

AI-powered service ops for Citrix Virtual Apps and Desktops

Stop productivity drains on IT service teams and employees

In the new world of hybrid work, virtual agents are a critical addition to IT teams—they're consistent, tireless, and work 24/7 to automate high volumes of repetitive tasks. Since the onset of the pandemic, ServiceNow has seen the use of virtual agents increase by more than 45% in order to maintain business continuity, streamline tasks, and transform employee experiences.

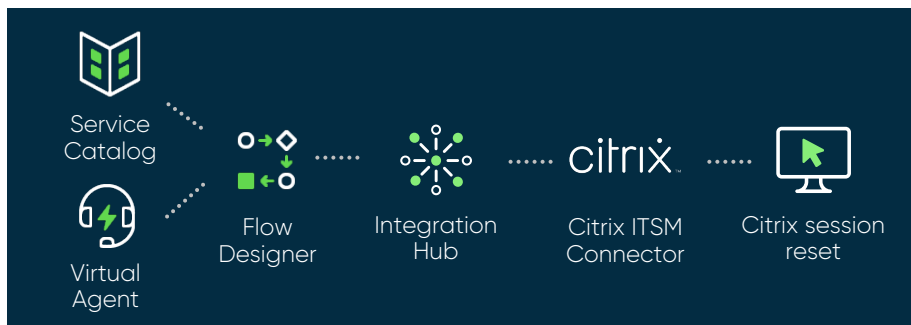
At the same time, virtualization gives IT control of virtual machines, applications, and security, while providing access anywhere, for any device. Consistent, highly available access to virtual apps and desktops so that employees have the appropriate level of access to authorized company apps, data, and customer information is mission critical.

However, virtual app and desktop session resets can be one of the most common IT incidents. They're caused by a variety of factors—from networking issues and forgotten passwords, to challenges with authentication policies. These policies, such as SSO and two-factor authentication, are put in place by the IT organization to give credentialed employees and contractors secure access to corporate desktops, apps, data, and authorized private customer information.

Large organizations can get more than 10,000 reset incidents per year, negatively impacting productivity and the employee and customer experience when handled manually by IT, taking up to 15 minutes to resolve. However, these incidents can be prevented by enabling employees to self-serve session resets in Virtual Agent in 30 seconds and get back to the task at hand, giving customers the great experience they expect and enabling IT to focus on higher value work.

Speed resolution of Citrix session resets and provisioning

The Citrix IT Service Management (ITSM) Connector integrates ServiceNow ITSM with the secure environment of Citrix Virtual Apps and Desktops. This enables IT teams to automate session resets and requests for new virtual apps and desktops.



The out-of-the-box Citrix ITSM Connector provides employees with Service Catalog based self-service for these requests. But the Virtual Agent topic for Citrix takes the employee experience to the next level with AI-powered, conversational workflows available in more places—Now Mobile, Microsoft Teams, and Slack.

Solution

- Virtual Agent topic for Citrix
- Integration Hub Enterprise
- Citrix ITSM Connector
- Citrix Virtual Apps and Desktops Cloud Service

Results

- Prevent 1,000s of incidents and slash ticket volume
- Save 1,000s of hours in employee productivity
- Deliver fast, 24/7 self-service resolution from any device
- Improve employee and customer satisfaction scores
- Save \$100,000s in OPEX
- Shift IT focus from mundane tasks to innovation

“With the Citrix ITSM Connector, we’ve been able to reduce the number of incidents resolved manually by 25%. With the new Virtual Agent integration, we expect to more than double that number and see it increase as adoption spreads across the organization”

—Brian Nuernberg, Manager, IT Service Delivery, Novant Health

Find out how Virtual Agent and the Citrix ITSM Connector can offer a better user experience for the new hybrid workplace:

