

CODES N GEAR3

X# Future is Now

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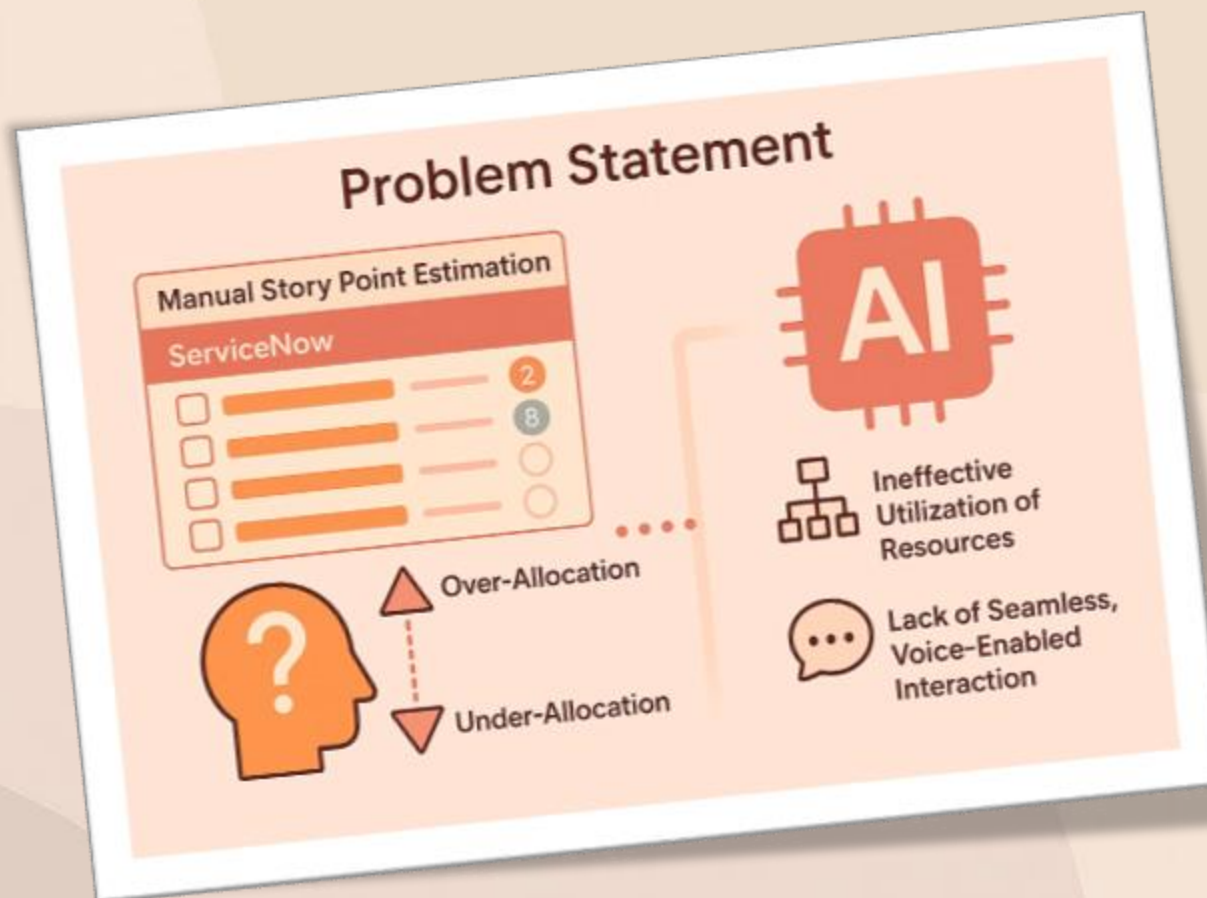
Rakhesh



Problem Statement

Manual estimation in ServiceNow causes resource misallocations often under utilization or over utilization of resources. This impacts cost and usage of resources

