

Empowering Users with Self-Service: Transforming IT Efficiency

Business Challenge

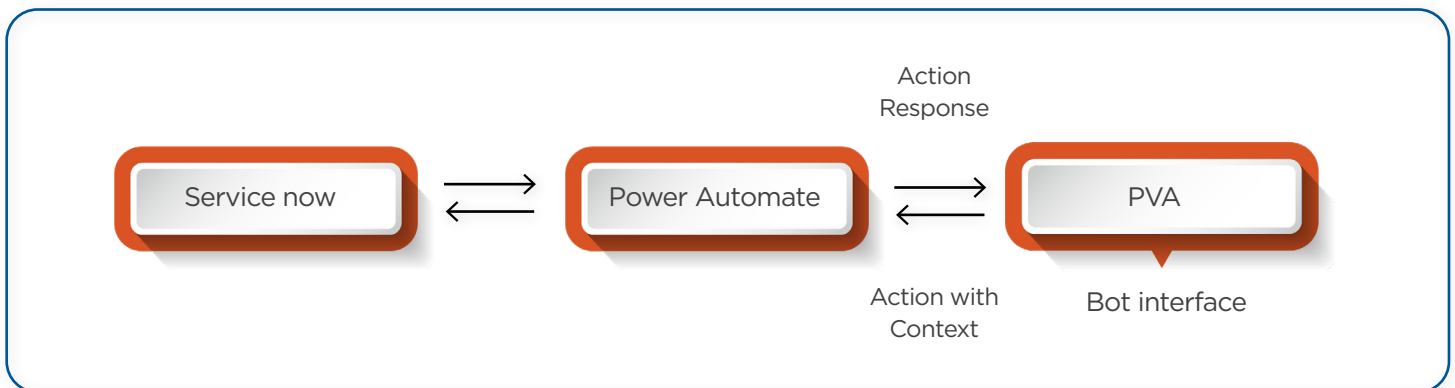
In our fast-moving, super-connected world, people want their issues solved quickly and easily. Traditional support methods often can't keep up, leaving users frustrated and less productive. Companies need a way to handle common questions and problems efficiently without burdening their IT teams. The big challenge is finding a solution that's quick, cost-effective, improves user experience, and makes operations smoother, all while keeping an eye on costs.

Solution Overview

Self-Service with Power Virtual Agents is a game-changer for resolving issues efficiently, this solution brings advanced natural language processing to the table, creating a smart, self-service platform. It connects seamlessly with ServiceNow through Power Automate, allowing users to solve problems and make requests fast, cutting down on downtime. The solution automates routine inquiries, giving IT staff more time for complex tasks and leading to big cost savings. Users get quicker service and better access, while companies gain valuable insights from the data to make better decisions.

Demo Overview

The demo shows how users can interact with Power Virtual Agent to solve issues and make requests quickly. It highlights the smooth integration with ServiceNow and demonstrates how common questions are handled automatically, without needing manual help. Users can use the self-service platform through various channels like web and chat, making it flexible and user-friendly. By automating ticket creation and routing, the solution cuts down on delays and boosts operational efficiency. This demo clearly shows how self-service can improve user experience, streamline operations, and save costs.



Logical Architecture