

Espressive Barista Integration with ServiceNow

Automate Your Help Desk While You Improve Your ROI With ServiceNow

ServiceNow has focused on solving the problems faced by the IT help 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 ServiceNow portal adoption is only between 10 to 15%. That might have been acceptable in the past, but in our "new normal" caused by COVID-19 where employees are mandated to work from home, that won't work any longer. Intelligent automation of your IT help desk is an imperative to ensure workforce productivity through these trying times.

While ServiceNow offers a virtual agent, it requires an uplift to the Professional License edition which is difficult in an environment where budgets are being cut. In addition, it is a toolkit that requires many months of effort and expensive resources, such as data scientists, linguists, and developers, just to get to a minimally useful state.

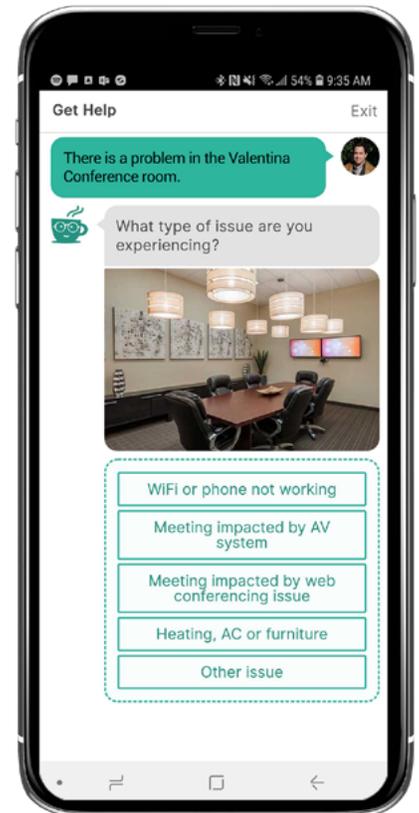
Espressive Barista, our AI-based virtual support agent (VSA), brings the ease of consumer virtual assistants, such as Amazon Alexa and Google Assistant, into the workplace, delivering a personalized user experience that reduces help desk call volume by 40 to 60% while gaining 80 to 85% employee adoption. As a result, your help desk agents will no longer be monopolized answering repetitive questions, and employee productivity and satisfaction across the organization will rise.

Barista uses AI, instead of keyword-based search, to help employees get the answers they need from your knowledge base. By integrating your existing ServiceNow deployment with Barista, you will create a more seamless experience for your employees that will in turn, maximize your ROI.

Key Integration Highlights

- **Deep 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 help desk uses ServiceNow today and will 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 assignment group, category, business service, and more.



- **KB Ingestion**

For customers with knowledge base articles, Barista can ingest and process thousands of articles in seconds, understand the content, and connect it to the Employee Language Cloud. 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. This is extremely important when responding to natural disasters and pandemics when policies and top employee issues are constantly changing.

- **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.

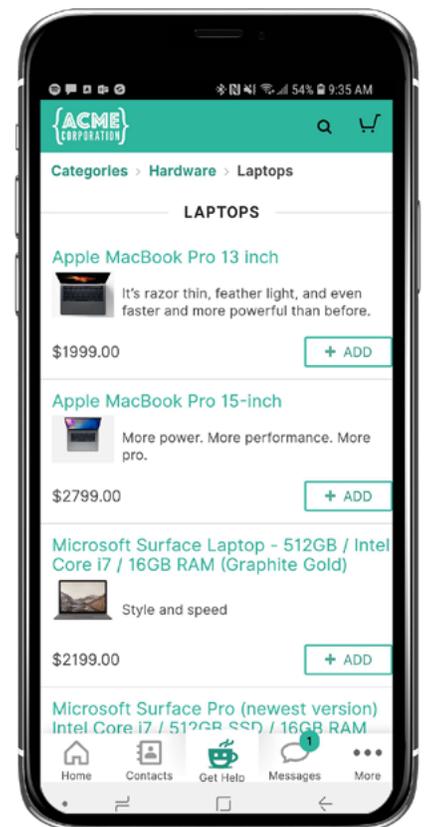
- **Approver Workflows**

The Barista approver capability allows employees to complete requests that require approvals (e.g., ordering equipment or creating a mailing list) directly in Barista. This provides a measurable ROI because, unlike ServiceNow, there is no additional license fee for approvals. When an employee makes a request within Barista that requires approval, Barista will first initiate the approvals to the right individual(s) 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 approval information Barista documents in external system of record.

- **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 [Expressive Barista Solution Brief](#).

ABOUT EXPRESSIVE Expressive 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](#).