

# How ServiceNow AI Boosts Productivity (Without Taking Your Job)

'ike (knowledge) level: Novice

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## Executive Summary ↘

Artificial Intelligence (AI) is no longer just a buzzword—it's here, and it's reshaping the workplace in ways we could have only imagined a few years ago. ServiceNow, a cloud-based platform that specializes in streamlining business workflows, has jumped on the AI bandwagon to help businesses work smarter, faster, and more efficiently. But here's the thing: ServiceNow AI isn't here to replace you. In fact, it's designed to make your job easier, more rewarding, and maybe even a little more fun. In this paper, we'll explore how ServiceNow AI boosts productivity and efficiency, with a special focus on tools like **Incident Summary**, **Knowledge Base drafts**, and **AI Code development**. And let's face it, no AI is going to replace your awesome people skills (yet).

## Table of Contents ↘

### 1. Introduction: The Future Is Here (And It's Not Replacing You)

- What AI Means for Work
- ServiceNow AI: A Partner, Not a Replacement
- The Purpose of This Paper

### 2. How ServiceNow AI Makes Your Life Easier

- Automating the Boring Stuff
- Helping You Make Smarter Decisions
- Creating Insightful Data Dashboards (So You Don't Have To)
- Speeding Up Service Delivery (Like a Superhero)

### 3. The Myth of AI Replacing Jobs

- AI Is Your New Co-Worker, Not Your Replacement
- Why Human Judgment Will Always Be Needed
- Skills, Not Jobs, Are What AI Is Really Here to Help You With

### 4. Case Studies: Real-Life Examples of AI Working for You

- Case Study 1: The IT Help Desk (No, Really, AI Helps)
- Case Study 2: Streamlining Customer Service
- Case Study 3: AI-Powered HR Onboarding (Not as Terrifying as It Sounds)
- Case Study 4: Field Service Getting a Boost from AI

### 5. How ServiceNow AI Is Improving Workplaces Everywhere

# How ServiceNow AI Boosts Productivity (Without Taking Your Job)

'ike (knowledge) level: Novice

Rev. February 6, 2025

- ServiceNow AI Features: A Quick Look
- Why Your Job Is Safer Than You Think

## 6. Conclusion: AI and Humans, Working Together Like a Power Duo

### 1. Introduction: The Future Is Here (And It's Not Replacing You) ▾

#### What AI Means for Work

AI isn't just a futuristic sci-fi concept anymore. It's here, and it's quietly (but efficiently) transforming the way we work. From streamlining customer service to optimizing IT processes, AI tools are helping businesses move faster, make better decisions, and save a lot of time. But let's address the elephant in the room: **Will AI replace my job?**

Short answer: Nope. Long answer: Absolutely not. AI in the workplace is all about collaboration, not competition. Think of it this way—AI is like the ultimate assistant that takes care of the mundane tasks, leaving you to tackle the high-value, creative, and problem-solving work that only humans can do.

#### ServiceNow AI: A Partner, Not a Replacement

ServiceNow has integrated AI into its platform to help businesses work smarter. Their AI capabilities like **Incident Summary**, **Knowledge Base drafts**, and **AI Code development** are designed to enhance human productivity, not replace it. Sure, AI can draft up knowledge base articles and summarize incidents, but guess who still needs to review, refine, and apply context? That's right, you.

#### The Purpose of This Paper

In this white paper, we'll show you exactly how ServiceNow AI can improve your productivity, make your job easier, and—surprise—allow you to focus on tasks that actually require your expertise and creativity. And don't worry, we'll throw in some humor along the way. Because let's be honest—if AI were really going to replace all of us, it would at least have learned how to tell a joke by now, right?