Most of the Operations in ServiceNow are manual, this includes typing and reading the contents. This impacts productivity, we need ways to automate



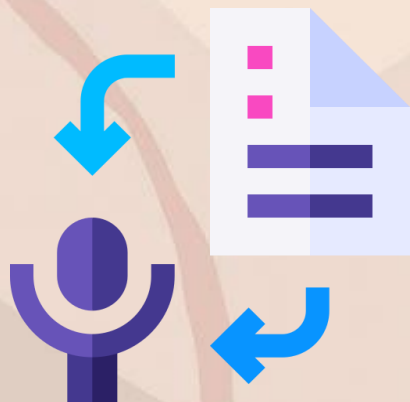
Proxima-Ops Overview

Idea: AI Driven Resource Management and voice aided workflow

We'll explore two key enhancements designed to improve productivity and user experience:

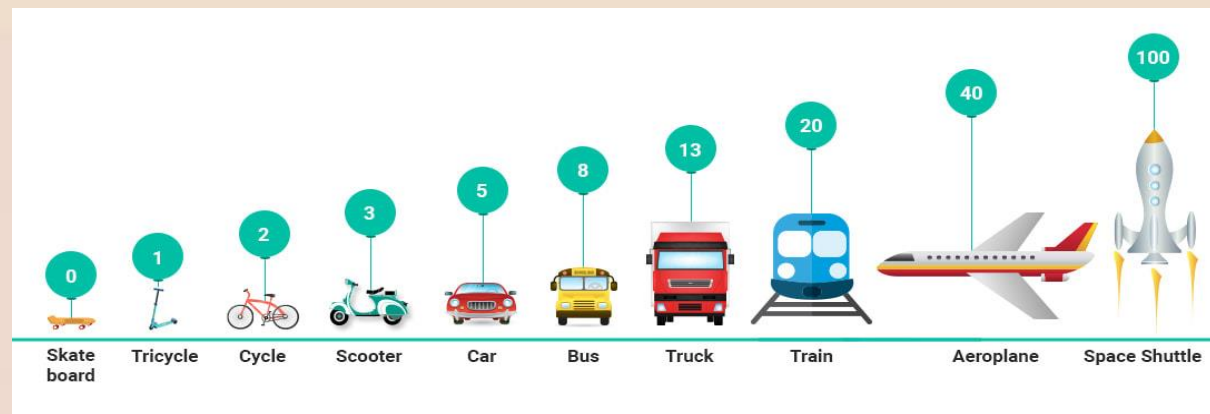
Speech to Text & Text to Speech Operations

- Enabling hands-free interactions and accessibility support
- Enhancing logging and information retrieval



