Persistent Connected Copilot Solution For ServiceNow

Persistent Connected Copilot Solution For ServiceNow

Harnessing Microsoft Teams as Business Interface to Enhance Business Productivity

Pivotal Features

- Leverage Persistent Connected Copilot Solution's pre-integrated adapters to deploy ServiceNow workflows in weeks.

- With Persistent Connected Copilot Solution for ServiceNow, effortlessly fetch real-time data, auto-generate summaries, and update ServiceNow records (incidents, tickets, KBs) via natural language within Teams.

- Organizations using this Solution report 30% faster resolutions and 30% lower operational costs by automating high-volume tasks, with full auditability and no platform switching.

- This Solution programmatically handles ServiceNow authentication and enforces granular access controls. Thus, ensuring approvals, edits, and sensitive actions comply with predefined policies.
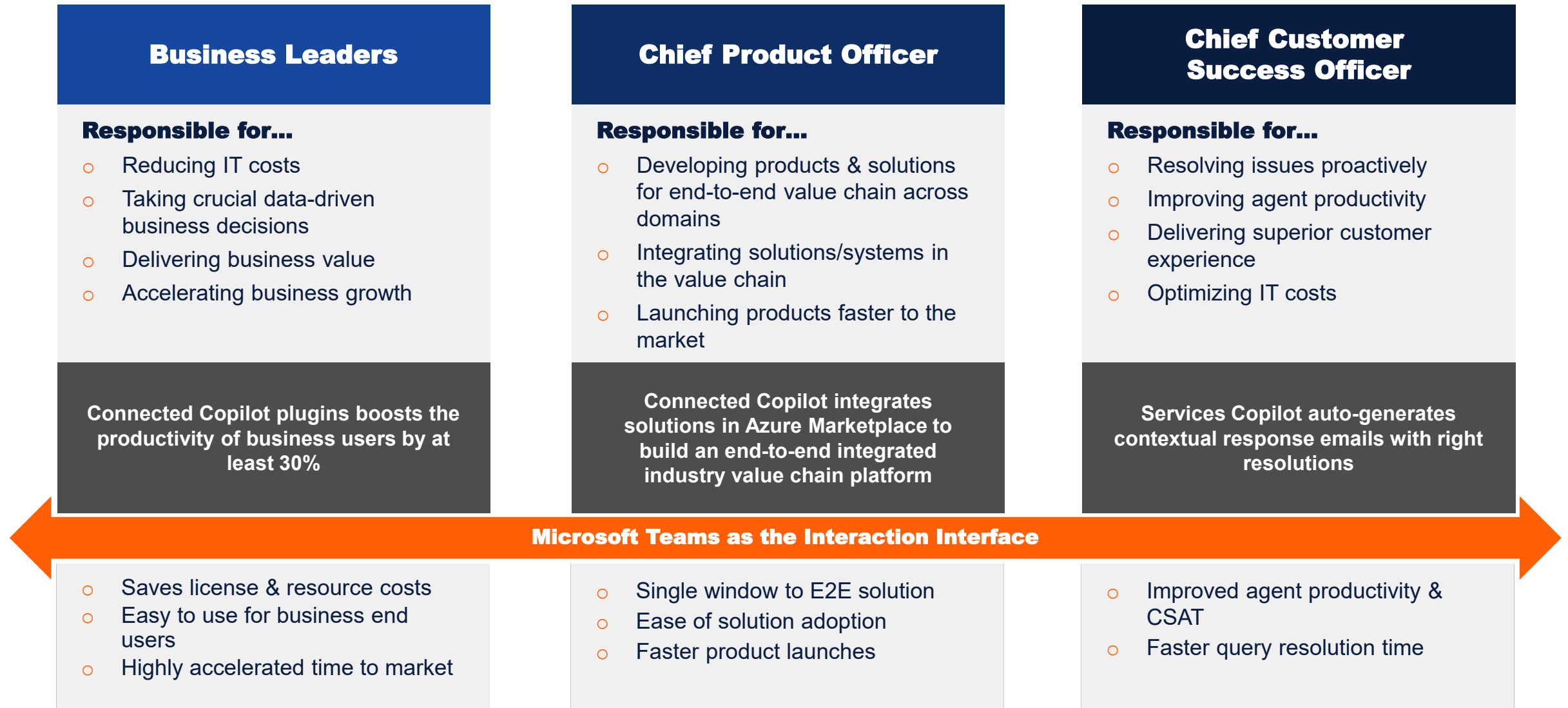
Benefits

- Since Persistent's Connected Copilot addresses all types of use cases, it necessitates governance and maintenance for just one copilot solution. This approach helps enterprises lower their maintenance costs

- The Connected Copilot Solution for ServiceNow plugins boosts the productivity of business users by at least 30% enhances.

- Eliminate the need to use license-based third-party integration platforms.

- Leveraging the intelligence of Agentic AI, the Solution becomes more productive for both business & IT users. Thus, enhancing the ease of usage as well.

