Espressive

servicenow

Espressive BaristaGPT Integration with ServiceNow

Automate Your Service Desk While Increasing Your ServiceNow ROI

Organizations often want to increase the value of their ServiceNow investment by making it relevant to non-service desk employees. One way to achieve this is by embracing a self-help capability, which can be done by deploying a virtual agent.

ServiceNow offers a basic virtual agent that does not require its own separate license; however, the AI enabled version is only available as part of ServiceNow Pro and upgrading can add a significant cost. In addition, the ServiceNow Virtual Agent is a toolkit that requires time and dedicated internal resources to build conversations, natural language understanding, and customized content.

Even if an organization committed to the licensing investment plus the effort and consulting to build an in-house virtual agent, it would likely underwhelm employees. With the public release of AI chatbots like ChatGPT and Google Gemini, expectations with virtual agents have drastically changed. More and more employees are utilizing these intelligent AI interfaces to get help at work and in their personal lives. Building an in-house virtual agent of the same caliber as ChatGPT is time-consuming and will require expensive resources, like top technical talent. Even with all that effort, if the in-house virtual agent doesn't deliver the deep understanding of questions and language that employees have come to expect, they will likely abandon it and go back to calling the service desk or using ChatGPT to get help.

For organizations that want to fast-track an agentic AI-based virtual agent into the hands of their employees, Espressive BaristaGPT, our conversational, AI-based virtual agent, integrates seamlessly with ServiceNow ITSM. BaristaGPT leverages multiple types of AI to solve employee issues—including agentic and generative AI, automations, retrieval augmented generation (RAG), and safe access to live web answers and ChatGPT. In addition, BaristaGPT offers a best-in-class integration framework that enables BaristaGPT to utilize third-party systems (including ServiceNow workflows and processes) to automate the resolution of employee questions, issues, and requests.

Integrating BaristaGPT into an existing ServiceNow deployment creates a more unified experience for employees that will in turn, maximize ROI. In addition, BaristaGPT is global and enterprise-ready, offering scalable support across 15 enterprise departments and in over 130 languages.

Key Integration Highlights

DEEP INTEGRATION WITH SERVICENOW

BaristaGPT works with ServiceNow ITSM right out of the box and integrates with an existing portal and service catalog. BaristaGPT requires no change to how a service desk uses ServiceNow currently, and will automatically leverage catalog items, record producers, workflows, variables, and service requests. Integration is bi-directional to incident, service requests, change, and support connect.
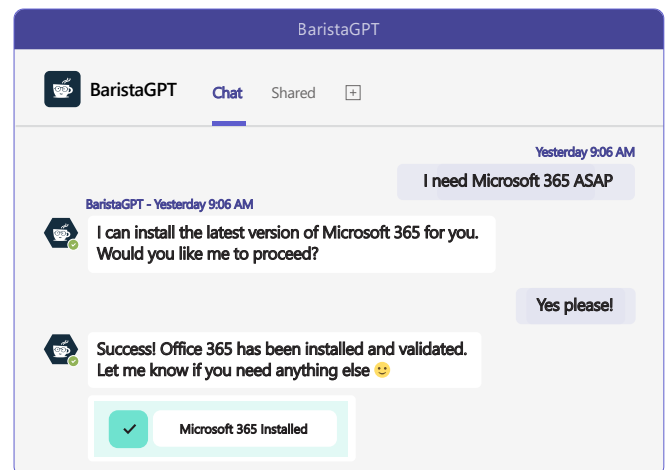
TICKET STATUS

With BaristaGPT, your employees can get real-time information on their tickets, incidents, and requests. BaristaGPT leverages its generative AI capabilities to summarize ticket status, providing easy to understand information to your employees, ensuring your service desk is not being monopolized with ticket status calls.

KNOWLEDGE INTEGRATION

BaristaGPT can ingest and process thousands of knowledge articles in seconds, understand the content, and connect it to BaristaLLM, the Espressive large language model. As a result, content updates can be completed in minutes, saving organizations countless hours and significant cost from highly skilled developers, data scientists, and linguists.

When BaristaGPT ingests knowledge articles, all access control lists (ACLs) are respected. If a knowledge article is available to answer a question, BaristaGPT will first validate an employee has read-access permission and will not show any content that they wouldn't have access to within the ServiceNow application. Agents can configure any level of access or restriction in ServiceNow while ensuring access control is supported by BaristaGPT at runtime.
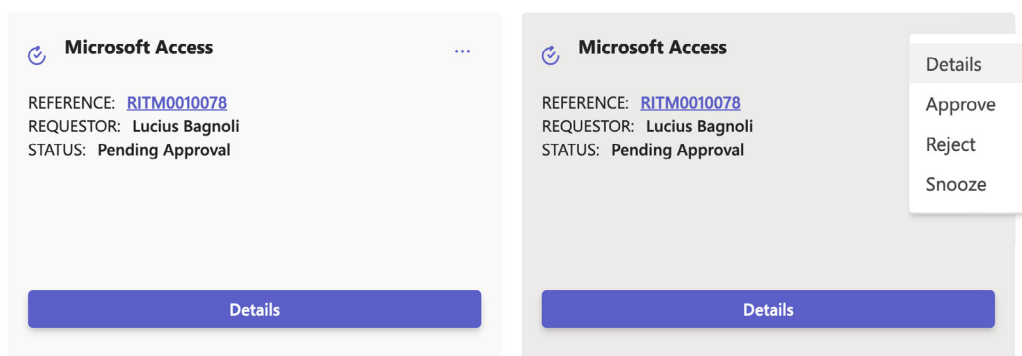
KNOWLEDGE CREATION

BaristaGPT can look at how agents resolve tickets and how they chat with end users in order to create new knowledge articles. BaristaGPT leverages generative AI to review ticket and transcript data and proactively decide which tickets contain valuable new insights. This capability dramatically speeds up the time it takes to expose new content to end users and further deflect tickets.

