Clustering Solution

Anchoring your automation success in measurable business benefits

Overview

The Clustering Solution utilizes the Predictive Intelligence Clustering capability on a customer's instance to determine Integration Hub Automation and Virtual Agent candidates as areas of improvement that could lead to cost savings and improved performance.

The Clustering Solution process is comprised of five steps:

Predictive Intelligence Clustering

Predictive Intelligence is a platform function that has a layer of artificial intelligence that enables better work experiences for your users. Predictive Intelligence empowers classification, similarity, and clustering prediction capabilities across ServiceNow applications. It builds a collection of words and phrases that functions as the vocabulary the system uses to compare your instance records based on their textual similarity.

Key Outcomes

After the clusters are made, the reviewer can identify use cases as candidates for automation. Recommended solutions can then be identified for those use cases. ServiceNow capabilities can be used to prevent or deflect the volume of incidents and reduce the manual effort that is typically required to resolve. ITOM Pro – Health can be used to prevent incidents, and ITSM Pro - Virtual Agent and Integration Hub solutions can be used to deflect incidents.

Level of Effort

Customer: (~2 hours)
- Provides access to a recently cloned sub-prod instance running New York release or above
- Attends a review meeting to validate preliminary results (30-45m)
- Attends a debrief to review results and recommendations (1 hour)

Instance Administrator: (~5–7 hours)
- Activates the required plugins on the customer's sub-prod instance and initiates the training of the clusters via Predictive Intelligence (60-90m)
- Analyzes the results, identifies the top 10 clusters, defines recommended solutions, and calculates potential cost savings (2 hours)
- Facilitates a review meeting with customer to validate early findings (30-45m)
- Refines recommendations and prepares the customer debrief deck (1-2 hours)
- Presents and discusses the results with the customer (1 hour)

Benefits
- Identify automation use cases and areas of waste and inefficiencies by analyzing customer data in their own instance
- Illustrate the unrecognized value of ITOM & ITSM Professional
- Accelerate value with automated solutions with ITSM Pro, ITOM Health, and Integration Hub

Requirements
- Admin access to a recently cloned sub-prod instance running New York release or above
- Activation of the Predictive Intelligence and Performance Analytics plugins on the sub-prod instance
- Information about the average cost / hour for fulfillers using Incident, Request, Calls, and Interactions to quantify the benefits of automation

Automation Use Cases
- ITSM Pro – Virtual Agent conversations to deflect incidents
- ITOM Pro – Health to prevent incidents
- Integration Hub spokes to orchestrate actions in external systems

How to Engage

Contact your ServiceNow Account Executive and/or certified partner.