtual Agent makes it quicker and easier for everyone to resolve routine IT, HR and customer service requests by taking chat from conversation to resolution. Workers can use simple, everyday language to interact with the chatbot and get exactly what they need, whenever they need it. It's also natively available on your Service Portal and in your ServiceNow mobile apps, so help is just a few clicks or taps away.

## Virtual Agent Designer

ServiceNow® Virtual Agent Designer provides a graphical interface that enables anyone to rapidly build, maintain, and deploy enterprise chatbots. The entire experience of building conversations is simplified through drag and drop functionality that makes it easy to visually see the conversation flow.

Developers also have the tools they need to build advanced scenarios with support for previews, testing, branching, looping, and scripting that connects to third-party APIs.



Quickly build and customize conversational workflows using an intuitive chatbot designer

## Benefits

### Improve service

Provide customers and employees instant answers through 24/7 automated support.

### Reduce agent workload

Automate routine requests – IT incidents, HR tasks, and customer inquiries.

### Scale business efficiency

Reduce costs while handling increased volumes of routine tasks.

### Develop and deploy quickly

Visually build conversations and use pre-built templates for IT, HR, and customer service topics to rapidly deliver change to the enterprise.

### Create personal experiences

Use data from the Now Platform® to build context-driven chatbots and personalize the conversation.

### Native to the Now Platform

Being a part of the Now Platform allows the Virtual Agent to natively access your ServiceNow data and provide a personalized experience to the requester across desktop, web, and mobile platforms. Virtual Agent works with your existing service catalog, knowledge base articles, and Now Platform data to quickly solve common requests.

### Pre-built conversation topics

Virtual Agent ships with over 40 out-of-the-box templates and NLU models for IT, HR, and customer service conversations, allowing organizations to quickly build, customize, and deploy chatbots.

#### IT topics include:

- Open a new ticket
- Order an item
- Reset password
- Approve outstanding requests
- Check system status
- Search knowledge base
- Update assigned task

#### HR topics include:

- Request a leave of absence
- Troubleshoot a pay discrepancy
- Update employee profile

#### Customer service topics include:

- Get help with a product
- Check case status
- Report an issue with an order

### Build once, run anywhere

Out-of-the-box integrations with Slack, Microsoft Teams, Facebook Messenger, and Workplace by Facebook allows users to connect with Virtual Agent where they already are.

### Conversation analytics

Virtual Agent comes equipped with powerful reporting capabilities that give administrators insights into how each chatbot conversation aligns with business goals. This dashboard provides a graphical view of conversation trends, allowing executives and business service owners to make quick, informed decisions at a glance.

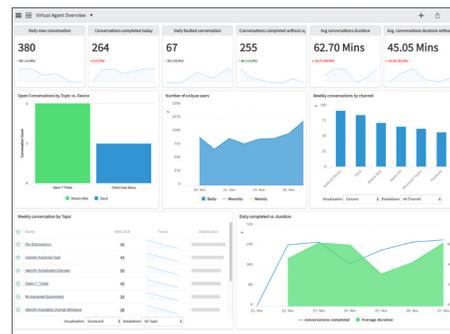
- Determine which topics are transferring to live agents
- Understand how Virtual Agent is impacting your company's resolution time

### Live agent handoff

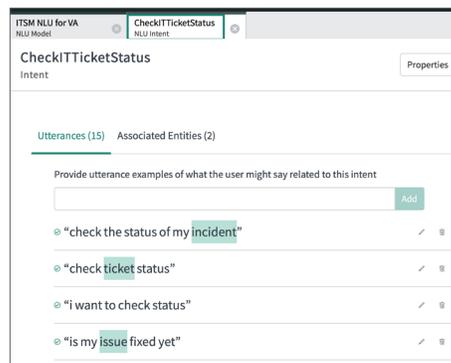
Chat history and conversation context can be seamlessly transferred to a live human agent if Virtual Agent is unable to resolve a request. Experts for each topic can jump into the conversation with a full understanding of the situation and quickly add value.

### Find out more

[www.servicenow.com/products/virtual-agent.html](http://www.servicenow.com/products/virtual-agent.html)



Get advanced statistics on how users are interacting with Virtual Agent



Create natural language understanding models for your organization's vocabulary



Easily connect to popular messaging services.

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