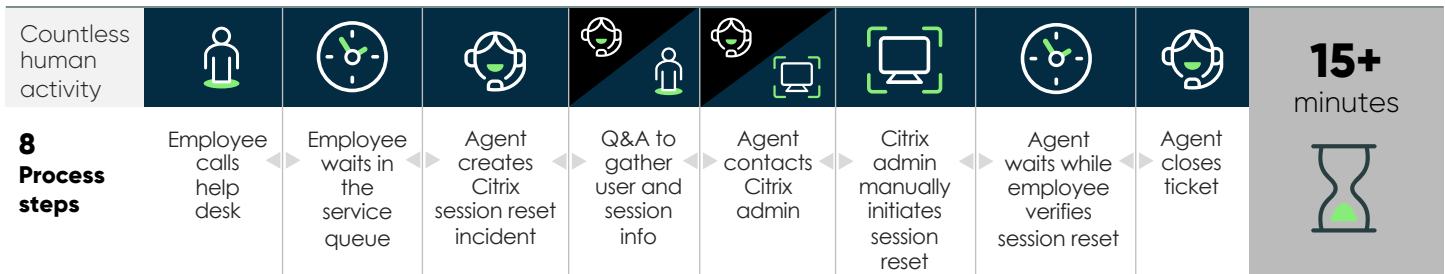
- Novant Health Case Study
- Demo
- Citrix ITSM Connector
- ITSM Virtual Agent Conversations

Automate Citrix session resets with AI-powered self-service

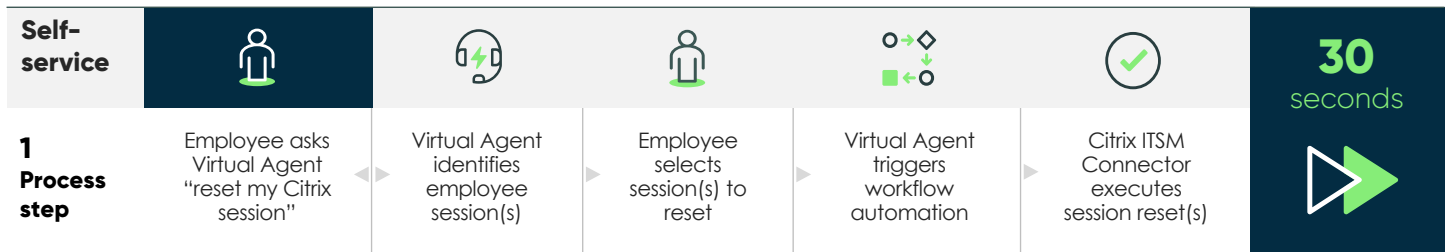
IT departments need to digitally scale their teams through automated self-service. Virtual Agent, integrated with the Citrix ITSM Connector, delivers on this business imperative for Citrix Virtual Apps and Desktops incident and request management.



Before: Manual resolution



After: Automated resolution



Quickly resolve Citrix incidents and requests 24/7 from anywhere

Virtual Agent, integrated with the Citrix ITSM Connector, delivers fast, AI-powered self-service resolution to all employees—regardless of their location or even what personal productivity tools they use.



