C3.ai

C3 Generative AI for ServiceNow

Supercharge ServiceNow Investments with Unified Knowledge Source

C3 Generative AI for ServiceNow is a unified knowledge source that enables customer success teams to rapidly locate, retrieve, and act on enterprise data and insights from ServiceNow through an intuitive search and chat interface.

Rapid Access
to relevant, critical, and high-value insights across disparate datastores, applications, and information systems

Domain Specific
models combining industry and customer success expertise to help enterprises achieve critical business outcomes

Enterprise Grade
data security, access controls and flexible deployment allow enterprises to meet strict security and privacy requirements

Future Proof
investments with a LLM-agnostic architecture and ability to integrate and leverage existing data and software investments

Customer service organizations leveraging ServiceNow to manage their service operations face a growing challenge of managing costs and employee efficiency without compromising the customer experience. Customer service teams find it increasingly complex and time-consuming to navigate large volumes of ServiceNow data across various ServiceNow implementations and systems, locate relevant insights, and service customers in a timely fashion.

C3 Generative AI for ServiceNow improves service team visibility and productivity with accelerated time to insight. Customer service professionals can ask questions in natural language and receive accurate answers ranging across customer information, open service tickets, service levels, customer satisfaction, and standard operating procedures (SOPs).

C3 Generative AI for ServiceNow is an enterprise-ready solution with support for structured and unstructured data, an LLM-agnostic architecture, deterministic responses with source references, and granular enterprise access controls. C3 Generative AI for ServiceNow offers rapid configurability via native connections to ServiceNow and domain object models.

Use Cases

- **Easily find customer specific information in one place** related to past interactions, key contacts, product usage, open service tickets, and customer satisfaction

- **Find relevant material to promote knowledge sharing and maximize productivity** through sharing of best practices, prior similar cases, and commonly asked questions

- **Maximize team productivity** by helping customer service teams prioritize and focus on the right customers, information, and pain points

- **Improve service capability** by providing seamless field service experiences and equipping service agents with the right information to deliver the right services

- **Optimize team operations** by providing business insights to leaders on items such as average ticket times, number of escalations, and customer satisfaction scores
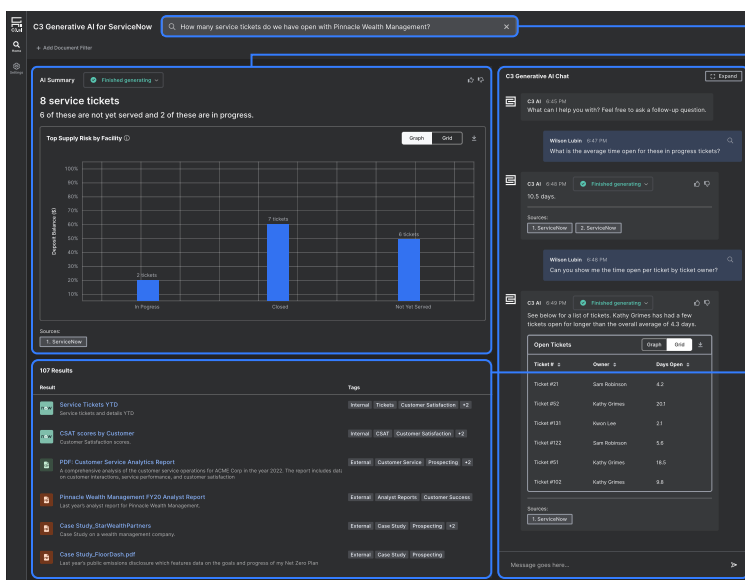
Search

Top result for search query

Interactive chat for follow up questions

Ranked list of results

Figure 1. C3 Generative AI for ServiceNow helps supercharge existing ServiceNow investments by accelerating time to insight for customer success professionals.

Ready to Deploy Today, Results in 12 Weeks or Less   Visit C3.ai/Generative-AI