



ELEVATE
ITSM

An Attivio App for
the ServiceNow[®]
Platform

ATTIVIO[®]

Elevate ITSM

An Attivio App for ServiceNow

Elevate ITSM helps you solve internal IT problems faster, increasing employee satisfaction and improving helpdesk fulfiller productivity. It does so by delivering more precise answers via your self-service portal and by rapidly arming your IT fulfillers with the information they need to quickly solve problems. Elevate ITSM is powered by AI technologies like machine learning, natural language processing, and text analytics, and tightly integrated with ServiceNow Platform®.

Let Employees Resolve Routine Problems on Their Own

Today's employees are well-versed in consumer services that let them find information, transact business, and solve problems on their own. Increasingly, they expect that the standards set by Google, Apple, and Amazon will be available to them when seeking IT support in the workplace. **Elevate ITSM** lets you institute self service, keeping pace with these expectations - empowering employees and freeing your fulfillers up to work on more complex problems.

Finding the Right Answers

Not all questions are as simple as "how do I reset my password?" The solution for a more challenging issue might be found in the knowledge base, a previous ticket, a chat stream, an email, or a comment on a forum. **Elevate ITSM** unifies information repositories – both structured and unstructured data – and makes the right answers available immediately. Elevate ITSM helps improve answer relevancy by drawing on the best answers from across your organization and automatically learning over time. When problems do reach an IT fulfiller, Elevate ITSM understands the issue's context and automatically suggests the next best action.

Improve employee productivity and satisfaction

Elevate ITSM helps you achieve tangible results. You can:

- **Modernize IT service management**

Consolidate information sources, deliver more relevant answers, increase IT fulfiller proficiency, and consumerize how you deliver IT support, creating a modern IT service experience your employees will use and love.

- **Reduce internal IT MTTR**

The right resolution is paired to an issue automatically, so employees using self service are more likely to find their resolution and less likely to log a ticket. IT fulfillers, too, spend less time hunting for information. The result? Decreased MTTR across all types of issues.

- **Improve employee satisfaction and productivity**

Downtime is costly in terms of both employee productivity and job satisfaction. Empowering staff to solve issues on their own results in marked improvement in both. Make this experience effortless and rewarding for employees by employing AI technologies to continuously improve query results.

KEY FEATURES

Self-Service Assist	<ul style="list-style-type: none"> • Plug-in search box for self-service portal • Unified search results (not federated) from all connected data sources • Hit highlighting • Recently viewed content • Recommended content • Announcements • Behavior tracking • Machine-learning relevancy model that adapts automatically • Natural language understanding that accepts questions not just keywords
Fulfiller Assist	<ul style="list-style-type: none"> • Integrated directly into fulfiller workflow • Uses machine learning to surfaces next best actions, such as KB articles to use to resolve the issue, other related tickets that have solved a similar issue, experts to contact, and so on • Incorporates reporter's context to the ticket, such as frequently searched topics for this user, previous tickets, and other related information • Ad-hoc search for self-directed, natural language queries
Data Source Connectors:	<ul style="list-style-type: none"> • Connects all ServiceNow content, from knowledge base articles, to incidents, comments, and more • Connects non-ServiceNow content repositories such as Sharepoint, databases, cloud services like Google Docs, and unstructured data such as email or social media
Analytics	<p>Visual reporting on key categories associated with Attivio's Elevate modules, including:</p> <ul style="list-style-type: none"> • Questions and topics • Sources and knowledge bases • Knowledge gaps • Overall usage • Impact on key metrics like internal MTTR, self-service adoption, and service uptime
General	<ul style="list-style-type: none"> • Permissions based security - expose only the data you want to share • 99.5% uptime • Secured connection

ATTIV/O®

Attivio is the leading cognitive search & insight platform company. Our mission is to put search at the core of every enterprise. By easily integrating every data source into one always-learning platform, Attivio enables Fortune 500 enterprises to answer the most complex questions, by providing immediate insight across all of their information. Our AI-powered solutions drive innovation, improve operational efficiencies, and transform business outcomes at scale, and feature industry-leading capabilities including natural language processing, machine learning, analytics, and knowledge graphing.

For more information, [please visit www.attivio.com](http://www.attivio.com).

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