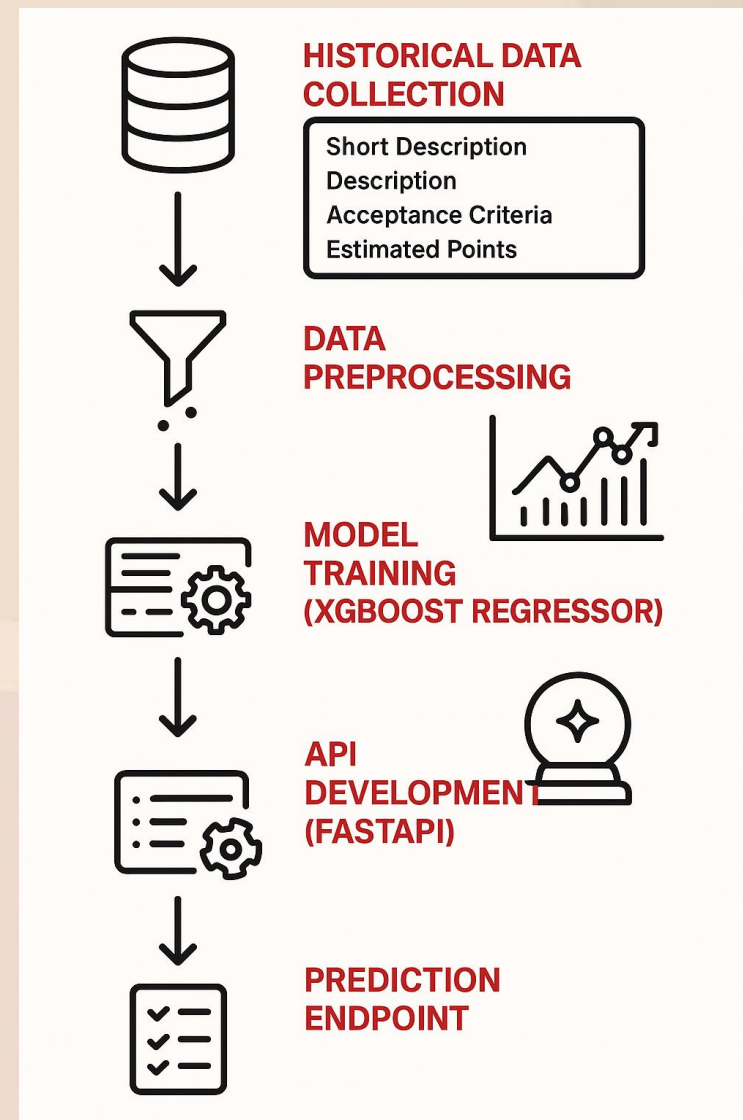
Automated Project Story Estimation

- Leveraging automation for faster and more accurate project planning
- Reducing manual effort and improving consistency in estimates



