Barista Agent Assist

Barista Agent Assist is a feature of Espressive Barista, our AI-based virtual support agent, that makes it easy for service desk agents to access all the capabilities of Barista while working in ServiceNow. With Agent Assist, Barista becomes the only AI-based virtual support agent built to integrate seamlessly into the ServiceNow user interface, so service desk agents do not need to change how they work from within their ITSM tool. Instead, agents can utilize Barista cognitive search capabilities and access all the content from the Barista Employee Language Cloud without having to leave ServiceNow.

Get More Out Of Your ServiceNow Investment

Initiatives to consolidate or centralize multiple service desks into one can be difficult. It requires the right combination of technologies that complement each other and work strategically together. Barista achieves this by being deeply integrated with the ServiceNow ITSM platform, enabling Espressive customers to leverage their investment in ServiceNow while enhancing their service desk's capabilities.

Espressive continues to improve upon our integration with ServiceNow with Agent Assist. Service desk agents can now access and interact with Barista using their natural language right from the ServiceNow user interface, making it easier for them to resolve employee questions, issues, and requests. Agent Assist also greatly expands the service desk agent's knowledge beyond what is contained in their own knowledge base by automatically including the vast content available from the Barista Employee Language Cloud into any interaction.

Agent Assist puts the power and benefits of Barista into the hands of the service desk agents and helps with key service desk metrics, such as:

DRIVING DOWN THE MEAN-TIME-TO-RESOLUTION (MTTR) by extending the conversational AI capabilities of Barista to agents using ServiceNow.

INCREASING FIRST CALL RESOLUTION (FCR) rates by including the vast knowledge and content available from the Employee Language Cloud. This enables the agent's to better resolve employee questions, issues, and requests with contextualized responses as well as provide them a powerful source of knowledge using natural language.

REDUCING THE NEED TO ESCALATE ROUTINE EMPLOYEE SERVICE REQUESTS to higher tier service desk teams by making Tier 1 agents more effective in problem resolution.

SHORTENING THE RAMP-UP TIME for new service desk agents.

Key Features of Agent Assist

Cognitive Search Capability

Barista can be embedded right into a ServiceNow portal to provide immediate answers to employee or agent questions. Rather than a standard keyword search that provides a list of related knowledge articles, Barista uses NLP to provide the most relevant answer or knowledge article, decreasing MTTR.
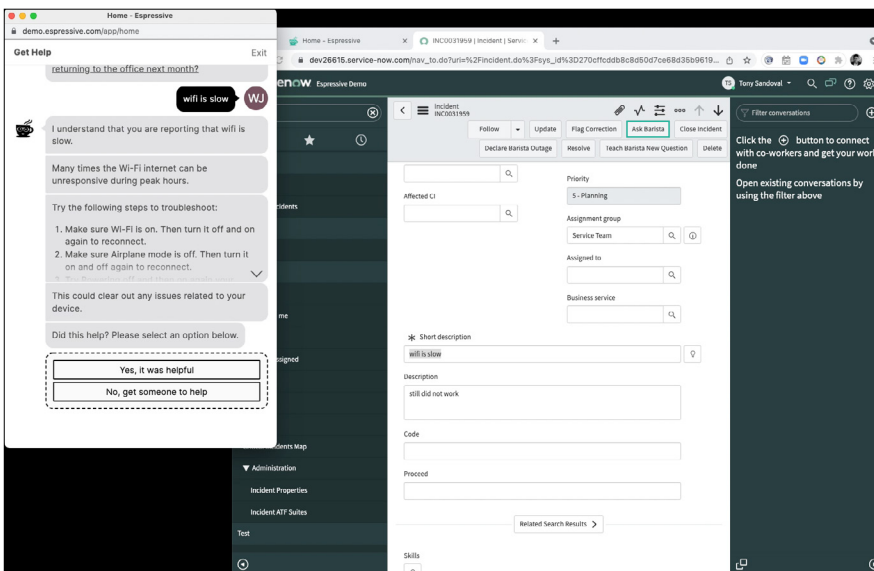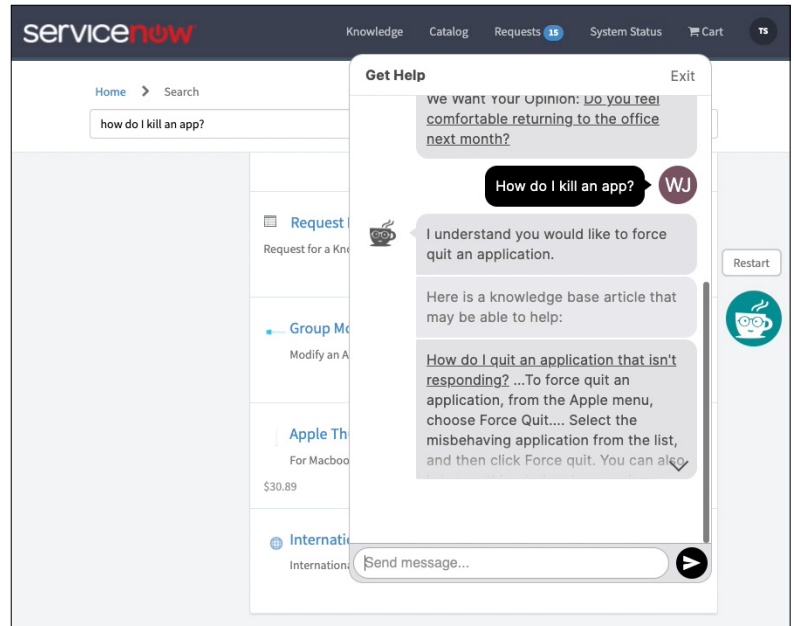
Launch Barista From Ticket Dashboard

Agents can launch Barista right from the ServiceNow incident or ticket dashboard when they need an immediate, concise answer. They can then copy the answer from Barista to the ticket to help speed up resolution.