### 2. How ServiceNow AI Makes Your Life Easier ▾

#### Automating the Boring Stuff

Let's face it: some parts of our jobs are... well, pretty repetitive and boring. Whether it's responding to the same IT incident over and over or writing the same email for the hundredth time, AI can step in and handle these tasks. ServiceNow AI can automatically generate **Incident Summaries**, categorize issues, and even suggest resolutions. This means your IT helpdesk tickets get resolved faster and with fewer mistakes. AI takes care of the mundane, and you can focus on the fun stuff (like solving real problems or mentoring junior staff).

#### Helping You Make Smarter Decisions

# How ServiceNow AI Boosts Productivity (Without Taking Your Job)

'ike (knowledge) level: Novice

Rev. February 6, 2025

ServiceNow AI doesn't just automate tasks—it helps you make better decisions by analyzing data and providing actionable insights. For example, AI tools can sift through mountains of historical incident data, identify patterns, and recommend actions. Imagine how much time you'd save if AI could tell you the most common issues your customers are facing, so you can proactively address them instead of waiting for complaints to roll in. Smarter decisions mean better outcomes—and fewer late-night phone calls.

## Creating Insightful Data Dashboards (So You Don't Have To)

Data is only useful if you know what to do with it. ServiceNow AI can generate detailed, real-time dashboards that highlight key metrics, performance trends, and potential bottlenecks. You get all the data without the headache of sifting through endless spreadsheets. So you can stop worrying about pivot tables and start making decisions that matter.

## Speeding Up Service Delivery (Like a Superhero)

Need to deliver services faster? ServiceNow AI helps route incidents, tickets, and tasks to the right teams quickly, ensuring that nothing gets lost in the shuffle. AI can prioritize cases based on urgency and even predict what needs to be addressed first, speeding up service delivery and improving overall response times. Think of AI as your own personal superhero—minus the cape.

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## 3. The Myth of AI Replacing Jobs ↘

### AI Is Your New Co-Worker, Not Your Replacement

So, will AI take your job? The short answer: Not unless your job is literally "AI Trainer." The long answer: While AI is powerful, it still lacks the ability to do the things humans do best—like make nuanced decisions, display empathy, and, frankly, do things that require a sense of humor.

### Why Human Judgment Will Always Be Needed

Here's the thing—AI can summarize incidents, generate knowledge base articles, and even write basic code. But it's still up to humans to apply context, understand the bigger picture, and make the final call. For instance, **AI Code Development** can auto-generate code based on user input, but someone still needs to review and ensure the code is optimized and secure. So, don't worry—you're not getting replaced anytime soon.

### Skills, Not Jobs, Are What AI Is Really Here to Help You With

AI is here to help you work smarter, not harder. The more you embrace AI as a tool, the more you'll enhance your own skillset. Think of it like having an ultra-efficient assistant who can take care of the repetitive work, so you can focus on developing the skills that really set you apart.

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## 4. Case Studies: Real-Life Examples of AI Working for You ↘

### Case Study 1: The IT Help Desk (No, Really, AI Helps)

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'ike (knowledge) level: Novice

Rev. February 6, 2025

An international company implemented ServiceNow's AI-powered **Incident Summary** tool in its IT department. The AI took care of summarizing incoming service requests and categorizing them, leaving IT staff to focus on resolving complex issues. The result? A 30% reduction in the average time it took to close incidents and happier IT professionals who no longer had to repeat the same steps every day.

## Case Study 2: Streamlining Customer Service

A telecommunications company used ServiceNow's AI-driven **Knowledge Base Drafts** to automatically generate content for their support articles. AI suggested articles based on common customer queries, and customer service reps were able to review and refine the drafts before publication. This saved time and allowed for a more responsive and up-to-date support system.

## Case Study 3: AI-Powered HR Onboarding (Not as Terrifying as It Sounds)

HR departments are notorious for their tedious and paper-heavy processes. One company used ServiceNow's AI-powered tools to streamline its employee onboarding process. The AI drafted the necessary documents, set up training schedules, and guided new hires through the entire process. HR professionals were able to focus on the human side of onboarding, like creating an engaging employee experience, rather than getting bogged down in paperwork.

