

CASE STUDY

ServiceNow & VERA Chatbot Integration



Company

Leading global appliance manufacturer and brand based in the United States.



Challenge

Manual activities through the interface of ServiceNow were tedious, time consuming and prone to user error.



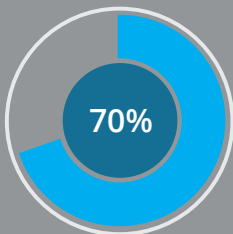
Solution

V-Soft Digital developed the VERA artificial intelligence (AI) chatbot to support automated workflows with ServiceNow. VERA captures instructions of the user in natural language and matches them with the specific ServiceNow activity, including retrieval of knowledgebase articles and catalogue items. The AIOps ability to fill in “blind spots”, or information the user doesn’t have access to, provided an end-to-end AI-driven automation that follows through on the entire workflow.

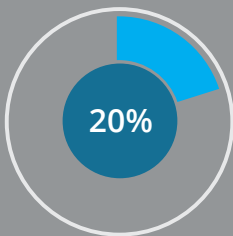


Result

The AI ability to allow users to interact with the chatbot without having to memorize keywords greatly enhances the flexibility and usability of the system. This process automation accelerates workflows and reduces time spent in performing manual activities by 20% and increases user satisfaction by 70%.



Increased User Satisfaction



Time Savings

TECHNOLOGY APPLIED

- VERA Chatbot
- Python
- Node.js
- TensorFlow
- AWS Lambda
- Sagemaker