CATALOG INTEGRATION

BaristaGPT can read the ServiceNow catalog items in real-time, transforming the catalog experience from a form to a conversation, while respecting all UI policies defined. BaristaGPT understands all the questions and variables associated with every service request and will collect the necessary information before automatically submitting requests on behalf of employees in ServiceNow. The result is employees can easily take advantage of the service requests already created, without having to navigate a complex service catalog.

APPROVER WORKFLOWS

BaristaGPT enables customers to decide whether they want to leverage the built-in approval capabilities, or have BaristaGPT expose all ServiceNow approvals to your employees in Teams, Slack, or other collaboration tools. The BaristaGPT approver capability allows employees to complete requests that require approvals (e.g., ordering equipment or creating a mailing list) directly in BaristaGPT. This provides a measurable ROI because, unlike ServiceNow, there is no additional license fee for approvals. When an employee makes a request within BaristaGPT that requires approval, BaristaGPT will first initiate the approvals to the right individual(s) or group(s) before fulfilling the request. Once approved, BaristaGPT automatically completes the task. Whichever direction you decide to go, approvals have never been easier for your teams to find and use.

Microsoft Access ...

REFERENCE: RITM0010078
REQUESTOR: Lucius Bagnoli
STATUS: Pending Approval

Details

Microsoft Access

REFERENCE: RITM0010078
REQUESTOR: Lucius Bagnoli
STATUS: Pending Approval

Details
Approve
Reject
Snooze

Details

BARISTA AGENT CO-PILOT

With Barista Agent Co-Pilot, service desk agents can access and interact with BaristaGPT directly within the ServiceNow user interface, making it easier to resolve employee questions, issues, and requests. Agent Co-Pilot expands the service desk agent's knowledge by incorporating insights from the Espressive large language model (BaristaLLM), while also enriching tickets throughout their lifecycle.

Agent Co-Pilot leverages AI to accurately predict the values of any ticket field and fetch any relevant knowledge or solution from other similar tickets. Upon resolution, it automatically adds case summaries and wrap-ups, providing consistent documentation and supporting compliance requirements. This streamlined process reduces manual effort, increases ticket accuracy, and improves the overall quality of service.

BARISTA SMART TICKETING

Barista Smart Ticketing eliminates the need for service desk agents to classify, assign, and prioritize tickets. Instead, smart ticketing uses advanced machine learning (ML) to build a predicative model from customer historical tickets, newly created tickets, and agent actions. From there, AI is used to predict and populate ticket fields, including Category, Sub-Category, Assignment Group, Urgency, etc. Tickets are correctly assigned to the right team from the start, reducing mean time to resolution (MTTR).
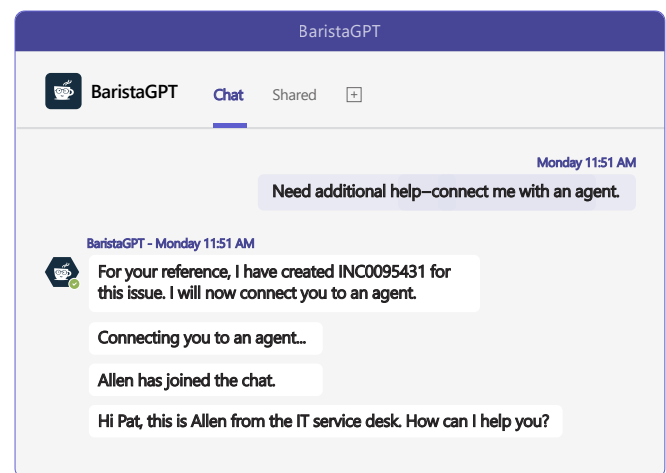
SERVICE OPERATIONS WORKSPACE

Service Operations Workspace (previously ServiceNow Agent Workspace) is a platform that includes a live-chat capability, enabling service desk agents to chat directly with end users. Organizations that utilize Service Operations Workspace can integrate BaristaGPT into the platform and have BaristaGPT seamlessly handoff employee concerns to a live agent, in addition to creating tickets.

Support for MSPs

Managed Service Providers (MSPs) that deploys ServiceNow are likely utilizing ServiceNow's domain separation capability. Customer domains are associated with data and process settings that are unique to that customer, and therefore kept separate from other customers that exist under the same MSP.

If domain separation is critical to your business, look no further than BaristaGPT. There are few services available that can support domain separation, and BaristaGPT offers full support for this advanced ServiceNow architecture. BaristaGPT is a multi-domain solution that treats each individual domain as a unique BaristaGPT customer, so customers under an MSP can customize their BaristaGPT virtual agent to their own needs.