

# Revolutionize Remote Support with AI-Driven Solutions for ServiceNow from ScreenMeet

Do you know how your support incidents get resolved?

Let our AI Summarization provide the insights you need!

Is your business challenged with lack of data on Incident resolution? As technicians and support agents resolve incidents, they don't provide enough details on the resolution beyond "I fixed the user's problem."

This is a systemic issue, as many support engineers' performance is based on how many incidents they resolve and how quickly they do it. Writing up detailed resolution notes doesn't improve their KPI's.

The consequences of this missing piece of data have multiple negative implications:

- ✓ Knowledge is lost on "how the problem was actually fixed"
- ✓ Data on "how it was fixed" is not available for increased deflection
- ✓ There is a lack of audit trail in case a deeper investigation is required

AI Summarization\* resolves these issues and more.

## Effortless Note Taking with AI Summarization – Let AI Do the Boring Work

Say goodbye to manually entered notes. Our AI Summarization feature not only eliminates the unhelpful "Done" notes but ensures comprehensive documentation is created automatically. This enables your agents to focus more on solving problems and less on admin tasks.

## Process Improvement Insights

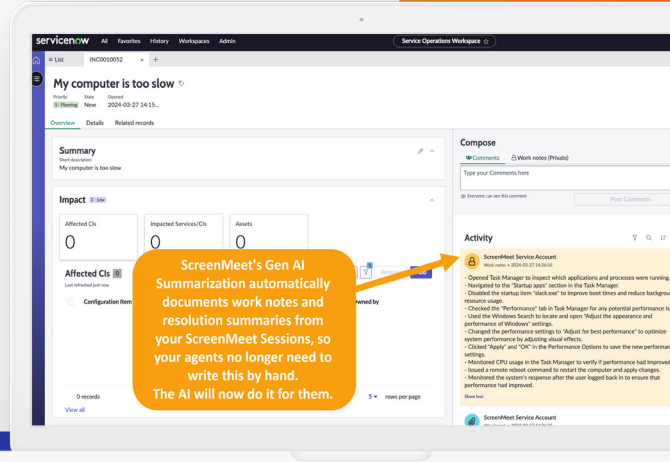
Our solution provides critical insights into the support process, helping identify best practices and areas for agent training. By analyzing the actions taken during support sessions, our AI helps uncover more efficient methods and training needs, driving continual improvement.

## Leverage ScreenMeet AI Assist to improve agent productivity and resolve issues faster

ScreenMeet AI Assist leverages generative AI to empower agents with real-time troubleshooting and guidance to resolve issues faster and easier than ever before.

By deflecting ticket escalation and accelerating resolution, businesses can significantly improve productivity, reduce OpEx and increase ROI.

Agents find answers to their questions faster by simply typing in their question and our AI uses prompt engineering so the results provided will be relevant to the operating system from where the query was submitted.

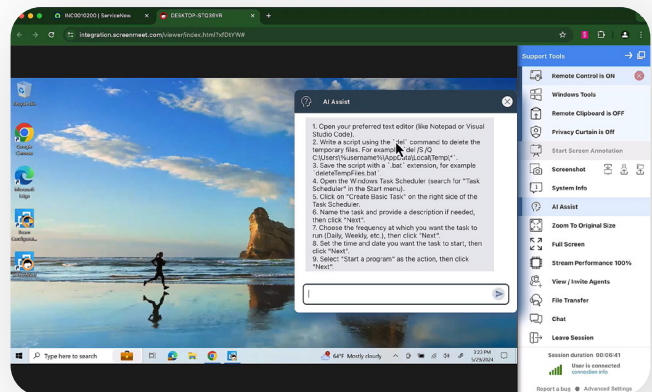


## Key Features:

- ✓ **AI-Powered Documentation:** Seamlessly generate detailed resolution and work notes from remote support sessions, utilizing advanced AI technology.
- ✓ **Enhanced Efficiency:** Help your agents craft clear documentation effortlessly, saving time and reducing operational costs.
- ✓ **Knowledge Base Expansion:** Foster self-service and enhance your chatbot capabilities by enriching your knowledge base with valuable data from AI-generated summaries.

These notes can also be used in conjunction with Now Assist. Now Assist will use these when providing the resolution note and can be used to enrich knowledge base articles, and train chatbots and Virtual Agent.

Additionally, these summaries help to identify improvements in the support process by seeing what agents are doing in the session, to identify if there's a better way to do it, or if agents need training.



\*Patent Pending