1E for Service Desk Automation

1E for Service Desk Automation supercharges ServiceNow so that tickets can be fixed automatically on the user's device or even eliminated through self-service and self-healing.

Common Challenges

Too many repetitive tickets

Service desks are often distracted from more important but less urgent work due to random floods and repetitive, time-consuming tickets. These unpredictable work inflows decrease the team's overall productivity and make strategic project staffing needs challenging to plan for.

High average time to resolution (MTTR) / Low First Call Resolution (FCR)

High average time to resolution (MTTR) and Low First Call Resolution (FCR) directly affect the bottom line. The longer it takes to remediate an issue, and the more often it needs to be escalated, the more it costs to operate. These costs require a budget that could be better utilized elsewhere in the organization.

High cost of operation; Pressure to do more with less

IT teams are constantly being pushed to do more with less. This business pressure makes it challenging to balance and prioritize what work will have the most impact. IT leadership is constantly considering leveraging resources to be as effective as possible.

Included 1E Products

1E Service Desk Augmentation for ServiceNow

Provides real-time inventory and pre-approved automated fixes to first-line teams from within the ServiceNow Incident page.

1E Automated Self Service for ServiceNow

Extends the ServiceNow Virtual Agent (chatbot) to perform automated fixes and self-service directly on the user's laptop

1E Endpoint Troubleshooting

Enables 2nd & 3rd line/client engineering teams to remotely query and fix issues on one or many endpoints without need for a screen-sharing session

1E Endpoint Automation

Develop automated fixes and self-healing that can be automatically applied based on certain conditions

1E Employee Sentiment*

Find out how users feel about their service and overall digital employee experience

Benefits

✔ Reduce mean time to resolution and FCR: Tickets are closed quicker (MTTR) and solved without escalation (higher FCR), reducing cost and improving satisfaction and productivity

✔ Deflect Tickets: Avoids the need for a self-service ticket to be picked up by a desktop support person deflecting tickets from being created and eliminating a frustrating wait for resolution

✔ Less disruptive troubleshooting equals better service: Avoid an invasive, hard-to-schedule, unproductive screen sharing session with the end user.

✔ Reduce costs through automation: Third line/client engineering teams can transition from ticket firefighting to developing one to many proactive fixes

Service desks need to meet the needs of an increasingly hybrid workforce. 1E for Service Desk Automation supercharges ServiceNow service desks with last-mile, real-time automation so that tickets can be fixed using automation directly on the user's device or even solved through fully automated self-service and self-healing technologies. This provides lower costs, faster ticket resolution, and happier, less frustrated users.

SELF SERVICE

How can we help?