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SOLUTIONS

Contact your account rep to learn more about Fishbowl's Digital Assistant for ServiceNow or visit **www.fishbowlsolutions.com**.

# Fishbowl Solutions Digital Assistant for ServiceNow

## Streamline support ticket creation and access in ServiceNow

### Services Overview

- Outline Digital Assistant requirements
- Review chat logs for intents customer is targeting
- Outline the conversational flow
- Gather Q & A to be handled
- Determine agent handoff cases and design flows
- Set up chat interface
- Set up bot on chat client
- Configure user security for chat client/server
- Configure user identity
- Build conversation flows
- Update UI elements
- Configure ServiceNow agent integration

### Features

- User/employee ticket creation and tracking through native or 3rd-party chat/collaboration systems like Slack
- Multilingual Support
- Machine Learning
- Analytics

### Contact Information

For more information or to schedule a demo, call +1.952.465-3400, visit **www.fishbowlsolutions.com** or send an email to **info@fishbowlsolutions.com**.

Digital Assistants are becoming popular components of an organization's call center and customer service departments. While not intended to completely replace the human interaction of service calls, their ability to respond quickly, answer common questions, and quickly link and share data could improve the overall service experience. With Fishbowl's ServiceNow integration, customers will be able to deflect a significant number of support requests in a 24/7 environment. Organizations using ServiceNow will be able to streamline ticket access and the creation of new tickets.

### ServiceNow Digital Assistant Use Case Flow

Fishbowl's Digital Assistant for ServiceNow can assist customer servcie agents with first-line request responses, or can altogether deflect service/ticket submissions. Here's how:

#### Digital Assistant Service Agent
1. Ticket submitted through ServiceNow triggers event to pass to digital assistant
2. Digital assistant initiates workflow to take action and adds servcie notes
3. Service agent works to close ticket

#### Digital Assistant
1. Customer uses digital assistant to submit ticket
2. Digital assitant initiates workflow to take actcion
3. Digital assistant creates ticket for employee service agent and/or updates end cusotmer

### Why Oracle Mobile Cloud and Digital Assistants?

- **One multi-channel engagement platform** – Linking UX across Bots, mobile & web
- **One integrated solution brings it all together** - Channels, dialog flow, AI engine, integration with Bot builder UI
- **Powerful platform** - With machine learning, cognitive, context & knowledge services
- **Integration to enterprise systems** - Optimized for Mobile / Bots systems
- **Seamless hand offs** - Bot to human agent & Agent to Bot
- **Real-time insights across mobile, bots & web** - Understand performance, usability issues, paths & test and train the model

### Oracle Digital Assistant Partner

Fishbowl Solutions specific development focus is on the Oracle Mobile Cloud and its Digital Assistant feature. With this platform, we can design a digital assistant specific to your use case or automation initiative.

ORACLE Gold Partner Cloud Standard
Specialized Oracle WebCenter