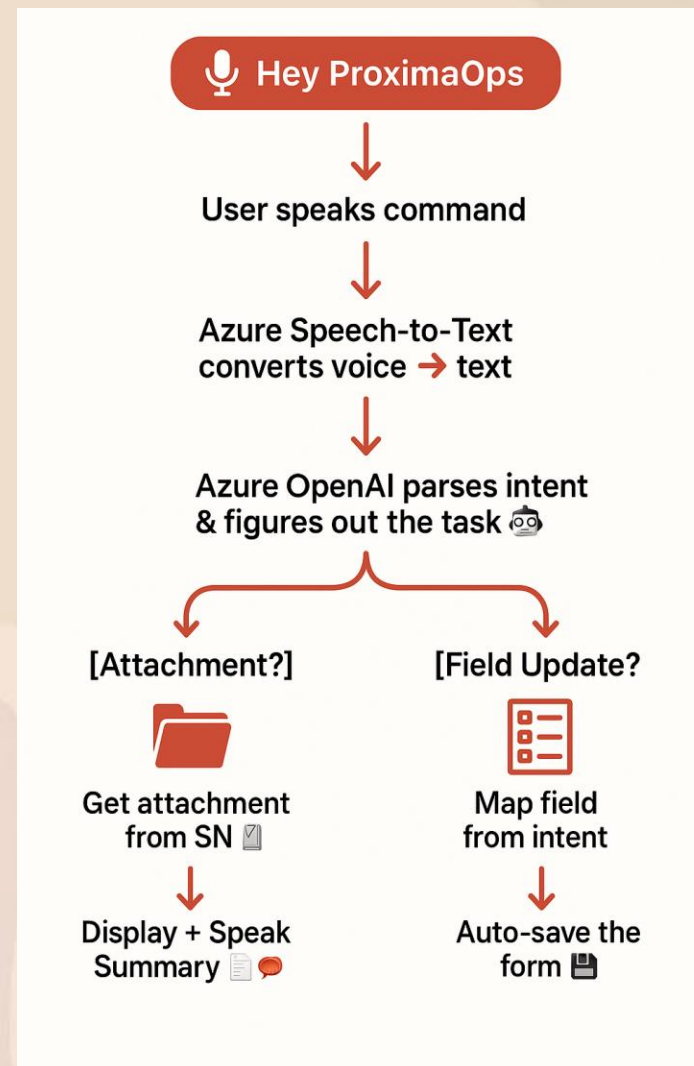
Story Estimation - Solution

- We have developed a new **Story Estimation** feature in ServiceNow, which leverages AI to estimate story points (hours of effort) required to complete a task.
- The AI uses a regression model to predict story points based on the **Acceptance Criteria**, **Short Description**, and **Description** fields of a story. The model was initially trained using historical data.
- The estimation model is built using **Python** and is exposed as a **FastAPI** service.
- **Model Details:**
- **Regression Model Used:** XGBoost (a text-based regression model)
- **Python Libraries Used:**
 - **Numpy** – for numerical operations
 - **Pandas** – for data manipulation
 - **SciPy** – for scientific computing
 - **NLTK** – for natural language processing

