



# ServiceNow + AMELIA<sup>®</sup>

Leveraging Two Market-Leading Solutions  
for Better Employee Services

## **Enterprises, no matter the size or industry, face a perennial balance of investing in new technology to drive employee productivity and growth, while maintaining current systems that have become essential to the business over time.**

As new technologies are deployed, companies must add those into their current ITSM processes and IT operations, integrate them effectively, and make sure that they work harmoniously.

What's more, the greater the complexity of IT systems, the higher the need for effective procedures to support end users with whatever IT support issues arise – everything from password resets, to server issues, to systems access and more. Many enterprises have deployed IT support ticketing systems that allow their employees and end users to log and track incidents in a mostly manual and people-intensive process. IT Service Desk staffs must take up each request based on its severity and level of importance, and move through the ticketing queue as quickly as possible. The higher the ticket volume, the longer the potential wait times for resolutions.

Many ticketing systems are effective, but they are fundamentally queuing systems that can drag on IT resources and overall productivity depending on ticket volume, size of IT support staff and the nature of the support issues. Many of these systems also excel at collecting tickets, but are limited in their ability to complete tasks end-to-end without some human intervention. They are also limited to IT support tasks, without necessary integrations into other business systems such as HR for tasks such as benefits management, as well as the necessary automations and execution protocols to satisfy those non-IT requests.

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With this current dynamic at play in the market, there is an opportunity for enterprises to take advantage of two market-leading platforms – ServiceNow and Amelia – that can work together to achieve this transformational and harmonious end state. This holds true for the many companies that have already invested in ServiceNow to optimize IT support, and are looking for even greater advantages. Let's explain how ServiceNow in collaboration with Amelia can augment employee services, allowing workers to spend less time on obtaining IT support and more on important business issues.

## **Bring Together the Best of Both Solutions**

ServiceNow is the leading IT Service Management (ITSM) solution, highly rated by industry analysts and commanding a sizable share of the available market. Similarly, Amelia is rated as a Leader in Conversational AI by analysts such as Forrester (The Forrester New Wave™: Conversational AI For Customer Service, Q2 2019), especially in the IT Service Desk space (see below) – which is essentially where Amelia “grew up” with her initial use cases, and where through her training she learned to interact with users and collaborate with human colleagues.

## Amelia rated a Leader in Chatbots for IT operations

**Amelia is the only vendor to receive the top rating in each of the 10 categories.**

“Leads the pack with robust IT operations chatbot features. With a library of granular prefabricated IT operations workflows and language models, detailed reporting, an automation platform, and extensive language training, **[Amelia] leads the market in IT operations readiness.**”

“With its workflow automation and active language development features, **[Amelia] provides an ideal solution for those looking for advanced functionalities** such as creating workflows for more-sophisticated help desk interactions.”

The Forrester New Wave™: Standalone Chatbots For IT Operations, Q2 2019, Forrester Research, Charles Betz and Will McKeon-White, April 2019

ServiceNow is optimal for users to create, log and manage their IT support tickets, and for staff to manage high-volume ticket queues. However, much of the work to resolve issues still needs to be performed by a human with associated wait-times.

Amelia changes that by taking on rote and repeatable tasks, and handling the most common support requests such as password resets, application provisioning and requests for new equipment. While ServiceNow tickets are still being created and closed by Amelia for documentation purposes, users can now get their requests resolved in real-time by calling into their corporate service desk and conversing or chatting online with Amelia.

However, Amelia goes well beyond just opening tickets and resetting passwords in concert with your ServiceNow system (as seen in the figure below). With her conversational, cognitive and automation capabilities, she becomes an integral part of your IT team by enabling next-generation ChatOps – which is essentially a model that uses conversation to connect people with enterprise processes and automation. The Amelia HyperAutomation Platform augments your IT staff by allowing them to operate ServiceNow and other IT applications by voice and chat, versus more traditional channels. IT engineers can easily request up-to-date information on infrastructure components, query tickets opened for the mail-system or other critical applications, approve RFCs, and assign and re-assign tickets – without ever touching these applications.



