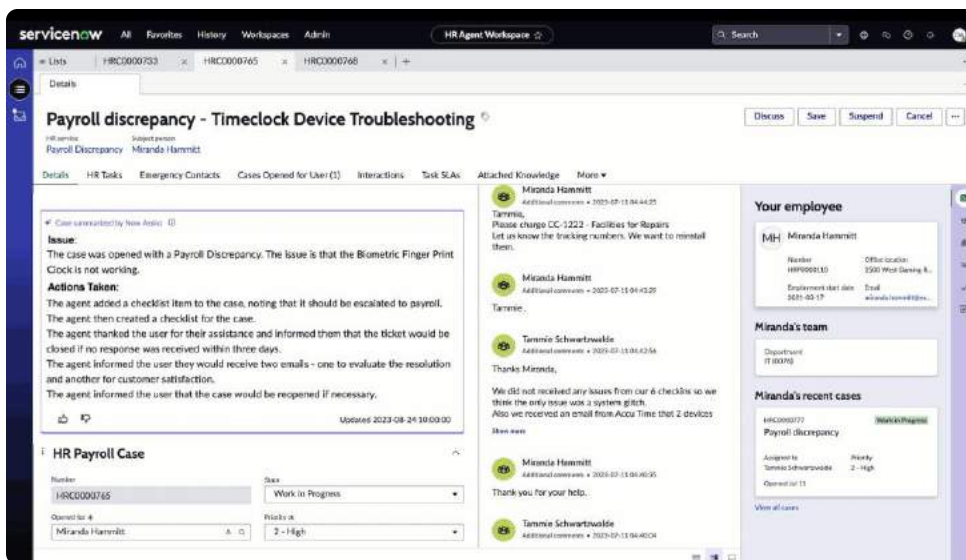


ServiceNow® Now Assist for HR

Augment HR Service Delivery with the power of Generative AI

Business leaders today find themselves tasked with optimizing employee performance and implementing strategies to drive increased productivity. In order to increase productivity and drive better business outcomes, employees require support from sophisticated systems that harness the power of automation and AI to create streamlined working experiences. From agents resolving HR cases to workers looking for answers from their mobile device, empowering your workforce with the technology they need to accelerate outcomes and solve problems is more crucial than ever. With the help of Generative AI technology, we're able to augment employee experiences by personalizing service, synthesizing knowledge, and the ability to generate conversations to deliver on employee needs faster and more seamlessly than ever, contributing to increased productivity and employee satisfaction.



HR Case Summarization

Put AI to work.

For HR agents, time to resolution on cases is always a top priority. With a little help from Gen AI generated case summarization and suggested resolutions for case types, agents can get to the answer and deliver solutions for your employees faster. By helping employees across the enterprise with AI supported functionalities like AI assisted search, agents will also benefit from increased case deflection as a result of better employee self-service. All of this comes together to build a world class experience for employee service providers, business partners and agents to ensure employee needs are met with the best possible service.

Learn more at: <https://www.servicenow.com/now-platform/generative-ai.html>

Key Benefits

- Accelerate time to resolution with AI assistance for HR cases
- Allow HR agents to instantly view a summary of a case topic, action items and resolutions taken to date
- Encourage employee self-service with seamless intelligent assistance through multi-turn conversations within Virtual Agent (VA)
- Provide specific and relevant answers alongside search results
- Automate easily with low-code tools to configure Gen AI capabilities and connect to workflows
- Provide faster and easier service delivery with catalog ordering enabled within Virtual Agent chat
- Create personalized experiences that help resolve inquiries faster with GenAI enabled Q&A for knowledge articles