## Case Study 4: Field Service Getting a Boost from AI

A manufacturer used ServiceNow AI to predict when equipment might need maintenance, based on historical data and usage patterns. AI helped technicians perform preventive maintenance before issues became serious, reducing equipment downtime by 20%. The result? Happier field technicians, better service for customers, and fewer unplanned service calls.

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## 5. How ServiceNow AI Is Improving Workplaces Everywhere ↘

### ServiceNow AI Features: A Quick Look

ServiceNow AI offers a variety of features designed to make work easier, including:

- **Incident Summary:** Automatically generates summaries of IT incidents to speed up response times.
- **Knowledge Base Drafts:** AI creates initial drafts of support articles, which can be refined by subject matter experts.
- **AI Code Development:** AI helps with basic code generation, enabling faster development cycles.

### Why Your Job Is Safer Than You Think ↘

The key takeaway here is simple: AI is a tool that makes your job easier, not obsolete. AI doesn't have the creativity, judgment, or emotional intelligence that humans do. So, while AI is excellent at automating the mundane, you're still the one who'll be doing the thinking, innovating, and problem-solving that drives real value in the workplace.

# How ServiceNow AI Boosts Productivity (Without Taking Your Job)

'ike (knowledge) level: Novice

Rev. February 6, 2025

## 6. ServiceNow AI Functionality: Detailed Overview

ServiceNow is more than just a platform for managing workflows—it's a powerhouse that integrates Artificial Intelligence (AI) to help businesses automate, optimize, and accelerate their operations. ServiceNow AI functionality is designed to empower employees to be more efficient, productive, and focused on high-value tasks, while taking care of the repetitive, mundane work.

Here's a detailed look at the key AI-powered features in ServiceNow, specifically focusing on **Incident Summary**, **Knowledge Base Drafts**, and **AI Code Development**, among other capabilities.

### 6.1 Incident Summary

Incident management is one of the core functions in IT service management (ITSM). The more incidents a team handles, the more time is spent processing and documenting these requests. Typically, this involves summarizing the issue, categorizing it, assigning it to the right team, and often providing some sort of troubleshooting recommendation.

#### How ServiceNow's Incident Summary Works:

ServiceNow AI assists in incident resolution by automatically generating summaries of incoming incidents. It analyzes the content of incident tickets (whether they are from emails, chatbots, or direct entries into the system), understands the issue's nature, and crafts a concise, standardized summary. AI helps by:

- **Categorizing the Incident:** The AI suggests the most relevant categories and subcategories for incidents, ensuring better classification. This helps the team assign tickets to the right personnel or department without manual intervention.
- **Suggesting Priorities:** AI assigns priority levels based on historical patterns, ensuring that critical issues are addressed first.
- **Providing Resolution Recommendations:** The system can automatically suggest solutions or next steps based on previous incidents, reducing the time spent on repetitive problem-solving tasks.
- **Learning and Improving:** As incidents are handled, the AI learns from human corrections and feedback, continually improving its accuracy over time.

#### Example Use Case:

Imagine a situation where multiple employees report an issue with accessing a shared network drive. Instead of an IT support agent manually reviewing each report and summarizing the problem, ServiceNow AI can automatically generate a clear, consistent incident summary, categorize it, suggest priority levels, and offer solutions such as resetting access permissions or reconfiguring network settings. This reduces the time spent on documentation and improves response time.

# How ServiceNow AI Boosts Productivity (Without Taking Your Job)

'ike (knowledge) level: Novice

Rev. February 6, 2025

## 6.2 Knowledge Base Drafts

A comprehensive knowledge base (KB) is essential for any service organization, as it allows teams to share solutions, instructions, and frequently asked questions. However, writing, reviewing, and maintaining this knowledge base can be a time-consuming task for subject matter experts.

