

ServiceNow Help Desk Agent: AI-Powered ServiceNow Ticket Routing

A Technical Demonstration

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NexTurn

The Problem: The Manual Triage Challenge

The Current State

Tickets with unknown assignment groups are routed to a general queue. Human agents must manually read comments to understand the core issue.

Key Pain Points

- **Slow:** Significantly increases ticket resolution times (MTTR).
- **Error-Prone:** Incorrect routing leads to tickets being "bounced" between teams.
- **Inefficient:** Consumes valuable time from skilled service desk staff.

The Solution: The ATOS Agent

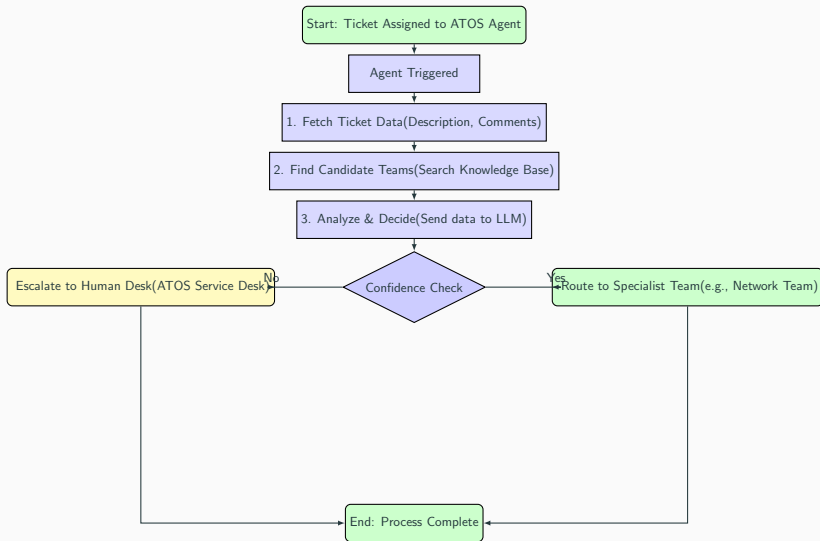
An intelligent agent that automates the entire ticket triage process.

It acts as a virtual Tier 1 support analyst, working 24/7 to ensure every ticket gets to the right place instantly.

Our Mission

Get the right ticket to the right team, the first time, in seconds.

Workflow: How the ATOS AI Agent Works



Architecture Technology Stack

Core Components:

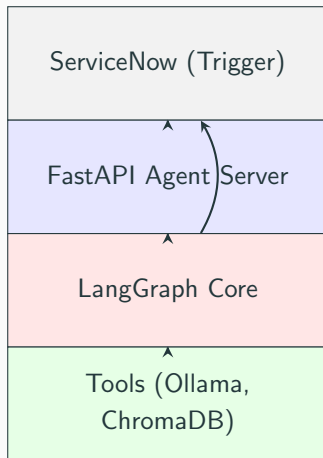
- FastAPI / Uvicorn
- LangGraph Orchestrator
- Docker

AI & Data:

- Ollama (Llama 3)
- ChromaDB Vector Store

Integration:

- ServiceNow API
- ngrok (for local demo)



Key Benefits Business Value

Speed

Reduces ticket acknowledgment time from hours to seconds.

Accuracy

Improves first-touch resolution rates by minimizing incorrect assignments.

Efficiency

Frees up human agents to focus on high-value, complex problem-solving.

Intelligence

Stays constantly up-to-date by building its knowledge directly from live ServiceNow data.

Questions?