

Espressive Barista ServiceNow Integration Datasheet

HIGHLIGHTS

- Achieve ServiceNow integration without PS hours or deployment work from your team
- Requires no change in how your service desk team uses ServiceNow today
- Automatically leverages your catalog items, record producers, workflows variables, and service requests
- Integration is bi-directional to incident, service requests, change, and support connect
- Works in conjunction with your portal and service catalog

Espressive Barista Integration with ServiceNow

Get the Experience You Need with Your ServiceNow Deployment

ServiceNow has focused on solving the problems faced by the service desk, which is likely why you invested in them. However, they don't deliver the kind of self-help experiences that employees have come to expect from their consumer lives. In fact, most organizations report that service portal adoption is only between 10 to 15%.

Espressive Barista, our AI-based virtual support agent (VSA), brings the ease of consumer virtual assistants, such as Alexa and Google Home, into the workplace, delivering a personalized user experience that maximizes employee adoption and reduces service desk call volume.

Designed as a mobile first app, Barista uses state of the art AI technologies such as natural language processing (NLP) to deliver exceptional employee experiences. With Barista, you get more value from your existing ServiceNow deployment and your service desk staff doesn't have to change a thing.



Key Benefits

Tight Integration with ServiceNow

Barista works with ServiceNow right out of the box. Barista integrates with your existing portal and service catalog to have your service desk up and running in no time, with no Professional Services required.

No Change to Existing Workflows

Barista automatically leverages your catalog items, record producers, workflows, variables, and service requests with no change in how your team uses ServiceNow today.

AI That Learns

Barista uses machine learning (ML) to learn from your historical ServiceNow data. When Barista opens a ticket on behalf of an employee, Barista uses this information to predict fields such as department group, category, CI, business service, and more.

Easy Service Catalog Creation

With a single click, you can export products from your ServiceNow catalog to Barista. Barista automatically understands the variables and questions you have set up in ServiceNow. With another click, you can make the catalog items look professional with images and descriptions that look great on any device.

You can continue to create catalog items inside ServiceNow. Alternatively, to add new items simply choose from thousands of products in the Barista Reference Catalog and, with a single click, import them into your Barista Shop. When your employees check out, Barista automatically creates the requested items in your ServiceNow instance and executes your fulfillment workflow(s), ensuring you leverage your existing investment.

Maximum Employee Adoption

While others have focused on solving the problems faced by help desk analysts, Espressive shifted the focus to the employee – because you can't have self-service if your employees are not engaged. The result is employee adoption rates of 80-85% and call deflection rates of 40-60%.

Automated Problem Detection

As employees report issues, Barista constantly looks for patterns and alerts the service desk when Barista believes there is an outage. Once the service desk acknowledges the outage, Barista automatically categorizes tickets as children to a parent so your service desk deals with a single ticket, not hundreds. That way your team focuses on clearing the outage, not organizing tickets.

ServiceNow Integration	REST API calls to existing ServiceNow deployment
	Out of the box integration without hours of Professional Services required
Predictive AI that learns	Barista self-customizes to your environment by using machine learning (ML) to help agents and reduce MTTR 20-25%
	Learns from your historical ServiceNow data
	Predicts fields such as assignment group, category, CI, business service, and more
Easy Catalog Creation	Uses NLP and neural networks to understand employee needs, and machine learning (ML) to predict the right department (e.g., IT, HR, facilities) and associated table (e.g., incident vs. request)
	Single click to export from ServiceNow, to upgrade to a professional look, and to create consumer-like catalog entries
	Easily give exported products a professional look
	Automatically creates requests and executes ServiceNow workflows
Increase Adoption of ServiceNow Service Requests	Easily create new items and stay up to date with the changing product landscape
	Eliminate service catalogs that are difficult to navigate
	Easily export service requests from ServiceNow to Barista
	Barista learns the language of your service requests and exposes the service to your employees
Automated and Streamlined Outage Detection	Barista collects information and automatically submits requests for employees in ServiceNow
	Barista recognizes patterns and alerts the help desk of apparent outages
	Once confirmed, Barista notifies employees that the problem is being handled so your helpdesk is no longer inundated
	Tickets are automatically categorized to a parent so your service desk deals with one ticket vs. hundreds or thousands

ABOUT ESPRESSIVE Espressive is the pioneer in AI for enterprise service management (ESM), redefining how employees get help by delivering exceptional employee experiences. Barista, our VSA, brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Home, into the workplace. Barista automates resolution of employee questions with personalized experiences that result in employee adoption of 80 to 85% and reduced help desk call volume of 40 to 60%. Visit us at [Espressive.com](https://www.espressive.com) to learn more and [request a demo](#).