

The AI capabilities **already available** from ServiceNow

See how ServiceNow's existing AI capabilities can enable you to optimise and automate processes across your entire organisation.

We're already helping our customers get started on their AI journeys and unlock the potential of ServiceNow through our ServiceNow Managed Service. Scan the QR code to find out more.






Improve user experience

Time savers

Make informed decisions




AI Search

The search engine of the ServiceNow Platform. It understands the intent of a user's query and improves results. It can be used to provide the search functionality across a range of portals, speeding up how quickly people can find answers.



Document Intelligence

Enables any organisation to automate and accelerate the extraction of data from documents. Saving a huge amount of time, especially when dealing with long or technical documents.



Virtual Agent and Natural Language

Applies supervised learning on a dataset to form a Natural Language Model which understands user intent. Understanding intent allows for the automation of tasks, reducing the need for manual input.


Predictive Intelligence

Applies supervised learning on a dataset of tables providing you with a prediction in the format of Classification, Clustering, Similarity or Regression. It can be used with any ServiceNow table, equipping you to make informed decisions using your data.



Topic

Used with Virtual Agent Chatbot to help you choose the content topics that would be most valuable to your users. It applies supervised learning on your data, letting you provide an improved service tailored to your users' needs.



Issue Auto Resolution

Utilises Virtual Agent to pro-actively resolve issues raised by end users, providing solutions quicker and improving user experience. It's available in any channel where Virtual Agent has been applied.

Predictive AI Ops

Takes unstructured data from all IT monitoring systems and identifies patterns, correlation and anomalies. Allows you to keep an eye on your IT system and prevent disruption, without needing to spend a huge amount of time monitoring.

Get in touch



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