

Espressive Barista Integration with ServiceNow

Deliver Exceptional Employee Experiences That Improve Your ROI with ServiceNow

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 delivers 80 to 85% employee adoption while reducing service desk call volume by 40 to 60%.

When you integrate Barista with your ServiceNow deployment, you will give your employees an exceptional experience while you reduce costs and improve your ROI.

Key Integration Highlights

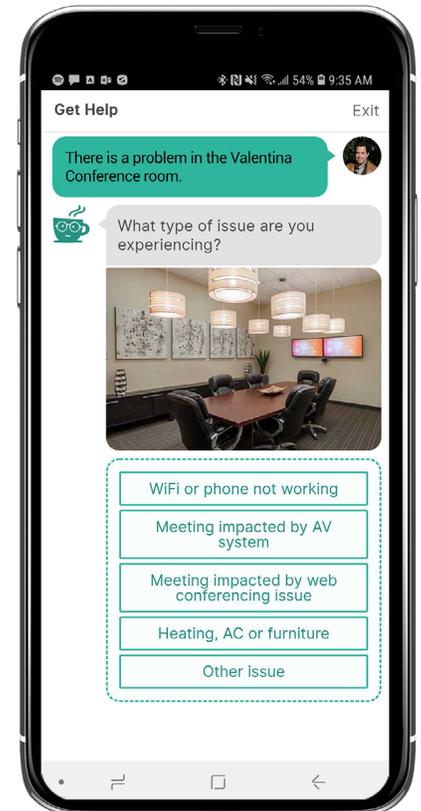
- **Integration with ServiceNow**

Barista works with ServiceNow right out of the box and integrates with your existing portal and service catalog. Barista requires no change to how your service desk uses ServiceNow today and uses REST API calls to automatically leverage your catalog items, record producers, workflows, variables, and service requests.

Integration is bi-directional to incident, service requests, change, and support connect. When Barista opens a ticket on behalf of an employee, Barista uses machine learning (ML) to learn from your historical ServiceNow data and predicts fields such as department group, category, CI, business service, and more.

- **Service Request Integration**

Barista exports service requests from ServiceNow, learns the language of the request, and exposes the service to your employees. Barista understands all of 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 you have already created, without having to navigate a complex service catalog.



- **Approver Workflows**

With the Barista approver capability, as employees make requests that require approvals (e.g., ordering equipment or creating a mailing list) Barista initiates approvals to the right individual(s) and/or group(s) before fulfilling the request. Once approved, Barista automatically completes the task. For audit purposes, customers can either create an approval report directly from Barista or leverage the information Barista documents in their systems of record. This provides a measurable ROI because, unlike ServiceNow, there is no additional license fee for approvals.

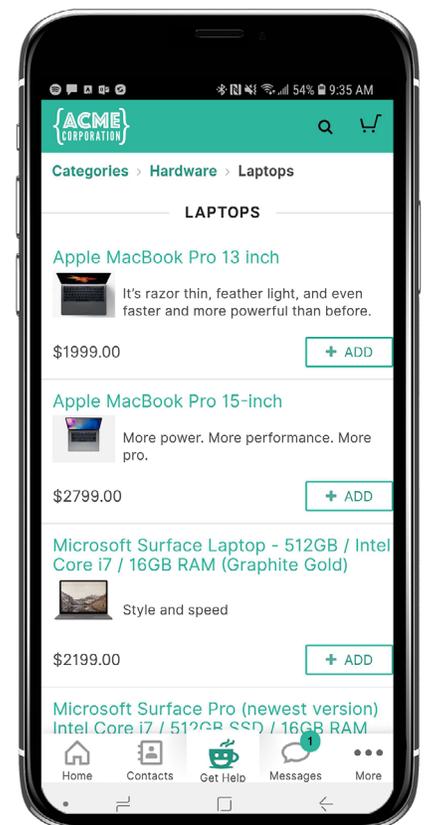
- **Automated and Streamlined Outage Detection and Resolution**

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. As additional tickets come in, Barista notifies employees that the problem is known and being handled so the service desk is no longer inundated with requests. And once resolved, Barista can automatically notify all who were impacted.

- **Easy Catalog Creation with An Amazon-like Shopping Experience**

With a single click, you can export products from your ServiceNow catalog to Barista to provide an Amazon-like shopping experience. 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 or to add new items simply choose from thousands of products in the Barista Reference Catalog and 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 workflows.



For more information on Barista, refer to the [Espressive Barista Solution Brief](#).

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](#).