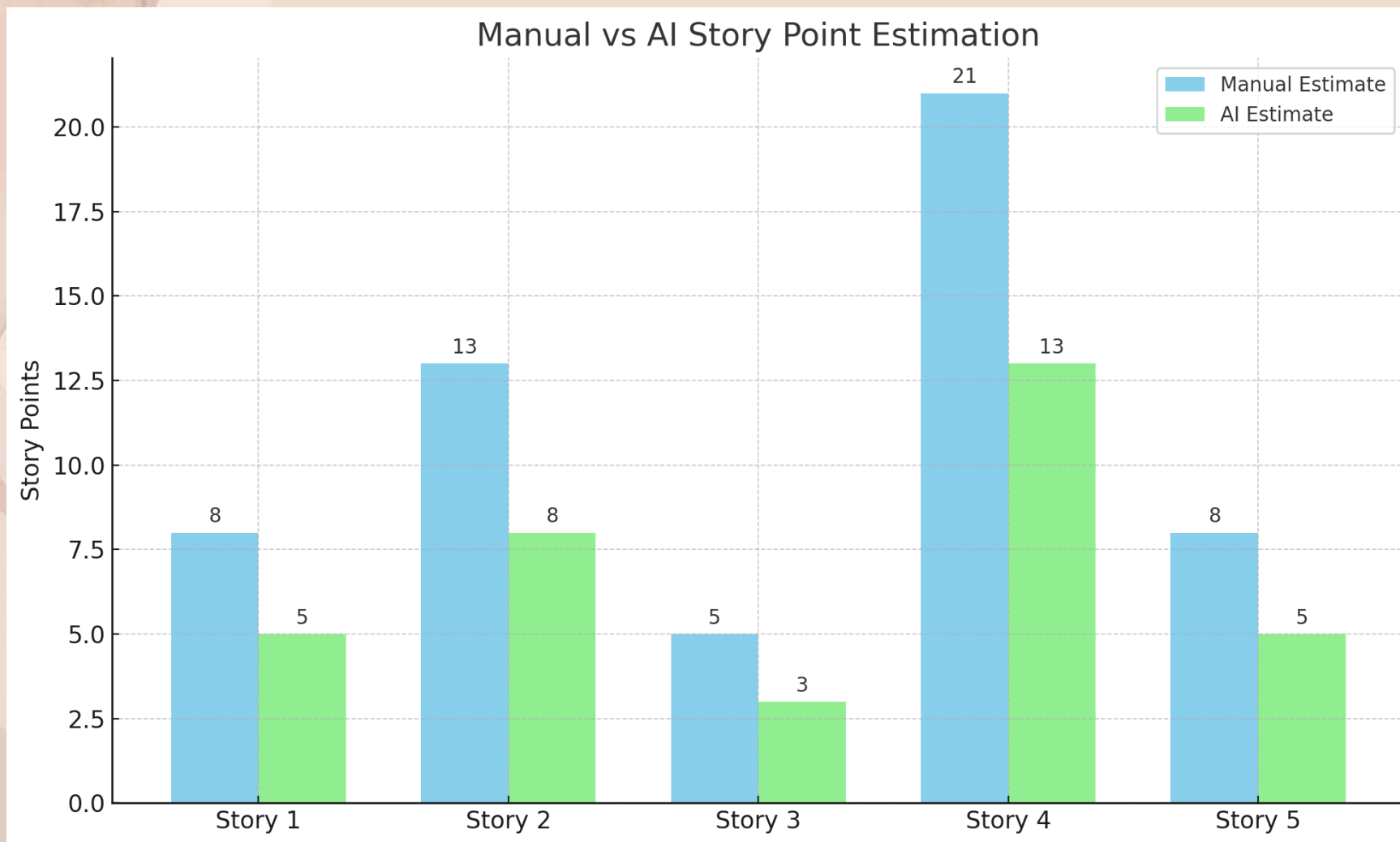


Voice-Aided Workflow <"Hey ProximaOps"> - Solution

- **Voice-Driven Actions:** Enabled voice commands across all ServiceNow forms via a universal "**Hey ProximaOps**" button.
- **AI Understanding:** Commands are processed using Azure Speech-to-Text and interpreted by OpenAI to understand intent.
- **Attachment Summarization:** When the user asks to summarize an attachment, it is extracted, processed via AI, and the summary is displayed and read aloud.
- **Field Update Automation:** If a field update is requested, the AI maps the intent to the correct form field and updates it instantly, followed by auto-save.
- **Natural Language Interface:** just speak to update, navigate, or get summaries.
- **Fully Modular:** Integrated using UI Scripts, Script Includes, and Azure APIs - reusable across modules.



Real Time Scenarios



General Cost Estimation

Parameter	Value
Developers impacted	50
Avg. hourly developer cost	\$60/hour
Hours wasted due to misallocation	4 hours/week/dev
PMs/EMs impacted	10
Avg. hourly PM/EM cost	\$80/hour
Hours saved via AI insights & voice automation	2 hours/week/PM
Annual working weeks	48
Initial AI implementation cost	\$150,000
Annual maintenance & training cost	\$30,000

Annual Estimation

Estimated Annual Cost Savings

1. Developer Efficiency Gain

- 50 devs × 4 hrs/week × 48 weeks = **9,600 hours/year**
- Cost saved = 9,600 hrs × \$60/hr = **\$576,000**

2. Project Manager / Engagement Manager Efficiency

- 10 PMs × 2 hrs/week × 48 weeks = **960 hours/year**
- Cost saved = 960 hrs × \$80/hr = **\$76,800**

3. Document Summarization + Voice Interaction Savings

- Assume 1 hour/week saved across 60 users
- 60 × 1 hr/week × 48 weeks = **2,880 hours/year**
- Mixed cost average (\$65/hr) = **\$187,200 saved**



Total Annual Benefit

$$\text{\$576,000} + \text{\$76,800} + \text{\$187,200} = \text{\$840,000}$$



Annual Net Benefit

- Total Benefit: **\$840,000**
- Total Cost (year 1): **\$180,000**
- Net Year 1 Savings: **\$660,000**
- ROI Year 1: **~366%**

From **Year 2 onward**, since implementation is done:

- Maintenance only: **\$30,000**
- Net savings: **\$810,000/year**
- ROI Year 2+: **~2,700%**

Key Takeaways on Cost

Payback Period: < 3 months

Efficiency gains directly enhance developer output and PM decision-making.

AI and voice workflows reduce cognitive and administrative load.

Extremely **cost-effective** for scaling **delivery operations** with minimal ongoing cost.