Azure OpenAI | Microsoft Copilot Studio | Serverless (Azure Functions) | Low code/No code (Power Automate) | ServiceNow

Persistent

Empowering Stakeholders to Deliver Business Value Using Persistent Connected Copilot Solution

Multiple Copilot Use cases for Different Business Personas

Business Leaders	Chief Product Officer	Chief Customer Success Officer
Responsible for…	**Responsible for…**	**Responsible for…**
o Reducing IT costs	o Developing products & solutions for end-to-end value chain across domains	o Resolving issues proactively
o Taking crucial data-driven business decisions	o Integrating solutions/systems in the value chain	o Improving agent productivity
o Delivering business value	o Launching products faster to the market	o Delivering superior customer experience
o Accelerating business growth		o Optimizing IT costs
Connected Copilot plugins boosts the productivity of business users by at least 30%	**Connected Copilot integrates solutions in Azure Marketplace to build an end-to-end integrated industry value chain platform**	**Services Copilot auto-generates contextual response emails with right resolutions**

Microsoft Teams as the Interaction Interface

o Saves license & resource costs	o Single window to E2E solution	o Improved agent productivity & CSAT
o Easy to use for business end users	o Ease of solution adoption	o Faster query resolution time
o Highly accelerated time to market	o Faster product launches	

Persistent

Harnessing Custom Copilot to Enhance Business Productivity

Integrate various business & IT applications using Microsoft Copilot Studio

Persistent Connected Copilot Factory: Building connected copilot plugins at scale to integrate with & gain insight from any renowned business & enterprise IT apps harnessing **Persistent Connected Copilot Solution on-demand basis within few weeks**

Azure OpenAI | Microsoft Copilot Studio | Serverless (Azure Functions) | Low code/No code (Power Automate) | M365
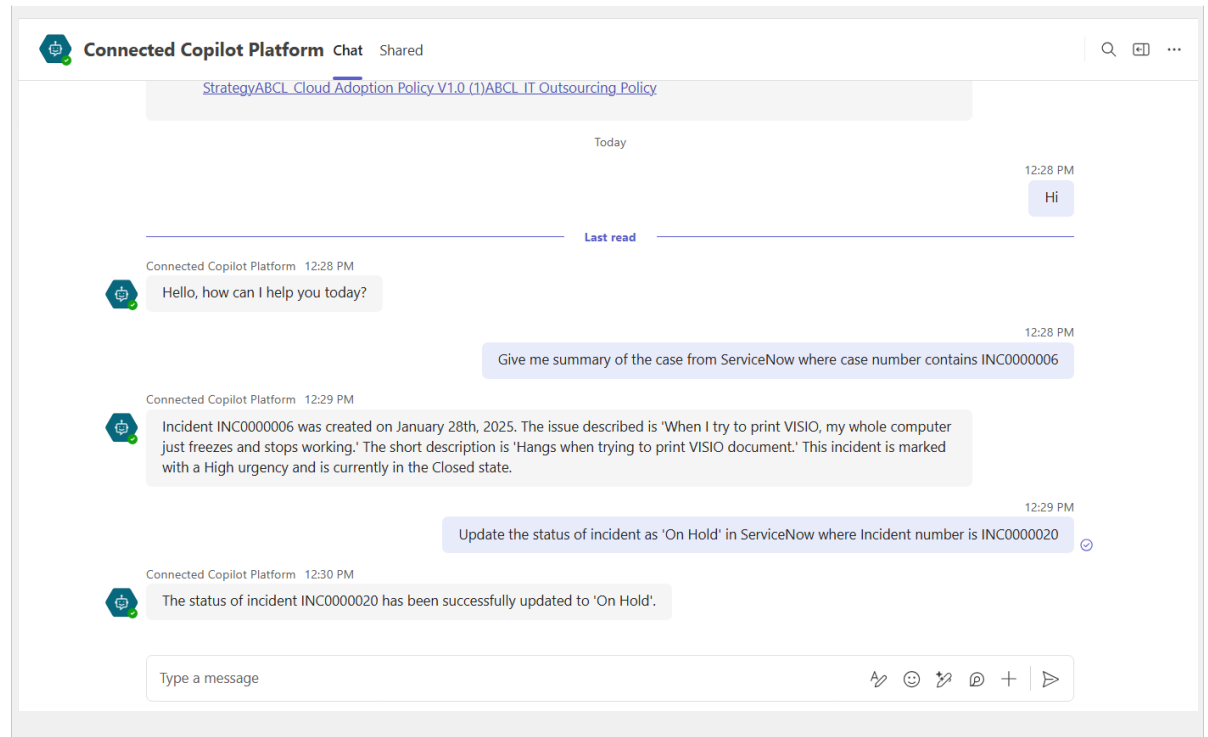
Connected Copilot plugins boosts the productivity of business users by at least 30%

Traditional way of integrations is costly & resource intensive

- Uses license-based third-party integration platforms
- Requires a team of skilled developers

Gen AI-based Integration Using Microsoft Copilot

- Saves license costs drastically as **Copilot Studio is org-based license (~ $200 per month)**
- Easy to use & more productive for business end users

Persistent