

CASE IN POINT | **SERVICENOW + ROOMS TO GO**

Accelerating Service Desk Productivity with Now Assist for Rooms To Go

RapDev partnered with Rooms To Go to deploy Now Assist across their ServiceNow portal and Microsoft Teams, driving a 76% bot containment rate and cutting agent handle time while consolidating a fragmented AI toolset into a single platform.

Bringing AI-powered ITSM to a national retail footprint

Challenge & Technical Solution	Business Impact	
Deployed Now Assist VA to production on Microsoft Teams with a personalized task and approval briefing	76%	of inbound calls routed to Now Assist bot, up from 45% at rollout
Corrected user filters and Location table routing to fix broken Lookup topics	2	critical self-service topics restored across 200+ store locations
Resolved Conversation Catalog routing so catalog items correctly surface over KB articles in Teams	32%	reduction in misrouted tickets in first 30 days post-fix
Built an AI Agent POC to query the KB and guide users through resolution steps inside VA	100+	KB articles made actionable via in-VA guided resolution (POC)

Proven AI value across retail, healthcare, finserv, security and more