Future Scope



ML-based story estimation model with **improved accuracy**



Support for **summarizing additional file formats**, such as xlsx, pdf, docx



Ability to **update reference fields** (i.e., fields that refer to other records) in ServiceNow using voice input

Conclusion



Efficiency Gains:

Sprint Velocity Increase: 25%

Cycle Time Reduction: 30%

**Automation of Repetitive Tasks:
40%**



Accuracy Improvement:

**Error Reduction in Task
Assignments: 50%**

Defect Leakage Reduction: 35%



User Satisfaction:

User Satisfaction Rate: 85%

Reduction in Manual Effort: 60%

Time Saved per Sprint: 15 hours

Business Outcome



We can estimate the story using AI and it will reduce the hours of Solution Architect



Approx 2 hours effort per day. (i.e., ~ \$700 worth of effort)



Voice to text and Text to voice can lead to increase the productivity by reducing the time to type and User's ability to speak instead of typing (it will save 1 hour time per day)



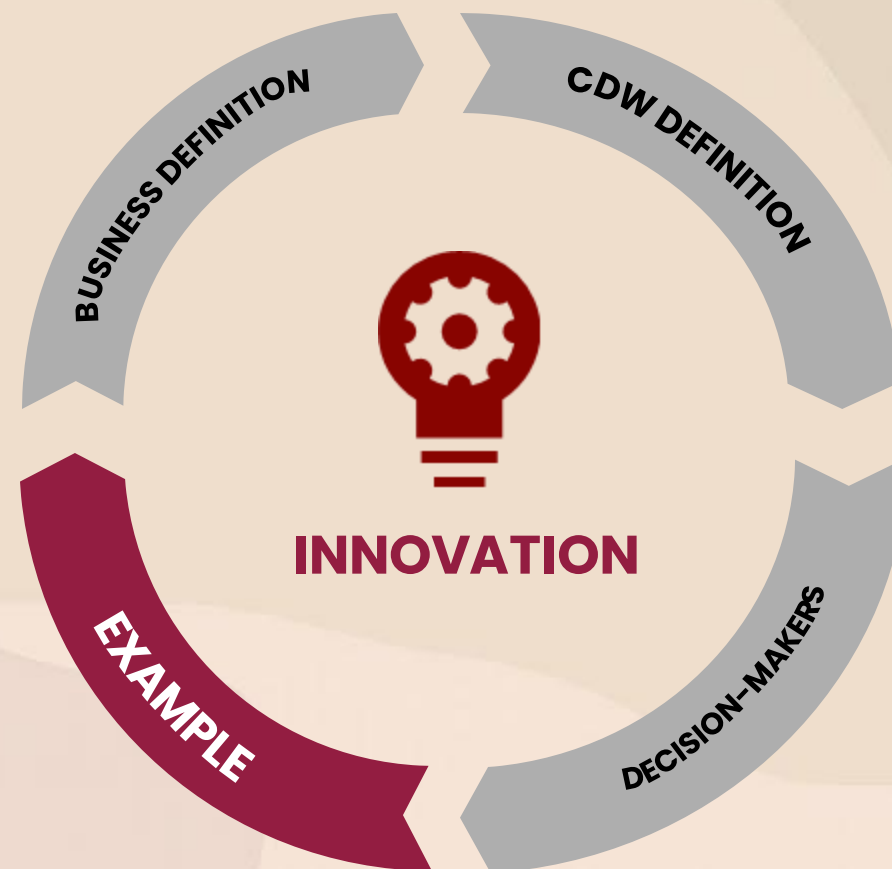
It will boost the user experience



Improved Satisfaction: 15% to 25% increase in user satisfaction scores (CSAT or NPS)

Organizational Outcomes

- Our AI-powered Story Estimation and voice-driven interface in ServiceNow reflects a bold step toward intelligent automation in IT workflows. By combining natural language processing, voice commands, and predictive modeling, we've reimagined how users interact with the platform.
- This innovation streamlines planning, improves accuracy, and replaces manual input with intuitive voice actions — positioning our organization at the forefront of AI-driven service delivery. The modular design also lays a foundation for future smart features across the enterprise.



