ELEVATE
by Attivio

Attivio's Elevate for ServiceNow

For today's modern organizations, finding and applying the right information is critical for delivering relevant employee and customer experiences.

Help customers and employees help themselves

One of the best ways to cut the dissatisfaction/frustration knot is to offer your customers and employees precise answers to their questions at the moment they need it. This could be via a self-service portal or in response to an issue or ticket. They're used to it in their consumer lives and they increasingly expect it from the organizations they work with and at.

Attivio's Elevate Apps for ServiceNow

That's where Elevate comes in, with a set of apps tightly integrated with ServiceNow that deploys AI technologies like machine learning, natural language processing, and text analytics into key ServiceNow workflows. You'll be providing more timely and relevant answers, **increasing deflection** and **decreasing mean time to resolution.**

Elevate comprise three apps, each tightly integrated with its corresponding ServiceNow module:

Elevate ITSM

Create a modern IT support experience, that enables employees to find answers themselves and empowers the helpdesk with relevant resolutions.

Elevate CSM

Solve customer issues faster, through self service or via agent assisted channels.

Elevate HR

Deliver a consumerized HR experience that empowers employees to self-serve and reduces the burden on HR resources to answer FAQs

Touchpoints

Each application infuses intelligent answers and insights into three touchpoints:

Self-service portal

Swap in Elevate's intelligent search capability into your ServiceNow-powered self-service portal.

Incident/Case/Ticket

Embed Elevate's intelligent answers directly into the customer support or helpdesk agent's workflow, virtually eliminating ad-hoc searching

Analytics

Understand the impact of Elevate's intelligent recommendations on key KPIs such as costs, self-service and next-best action adoption, and knowledge base coverage the burden on HR resources to answer FAQs

Why Elevate Supersedes Traditional Search

Unlike most search capabilities, Elevate enables companies to:

Reuse Relevant Knowledge	Elevate recommends similar incidents and cases to agents leveraging ticket metadata, text analytics, and natural language processing (NLP)
Eliminate the "Swivel"	Elevate unifies organizational knowledge – structured/unstructured, within ServiceNow and outside ServiceNow - into single index and UX
Use Natural Language Search Experience	Elevate lets users ask natural-language questions and employs NLP and text analytics to understand user intent
Offer Personalized Recommendations	Elevate surfaces relevant content using signals tracking and machine learning relevancy that improves results over time
Find Experts	Elevate understands authorship and expertise to connect user to expert (chat or email) in one click
Show Customer 360	In customer support cases, Elevate marries CRM data with case/incident data to provide a complete view of the customer

Making Intelligent Insights and Answers Possible

With Elevate for ServiceNow, you can realize the promise of self-service support – improving key metrics like deflection and MTTR.

About Attivio

The choice of mid- and large-sized organizations for over a decade, Attivio delivers intelligent answers and insights that enable companies to answer the most complex questions asked by their employees, customers, and support teams. To learn more about Attivio, **visit www.attivio.com.** Find the Elevate apps on the ServiceNow store.