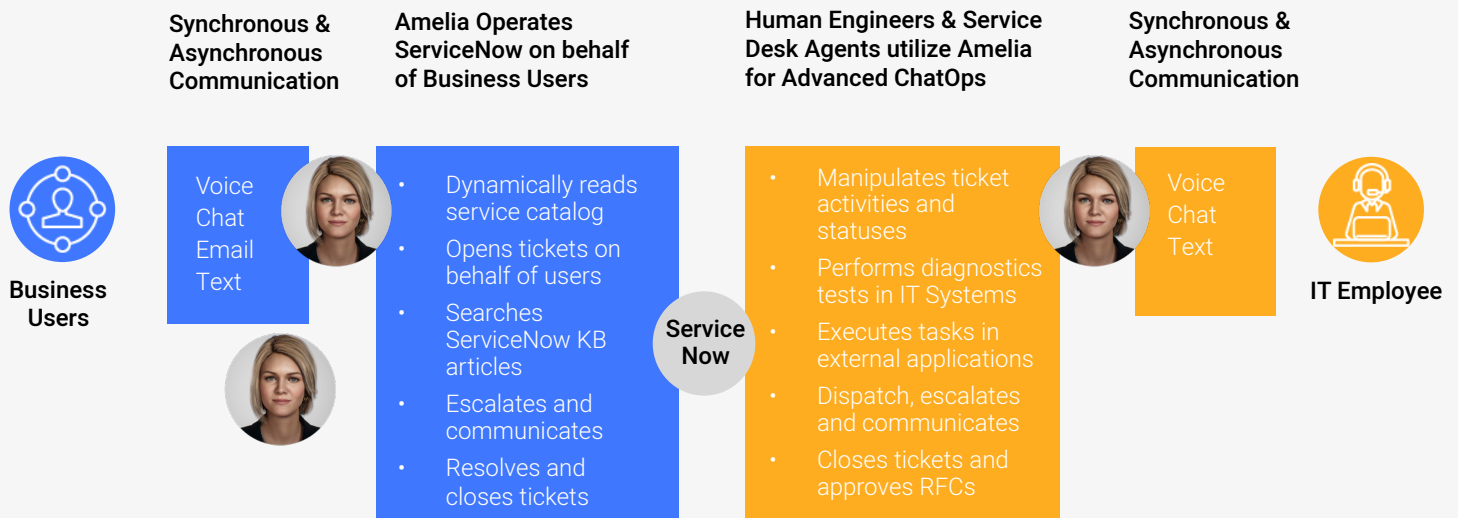
# Example Use Cases to be Automated

	Real Time Resolution Hours -> Minutes	Standard Processes Days -> Hours	Extended Processes Months -> Days
<b>Employee Related</b>	<ul style="list-style-type: none"> <li>• Password Reset/Account Unlock</li> <li>• Troubleshoot Email/Printer issues</li> <li>• Wi-Fi and VPN issues</li> <li>• Ticket Management</li> <li>• Holiday Schedule</li> <li>• Benefits Questions</li> </ul>	<ul style="list-style-type: none"> <li>• Hardware and Software Requests</li> <li>• Application Access requests</li> <li>• USB Access requests</li> <li>• BYOD/MDM Enrolment</li> <li>• Benefits Enrolment</li> <li>• PTO Requests</li> </ul>	<ul style="list-style-type: none"> <li>• Employee Onboarding</li> <li>• Employee Offboarding</li> <li>• Employee Moves and Changes</li> <li>• Work from Home</li> <li>• Yearly Performance Review</li> <li>• Ongoing Education Counseling</li> </ul>
<b>Infrastructure Related</b>	<ul style="list-style-type: none"> <li>• Automated Network, Systems, Database and Application issue remediation</li> <li>• Policy-based (re)Configuration</li> <li>• Security scanning and remediation</li> </ul> <p>Close to fully automated with minimal approvals or reviews</p>	<ul style="list-style-type: none"> <li>• Problem Management (RCA)</li> <li>• Change Management</li> <li>• System provisioning and de-provisioning</li> <li>• Scheduled Maintenance activities</li> </ul> <p>Mostly automated with approvals or reviews</p>	<ul style="list-style-type: none"> <li>• Testing Application Fail-over</li> <li>• Release Management (Dev/Ops)</li> <li>• Problem Management (Systemic)</li> <li>• High-Volume infrastructure patches and upgrades</li> </ul> <p>Mostly automated but with manual steps, approvals and reviews</p>

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## ServiceNow and Amelia HyperAutomation Platform: Your Best Service Desk Combination



**Centralize and streamline employee requests and support issues through Conversational AI over chat or voice**

- One central hub for IT requests
- Always available and faster resolution
- Extend to other internal functions
- Programmatically drive key processes

**Next-Gen Semantic and Collaborative ChatOps Platform to Augment internal IT Organizations**

- A virtual multi-tasking side-kick
- Collaborative ChatOps
- Provide a sophisticated semantic interface into ServiceNow and other IT management applications

## Bring Together the Best of Both Solutions

In search of cost-efficiencies, IT support teams have been deploying service catalogs, self-service portals, and off-shore support centers for years. One primary cost driver in this approach for many IT support operations is maintaining enough staff to handle incidents in end users' preferred channel, voice. Employees want to pick up their phone, explain their request or issue and have somebody resolve it then and there. Interacting over voice and in different languages brings additional challenges for a chatbot, versus a Conversational AI agent that has Natural Language Understanding. Anything less results in poor resolution rates and dissatisfied end users who might be waiting hours for a password reset or news on when access to internal systems will be restored.

Amelia can be deployed on any channel, but as a voice-based agent she is designed to fundamentally change the IT Service Desk approach by having a flexible conversation with an employee and resolving issues or requests in real-time. This has a significant impact on employee satisfaction, while reducing downtime and costs.

### Amelia as a Virtual Agent for IT Operations

Global Investment Bank

**36,000**

Amelia currently handles **36,000** conversations per month

**87%**

Amelia recognizes caller intent on **87% of calls**

**20%**

Amelia **resolves 20% of requests** without human intermediation

As mentioned, some companies have taken to implementing simple chatbots as front-ends for their ticketing systems, looking to provide additional levels of self-service. However, chatbots are not as advanced or as intelligent as a Conversational AI agent like Amelia. Chatbots recognize pre-programmed intents, follow a script to extract information from a user and open a ticket. A chatbot is just another method of opening a manual ticket or filling out a form via a basic decision tree in a support portal, but the level of access and real-time resolution potential is limited – and there is no voice option, as there is with Amelia.

Sometimes it is difficult to envision how two technologies will complement one another, and how prior investments will be protected or enhanced by adding a new solution. However, in the case of ServiceNow and Amelia, there is massive potential to transform the IT Service Desk experience – in fact, all kinds of business services – for your employees and end-users. We would welcome the opportunity to discuss the possibilities even further.

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**Amelia** is the Most Human AI. Her ability to learn, interact and improve over time makes her the market's only AI that can fully understand user needs and intentions.

**Contact us at** [amelia.com/contact](https://amelia.com/contact).

AMELIA®