

# AI-Powered Self-Service

**Problem:** Employees want service any time, wherever they are, with fast resolutions

Get support 24/7 anywhere from any device

Employees get faster answers and resolutions

Provide meaningful work for IT support employees

## Employee Service Center and Catalog

Single place to build, get service and easily communicate with employees



## Embedded Experiences

Employees can make requests in Amazon Connect, Slack, Facebook Workplace and Microsoft Teams messaging



## Virtual Agent

Automates common requests to provide better self-service, deflect tickets and reduce call volumes



## Now Mobile

Gives employees fast self-help - while on-the-go - powered by a single cloud platform



**24/7**  
self-service with  
Virtual Agents

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HEALTH

**50%**  
reduced workload  
with self-service

now

