

# Intelligent Enterprise Assistant

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By Hariraj S (2156959)

Reimagining IT Service Delivery with Agentic AI in ServiceNow

(Faster resolutions, smarter workflows, improved experience)

## INTRODUCTION:

ServiceNow is a cloud-based workflow automation platform. It connects IT, HR, Customer Service, and Finance processes in one system.

Key capabilities of ServiceNow are IT Service Management(ITSM): Incidents, Problems, Changes, Knowledge, IT Operations Management(ITOM), HR Service Delivery (HRSD), Customer Service Management(CSM), Governance Risk and Compliance(GRC), App Engineer: Low-code/no-code custom apps.

Why organizations use ServiceNow?

Single system of action across functions.

Automation-first approach which reduces manual effort.

Scalable for enterprise-wide workflows.

Extensible, integrates with 1000+ third-party systems.

From Workflows to Intelligent Workflows

ServiceNow is evolving from simple workflows to intelligent workflows.

Now Assist & AI agent Studio embed Gen AI & Agentic AI inside the Platform.

Not just automating but reasoning and acting on behalf of users.

## IDEA PROPOSED:

Agentic AI Agents in ServiceNow:-

Introduce AI Agent Studio: a new module to build autonomous agents.

Use case focus: Incident Auto-Resolution Agent. (its an example that we can take in our demonstration).

Future extensions: HR Onboarding, Change Risk Prediction, Procurement Updates, Compliance Monitoring.

## BUSINESS CHALLENGE:

40% of incidents are repetitive (access, password reset, etc.,)

Manual L1 support consumes time and cost.

Delays, higher MTTR and frustrated users.

## **PROPOSED SOLUTION:**

Incident Auto-Resolution Agent using AI Agent Studio:

Detect new incident.

Classify and check against common issue patterns.

Search knowledge base or past tickets.

Apply automated fix (e.g., trigger saved scripts based upon AI triggers, reset password)

Resolve ticket if successful, else escalate to human agent.

## **BEFORE VS AFTER SCENARIO:**

Before:

User raises ticket Assigned to L1 or Service Desk Manual troubleshootingDelays.

After:

User raises ticketAI AgentAuto-detects issueProvides fix instantlyEscalates only complex cases.

## **TECHNICAL FLOW (HOW IT WORKS):**

Inputs: Incident record (short description, category, CI)

AI Agent Studio:

Uses LLM+ServiceNow KB for reasoning.

Calls tools (Scripts, APIs, Subflows) for execution.

Outputs:

Incident updated/resolved or escalated.

Admin Tasks:

Configure AI Agent use case in AI Agent Studio.

Defines tools/actions it can execute (flows,scripts).

Set up guardrails for when to escalate.

## **BUSINESS IMPACT:**

Reduced MTTR: From hours minutes.

Ticket Deflection: 30-40% incidents auto-resolved.

Cost Savings: Lower L1 support load.

Employee Experience: Faster response and higher satisfaction.

Scalable: AI can handle 1000s of requests in parallel.

## **PROS & CONS:**

pros

Faster resolution, reduced costs, improved experience.

Proactive & Scalable (24/7).

Frees humans for complex tasks.

cons

Licensing required (AI Agent Studio). Technically requires 'enterprise or pro now assist plugin subscription'.

Setup requires curated knowledge articles + automation scripts.

Trust/adoption Change Management for IT staff.

Must design safe escalation paths for unknown issue.

## **FUTURE POSSIBILITIES:**

HR Onboarding Agent: Automates provisioning across IT, HR and Facilities.

Change Risk Evaluator: Predicts failure risks from history.

Compliance Guardian: Auto-detects gaps, creates remediation tasks.

## **ROADMAP FOR US:**

Enable AI Agent Studio in enterprise sub-production instance.

Start with Pilot use case: Incident auto-resolution.

Measure success (MTTR, Cost savings, User Experience).

Expand agents into HR, Change and Compliance.

## **CALL TO ACTION:**

Let's bring autonomous AI into our workflows and reduce manual work.

Next steps:

Leadership alignment

Evaluate licensing and access

Run POC demo in non-prod.