

# Secure AI for ServiceNow and Beyond

The award-winning CrushBank AI Knowledge Management creates a data lake encompassing ServiceNow and your other systems such as SharePoint, Teams, IT Glue, and Custom Systems. It uses trustworthy AI from IBM WatsonX to bring together all your support information, documents and knowledgebase articles and puts them at your technicians' fingertips. It enables faster resolutions, reduces escalations, and delivers unparalleled analytics. CrushBank creates Smart Data for your support organization.

## Empowering a More Efficient Workflow with the CrushBank ServiceNow Integration

When it comes to optimizing workflow efficiency, CrushBank's integration with ServiceNow stands as truly transformative, offering a comprehensive solution that helps organizations unlock the power of smart data. The CrushBank ServiceNow integration simultaneously addresses the challenges of poor data quality while optimizing search, budgeting, classification, and automation, powered by CrushBank's powerful AI Knowledge Management platform.



### Improving Data Quality

Effective business operations hinge on reliable and accurate data but having a plethora of data holds no value if you don't have the ability to understand and leverage it. This is why CrushBank's integration with ServiceNow goes beyond simple data transfer. Our purpose-built system, based on Secure AI, gives you the option to bring over a wide range of data from across your enterprise's disparate systems, including incidents, cases, and knowledge base articles.



### Effortless Search Capabilities for an Enhanced Workflow

CrushBank then leverages semantic search and AI algorithms to quickly find and deliver relevant data directly to your technicians through an embedded front-end search pod within ServiceNow that can be applied to any view in Service Desk or Agent Workspace. This allows for easy search and real-time suggestions without leaving the incident or case view, creating a more efficient workflow that helps technicians resolve issues faster.



### Powerful Automation and Classification

With all of your data secured and easily accessible in CrushBank's unified data lake in the cloud, CrushBank's powerful AI engine then works to standardize and classify all of your historical data, delivering AI search capabilities and automation to efficiently streamline your workflows and processes.



### Multiple ways to access CrushBank results for faster support resolution

ServiceNow offers multiple ways to integrate CrushBank functionality within its portal depending on the functionality you are using within ServiceNow. This includes directly in the Service Desk view, through the Service Portal and also in the Agent Workspace.



# Key Functions

<b>AI driven search results</b>	Most useful historical tickets, configurations and documents presented in real-time
<b>Secure AI with trustworthy inputs and outputs</b>	Based on <b>IBM WatsonX</b>
<b>Multiple points of integration</b>	Service Desk, Service Portal and Agent Workspace
<b>Public documents</b>	Microsoft Docs, Operational Defect Database, StackExchange
<b>SmartClassifier*</b>	Automatic completion of problem category and sub-category
<b>Summarization</b>	Of initial ticket description and final resolution
<b>AutoComplete</b>	Complete search queries with likely terms
<b>Answer</b>	Auto-respond to clients with relevant knowledge base articles for their problems
<b>Analytics</b>	Insight to client sentiment and trends in problems

\* Coming Soon

The screenshot displays the ServiceNow interface for a ticket titled 'CrushBank' (ID: INC0000002). The left sidebar shows a navigation menu with various icons. The main content area is divided into two sections:

- Form Fields:** A series of input fields and dropdown menus for ticket details:
  - Number: INC0000002
  - Caller: Fred Luddy
  - Contact type: -- None --
  - Company: [Empty]
  - State: On Hold
  - Category: Network
  - Subcategory: -- None --
  - Service: [Empty]
  - Service offering: [Empty]
  - Configuration item: FileServerFloor2
  - On hold reason: Awaiting Vendor
  - Priority: 1 - Critical
  - Short description: Network file shares access issue
  - Urgency: 1 - High
  - Description: User can't get to any of his files on the file server.
- Suggestions Panel:** A floating window titled 'Suggestions for Ticket ID INC0000002' showing a list of related tickets:
  - [1475261] Add new RDS shortcut (12/04/2020, 4:34:52 PM) - Source: CW Chips
  - [1553450] Site to Site in PA and site to site in 200 Montrose (03/05/2021, 2:30:27 PM) - Source: CW Chips
  - [1541150] Old Email (02/19/2021, 8:25:05 PM) - Source: CW Chips

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Transform your IT support with CrushBank AI Knowledge Management. Schedule your CrushBank demo today.



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