**🎯 1. Start with the Problem Statement (Why This Matters?)**

* **Challenges in IT Support**:
  + High ticket volume leads to delays.
  + Repetitive issues like password resets consume IT staff time.
  + Users struggle to find solutions in knowledge bases.
* **Why AI-Powered Automation?**
  + Reduces response time.
  + Automates repetitive tasks.
  + Enhances IT efficiency with AI-driven suggestions.

**🛠 2. Explain the Solution (Your AI Integration with ServiceNow)**

🎯 **Project Name:** *"AI-Powered IT Support: Automating Ticket Resolution in ServiceNow"*

🔹 **How It Works (Overview)**

* AI **analyzes new tickets** using NLP.
* **Matches** with past tickets, knowledge base, or documentation.
* **Suggests a solution or automates resolution** (e.g., password reset).
* If AI **can't resolve it, it escalates** with recommended actions.
* **Learns from feedback** to improve over time.

**🛑 3. System Architecture (How It Works Technically)**

📌 **Diagram (Include in Your Presentation)**

* **Frontend** (ServiceNow Interface or Chatbot)
* **Middleware API** (Python FastAPI/Flask for processing)
* **AI Engine** (GPT-4/BERT for NLP & Classification)
* **Database** (Stores past ticket logs & solutions)
* **ServiceNow Integration** (REST API/Webhooks for automation)

✍ **Explain in simple terms** how data flows from ServiceNow to AI and back.

**🚀 4. Live Demo (Show It in Action)**

🔹 **Scenario 1: AI Auto-Solves an Issue**

* A user submits: *"My VPN is not working."*
* AI detects it's a known issue, retrieves a **VPN troubleshooting guide**, and **suggests a fix**.

🔹 **Scenario 2: AI Executes an Action**

* A user submits: *"Reset my password."*
* AI automatically triggers a **password reset process in ServiceNow**.

🔹 **Scenario 3: AI Escalates a Complex Issue**

* A user reports: *"Database server is down."*
* AI detects it's a major issue and **escalates it to IT staff** with logs and recommended actions.

🛠 **Tools for the Demo:**

* **ServiceNow Developer Account (Free)**
* **Postman or Python Scripts** (to simulate AI API calls)
* **Jupyter Notebook (If Showing Model Training)**

**📈 5. Benefits & Impact (Why This Matters)**

✔ **Reduces IT workload** by handling repetitive tasks.  
✔ **Improves response time** by suggesting instant solutions.  
✔ **Enhances user experience** through AI-driven automation.  
✔ **Continuously learns & improves** through machine learning.

**🎤 6. Wrap Up & Future Enhancements**

🔹 **Next Steps:**

* Improve AI accuracy with **fine-tuned NLP models**.
* Expand ServiceNow integration with **automated workflows**.
* Add **multi-language support** for global IT teams.

🔹 **Q&A** – Invite the committee to ask questions and discuss scalability.

**📌 Final Thoughts**

Your presentation should be: ✅ **Structured (Problem → Solution → Demo → Benefits)**  
✅ **Visual (Architecture Diagram, Flowcharts, Live Demo)**  
✅ **Engaging (Real Scenarios & Automation in Action)**