

ServiceNow AI Use Cases

Leverage RapDev's purpose-built AI agents and workflows that make ServiceNow proactive, context-aware, and capable of resolving work autonomously.

Move from reactive ticketing to autonomous, AI-driven service delivery

Remote Execution



Automatically run guarded runbooks to diagnose and fix issues on end-user systems and devices.

- **Zero-touch resolution** for common endpoint issues
- **Near-instant triage** replacing back-and-forth chat
- Fewer escalations, **stronger SLA adherence**

Knowledge Translator



Deliver guided, conversational troubleshooting with agents that wrap your existing Knowledge Base.

- **Conversational troubleshooting** from KB articles
- Guided resolution for **any skill level**
- **More self-service**, no additional authoring

Interaction Intake Agent



Surface missing information when a user opens an Interaction and gather it proactively.

- **Complete intake** before the service desk engages
- **Reduced handle time** for L1 and L2 agents
- **Faster time-to-assign** and time-to-resolve

Context Optimizer



Synthesize Knowledge Articles, CMDB records, and resolution notes into clean, AI-ready signals.

- **AI-ready CMDB and KB** without manual cleanup
- **Lower hallucination risk** in Now Assist workflows
- A **solid data quality baseline** before scale-out

42%

common endpoint issues
closed without human
involvement

74%

faster **MTTD** with guided
troubleshooting

3x

improvement in first-
contact **resolution** when
intake agent is active

4

outsourced service desk
contracts cancelled