Organizational Outcomes

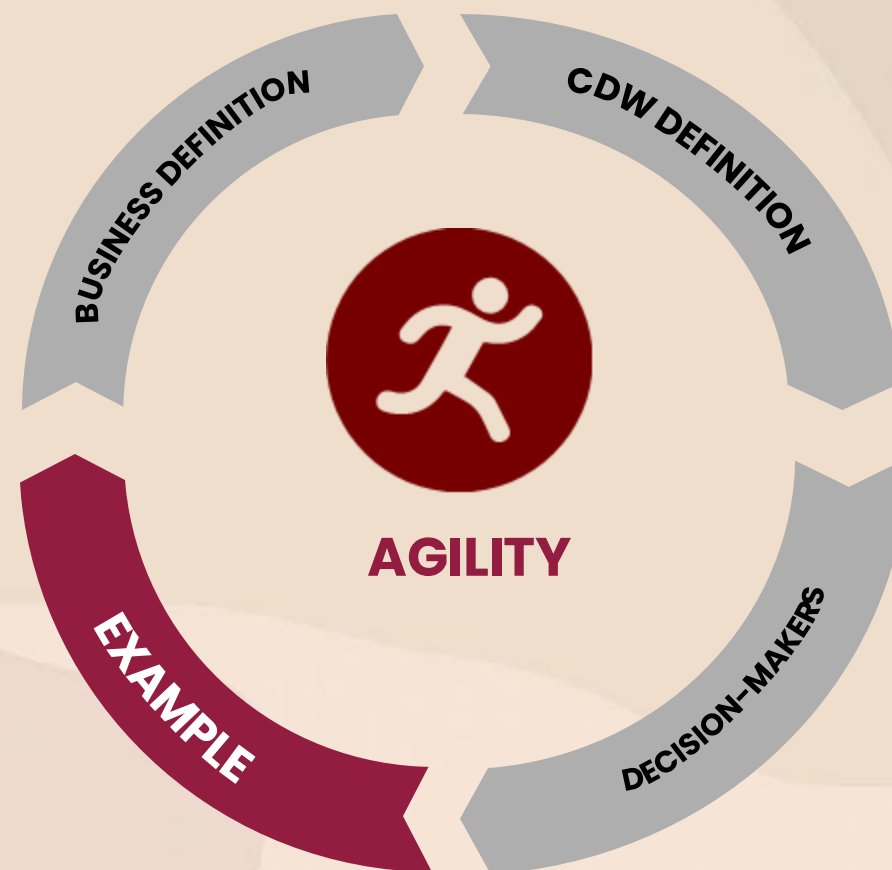
- To reduce long-term operational costs and increase delivery efficiency, we invested in developing an AI-powered Story Estimation and Voice Interface in ServiceNow.
- While the upfront development required capital and cross-functional alignment, the return is clear: faster sprint planning, reduced manual effort, and improved accuracy in resource allocation.
- This strategic investment replaces repetitive work with intelligent automation, enabling teams to deliver more with less and setting the foundation for scalable, cost-effective operations across the enterprise.



Organizational Outcomes

To accelerate delivery and reduce manual effort in IT workflows, we implemented an AI-driven Story Estimation feature in ServiceNow.

- Using a regression model trained on historical data, story points are now predicted instantly based on task descriptions.
- Combined with a voice-first interface and real-time field automation, this solution has significantly reduced backlog estimation time and increased sprint planning accuracy.
- Modular architecture and seamless integration allow rapid scaling across teams, enabling faster response to business needs and evolving priorities.



Organizational Outcomes

Our AI-powered Story Estimation and Voice Interface in ServiceNow transforms how users interact with the platform - making tasks faster, easier, and more intuitive.

Key experience highlights include:

- **Voice-First Experience** – Users can speak to navigate, update fields, or summarize content with "Hey ProximaOps."
- **Smooth Integration** – Modular design ensures seamless use across ServiceNow without disruption.
- **Instant Feedback** – Real-time responses enhance clarity.
- **User Delight** – Simplifying complex tasks builds satisfaction and long-term engagement.



Technical Demo Session

THANK YOU