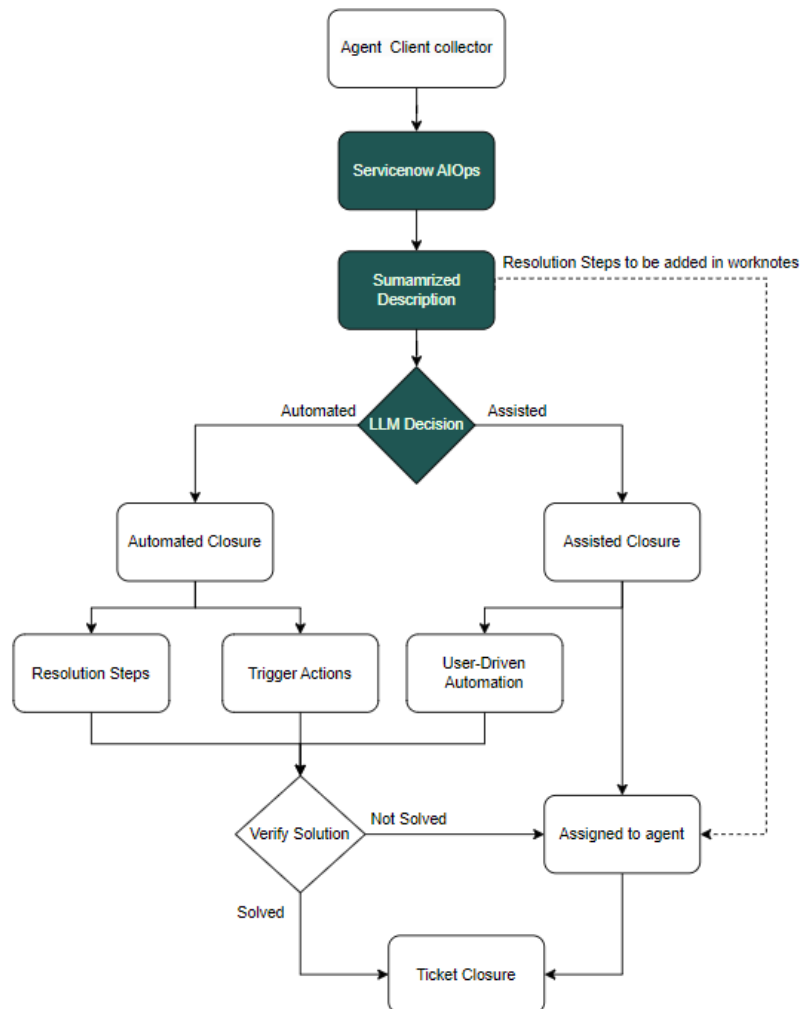


Flow 1

- System telemetry will be collected using servicenow collector
- Potential issues will be predicted using servicenow AIOps. The required steps will be taken to solve the issue.



Flow 2

- Flow 2 will encompass automated and assisted solutions for issue resolution
- Assistance will be provided by enhancing the conversation with the employee and providing an even more detailed list of instructions for issue resolution.
- After the resolution of the incident a feedback form will be triggered and the resolution will be evaluated and rated