ServiceNow's AI-powered **Knowledge Base Drafts** feature simplifies this process by automatically generating initial drafts for knowledge articles, based on common queries, incidents, or support cases. These drafts can then be reviewed, refined, and published by experts, reducing the manual workload while ensuring the quality and accuracy of the information.

### How ServiceNow's Knowledge Base Drafts Work:

- **AI Content Generation:** The AI uses natural language processing (NLP) and machine learning algorithms to analyze incoming incidents and support queries, identifying recurring themes or frequent issues. Based on this data, it creates knowledge articles that address these common problems.
- **Personalized Suggestions:** The AI can suggest articles based on the specific needs of an organization. For example, if many employees are encountering the same problem related to software installation, the AI will generate a KB draft detailing the solution, including step-by-step instructions.
- **Continuous Learning:** As more tickets are resolved and new articles are created, ServiceNow's AI continues to learn from this data. This enables the AI to improve the quality and relevance of knowledge articles over time.
- **Content Refinement:** While the AI creates the initial drafts, human employees still have the final say. This ensures that the tone, accuracy, and relevance meet organizational standards before being published.

### Example Use Case:

Consider a scenario where a customer service team frequently receives inquiries about resetting account passwords. Instead of agents manually writing up responses each time, ServiceNow AI will generate a draft knowledge article on the steps for password recovery. The support team can review the draft, make adjustments as necessary (e.g., add specific links, modify instructions), and publish the finalized article for customers to access anytime.

## 6.3 AI Code Development

Software development teams spend a significant portion of their time writing, debugging, and optimizing code. While coding requires expertise, many coding tasks—like writing repetitive functions or setting up boilerplate code—can be time-consuming and prone to human error. ServiceNow's **AI Code Development** functionality allows developers to speed up the coding process by generating code based on predefined inputs, which can then be modified and refined.

### How ServiceNow's AI Code Development Works:

# How ServiceNow AI Boosts Productivity (Without Taking Your Job)

Prerequisite (knowledge) level: Novice

Rev. February 6, 2025

- **Code Suggestions:** Using machine learning and deep learning models, ServiceNow AI can recommend snippets of code based on previous projects, typical use cases, or industry standards. This helps developers accelerate their workflow by reducing the need to start from scratch.
- **Auto-completion and Refactoring:** The AI can assist in auto-completing code and refactoring it for better performance or readability, minimizing human error and improving the efficiency of developers.
- **Error Detection:** AI-powered code development can also spot potential errors or vulnerabilities in code as it's being written, offering suggestions for fixes before the code is deployed.
- **Documentation and Comment Generation:** Writing comments and documentation for code can be time-consuming. AI can help by auto-generating code comments and documentation, making it easier for developers to maintain their code in the long run.

## Example Use Case:

Suppose a developer is building a new feature that involves creating an API endpoint. Instead of manually writing all the code from scratch, the AI suggests a boilerplate for the API endpoint, including standard authentication checks and data validation rules. The developer can then tweak the code as needed, knowing that the initial structure is optimized and secure. This helps save hours of development time.

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## 6.4 Predictive Analytics for Service Management

Beyond automation, ServiceNow's AI also leverages predictive analytics to forecast issues before they arise and offer insights that help you make smarter business decisions. Predictive models can analyze historical data, identify patterns, and generate insights on trends, helping organizations be proactive rather than reactive.

### How ServiceNow's Predictive Analytics Works:

- **Trend Identification:** By analyzing large sets of data, AI can identify emerging issues before they become major problems, allowing teams to act proactively.
- **Incident and Request Forecasting:** AI predicts the volume and nature of incidents or service requests in the near future, enabling better resource allocation and more accurate workload management.
- **Operational Efficiency:** By predicting bottlenecks in service delivery or areas where resources might be over- or under-utilized, AI helps optimize operations and improve service efficiency.

