**DEMO**

Consider a common scenario that most of us can relate to - a system running slower than usual. An employee dealing with this frustrating issue decides to log a ticket through our ServiceNow portal. As soon as this ticket is created, our integrated solution starts its work.  
  
Our AI Search function, powered by machine learning, immediately gets to work. It begins by searching through our extensive Knowledge Base in ServiceNow, a repository filled with articles that provide solutions, instructions, and information on a wide array of tech issues. The AI Search identifies and retrieves articles that are most relevant to the slow system issue. The relevant article is then fed into a large language model.  
  
Firstly, the issue raised by the user is sanitized and is categorized using BERT, a fine-tuned model specifically designed for IT technical issues. This categorization helps in accurately identifying the nature of the problem, which is crucial in finding the right solution. This LLM processes the content from the relevant article from the AI search and category of issue and formulates a suitable resolution for the slow system problem.  
  
But our solution doesn't stop there. It goes a step further to look into past incidents similar to the current one. It compiles a list of incidents that had similar symptoms and examines how they were resolved in the past. The details of these related incidents, along with the proposed resolution from the AI model, are then systematically documented in the work notes.  
  
This integrated approach provides a comprehensive solution for the employee to address the slow system issue while also serving as a future reference.

By merging the capabilities of ServiceNow's Knowledge Base and AI Search with the intelligence of large language models and the historical data of past incidents, we're significantly enhancing our incident resolution process. This system not only allows for quicker resolution times but also alleviates the workload of our Level 0 engineers, freeing them up for more complex tasks.  
  
This not only boosts operational efficiency but also sets the stage for a more proactive and data-driven approach to IT incident resolution, thereby transforming traditional IT support methods.  
  
Thank you.