

AutoServ

gen AI powered servicenow virtual agent that empowers users to interact with your business in a more efficient and effective way.

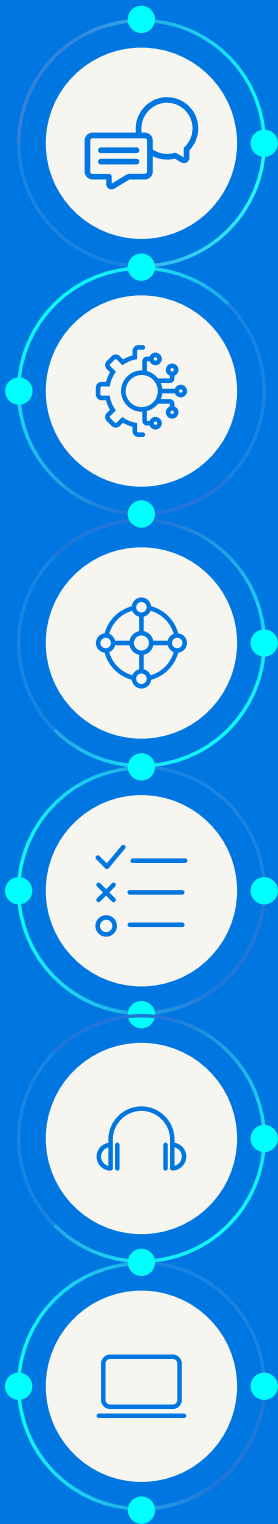
enhancing service efficiency through AutoServ. —

AutoServ is a conversational bot platform that provides user assistance through conversations within a messaging interface. Its low-code designer feature allows you to build conversations to help users quickly obtain information, make decisions or requests, perform everyday work tasks, or ask questions ultimately enhancing user experience and enabling organizations to deliver efficient, responsive support that meets user needs effectively.

It Utilizes Natural language Understanding (NLU) models to comprehend, process, and respond effectively to user inputs in real time. Let's explore how AutoServ can transform your service investments and drive significant business outcomes.



key tenets of our offering. —



conversation driven self service:

Augment an end-user experience with Virtual Agent that handles common support issues, using pre-built conversations.

AI powered knowledge search:

Display Genius Result cards that show relevant catalog items, questions and answers (Q&A), and people (user) information.

omnichannel engagement:

Enable users to run Virtual Agent bot conversations in supported third-party messaging apps like Teams, slack, workplace etc.

task management through agents:

Create and update assigned tasks from the virtual agent without having the need to navigate to a backend table or an opened request form.

live agent routing:

Seamlessly transfer the entire conversation history and context to the right human agent so they can quickly address any escalations and resolve user issues.

no code conversation builder:

Drag and drop elements on the graphical canvas to see the entire flow. Build and test conversations without scripting.

key benefits of our offering.

- **Redefine support experience** by providing intelligent exchanges powered by gen AI.
- **Self service options** allowing the users to get resolutions in seconds.
- Deliver immediate **business value** through guided setup and prebuilt workflows.
- Faster response time & **quicker resolutions** by reducing call volumes.
- **Increase deflections & agent productivity** by routing issues to a chatbot automatically.

about randstad digital?

Randstad Digital is a trusted digital enablement partner that facilitates accelerated transformation for businesses by providing global talent, capacity, and solutions across specialized domains. Our digital talent solutions allow you to seamlessly scale your team while connecting you with skilled professionals around the world who align with your chosen technologies. Our focus lies in managed programs, and we empower businesses to move at speed and achieve goals efficiently. We support four service lines, including customer experience, cloud & infrastructure, data & analytics, and digital & product engineering in addition to three engagement models, including talent services, global delivery centers and managed solutions.

For more information, see www.randstaddigital.com.

Looking to maximize your investments using ServiceNow's virtual agent?
[contact us](#) to know more.