## Example Use Case:

In an IT operations environment, AI might predict an increase in incidents related to network failures during a system upgrade. This allows the IT team to prepare in advance, ensure they have the right resources available, and implement preventive measures to minimize disruptions.



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'ike (knowledge) level: Novice

Rev. February 6, 2025

## 6.5 Virtual Agent and Chatbots

ServiceNow's **Virtual Agent** is a chatbot powered by AI that interacts with end users (employees, customers, etc.) to handle common requests, resolve incidents, and answer queries. It leverages NLP and machine learning to understand and respond to natural language requests, making it an efficient first-line support tool.

### How ServiceNow's Virtual Agent Works:

- **Automated Conversations:** Virtual Agent engages in real-time chat conversations with users, helping them solve problems or answer questions. For example, it can assist employees in resetting their passwords, checking the status of a request, or finding relevant knowledge articles.
- **Handing Over to Humans:** If the Virtual Agent encounters an issue that requires human intervention, it escalates the conversation to a support agent, who already has all the context from the interaction.
- **24/7 Availability:** Virtual Agent is available around the clock, enabling support teams to provide instant responses, regardless of time zone.

### Example Use Case:

A remote employee might need assistance with a VPN setup. The Virtual Agent can guide the employee through the troubleshooting process step-by-step, even offering automated fixes. If the issue is complex, the agent escalates the case to an IT professional, who can take over with all the relevant information in hand.

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## 6.6 Performance Analytics and Reporting

ServiceNow AI integrates with performance analytics tools to create real-time, interactive dashboards and reports that provide valuable insights into service performance, employee productivity, and operational efficiency.

### How ServiceNow's Performance Analytics Works:

- **Automated Reporting:** AI can create customized reports on key performance metrics and automatically update them, saving time and improving data visibility.
- **Data-Driven Decision Making:** The AI analyzes historical data and provides actionable insights, such as identifying performance trends or predicting future needs based on past behavior.
- **Real-Time Monitoring:** AI-powered dashboards can display live performance metrics, allowing organizations to monitor ongoing service delivery and identify potential issues before they impact customers.

### Example Use Case:



# How ServiceNow AI Boosts Productivity (Without Taking Your Job)

'ike (knowledge) level: Novice

Rev. February 6, 2025

A customer service department could use AI to track response times, customer satisfaction scores, and ticket resolution times. AI-generated reports would allow managers to quickly assess team performance and identify areas for improvement.

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ServiceNow AI is transforming how businesses operate, helping employees be more efficient, productive, and effective in their roles. From automating routine tasks like incident summaries and knowledge base drafts to providing advanced functionality like predictive analytics and AI-driven code development, the platform is designed to make your job easier, not replace you. By automating the mundane, ServiceNow AI frees up your time to focus on tasks that require human intelligence, creativity, and judgment—skills that no AI can replace.

## 7. Conclusion: AI and Humans, Working Together Like a Power Duo ↘

In conclusion, ServiceNow AI is here to help you be more productive, efficient, and effective—not to take your job. By automating the tedious stuff, offering smarter insights, and helping with day-to-day tasks, AI gives you the freedom to focus on what really matters: using your expertise and creativity to solve real problems. So, let's stop worrying about AI stealing jobs and start thinking about how AI can help us do our jobs better. After all, if AI were truly capable of replacing us, it would probably have figured out how to make a decent cup of coffee by now.

## About Mana'o Pili ↘

Mana'o Pili is a Hawai'i based technology consulting firm specializing in business automation through ServiceNow. Mana'o Pili provides its customers with individualized solutions. We reject the notion of one-size-fits-all solutions. Instead, we partner with you to craft a tailored plan that aligns with your unique needs, budget, and objectives. Our approach focuses on optimizing your existing platform while minimizing customization and reducing technical debt.

Here at Mana'o Pili, we treat our customers as 'ohana (family), listen closely to your challenges and deliver tailored attention with exceptional service.