Virtual Agent in **Now Mobile**



Virtual Agent in **Slack**

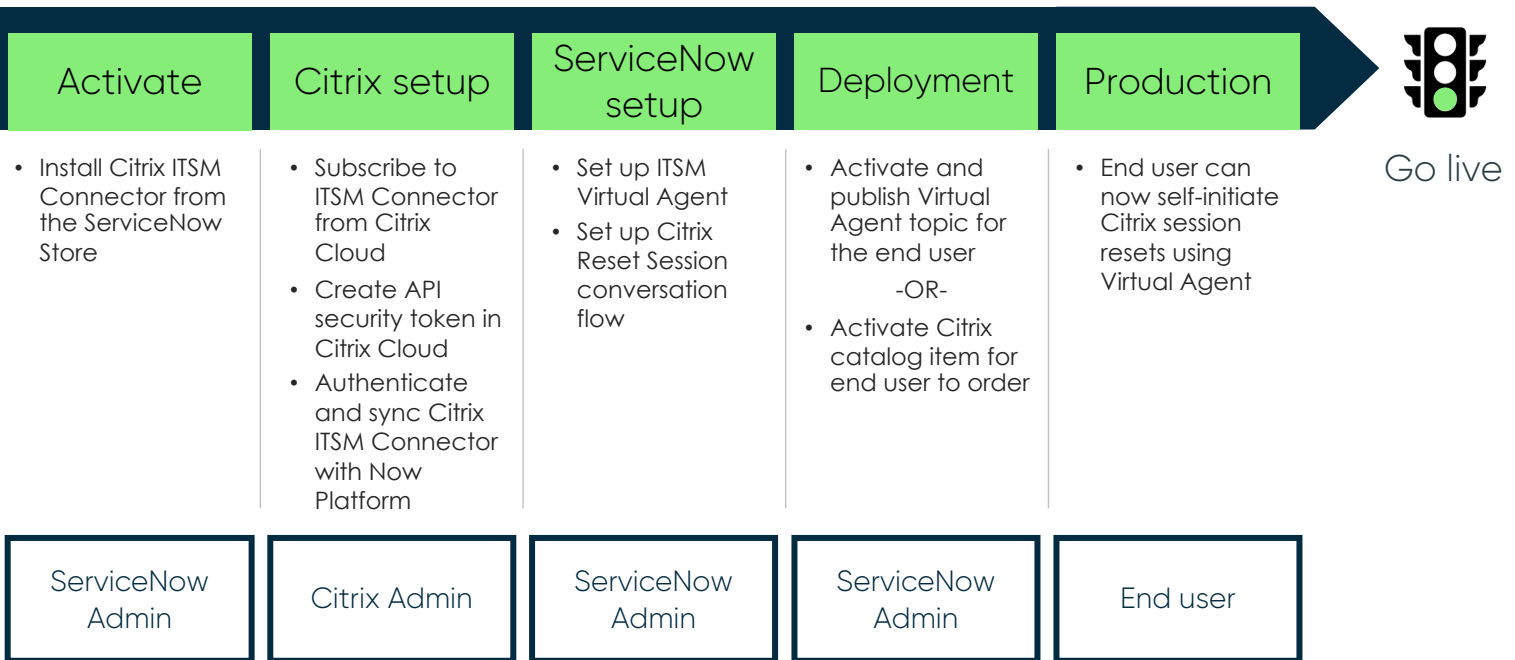


Virtual Agent in **Microsoft Teams**

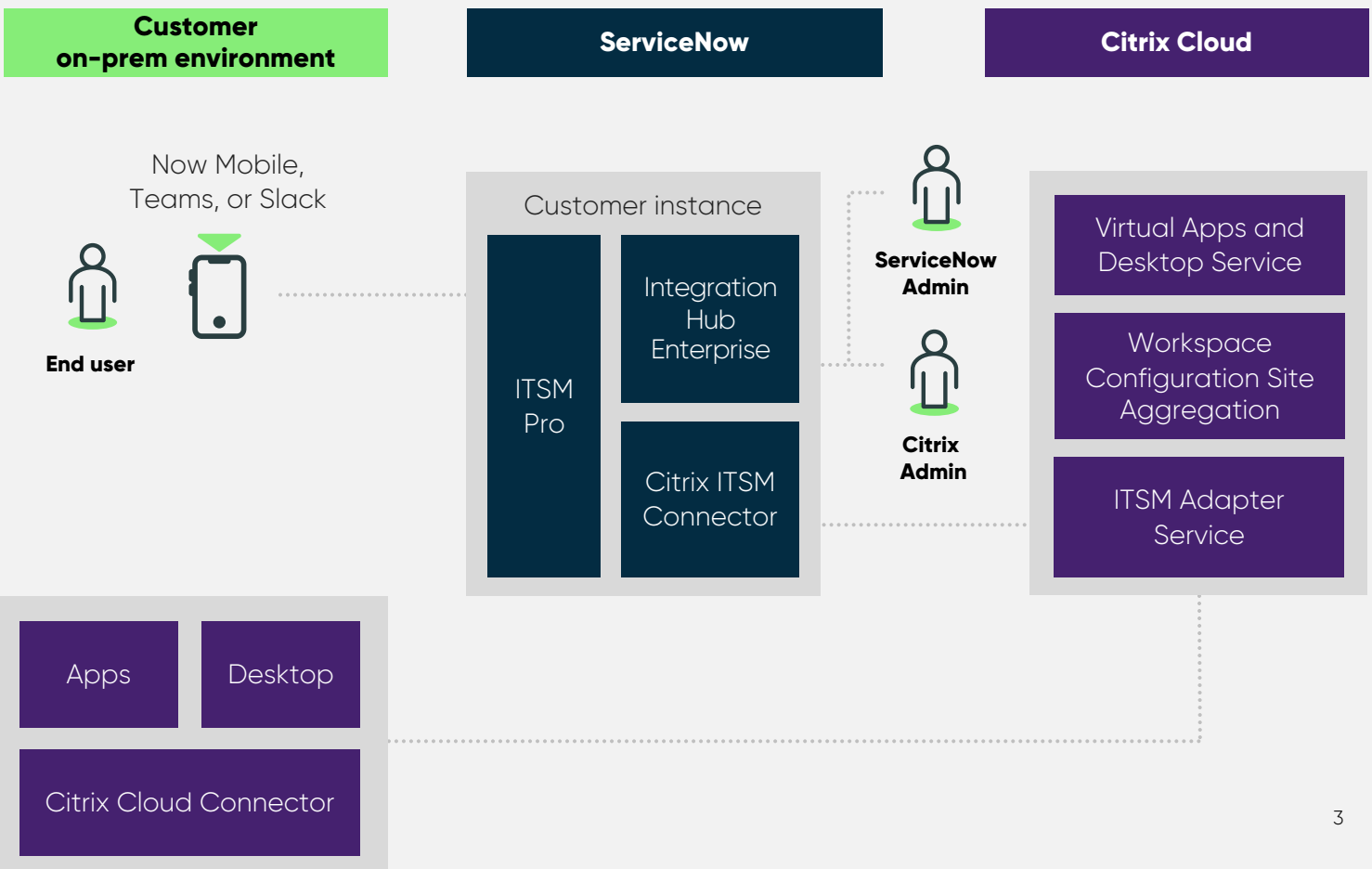


Web experience via **Service Portal**

Streamlined implementation for fastest time to value



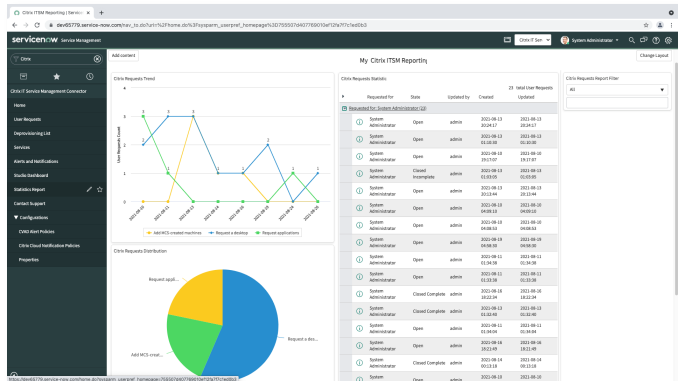
Secure your end-to-end environment



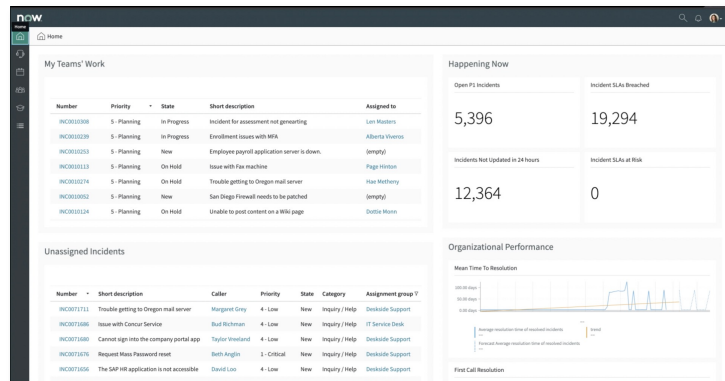
Give IT more control and better visibility

Out-of-the-box reporting and dashboards

The Citrix ITSM Connector comes with comprehensive reporting and analytics that provide KPIs and actionable insights into Citrix-related incidents and requests. Dashboards give admins one place to view critical information, such as the number of Citrix requests, ticketing statuses, and other trends.

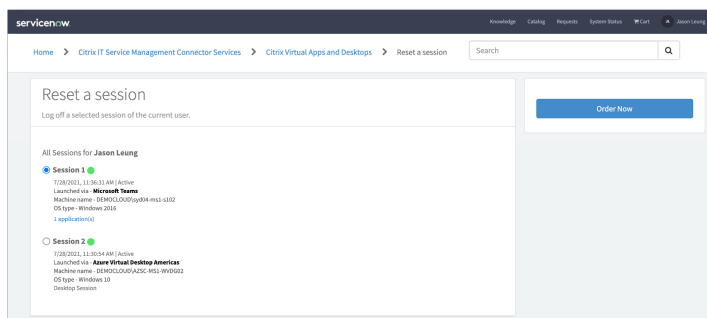


Citrix ITSM Connector reports

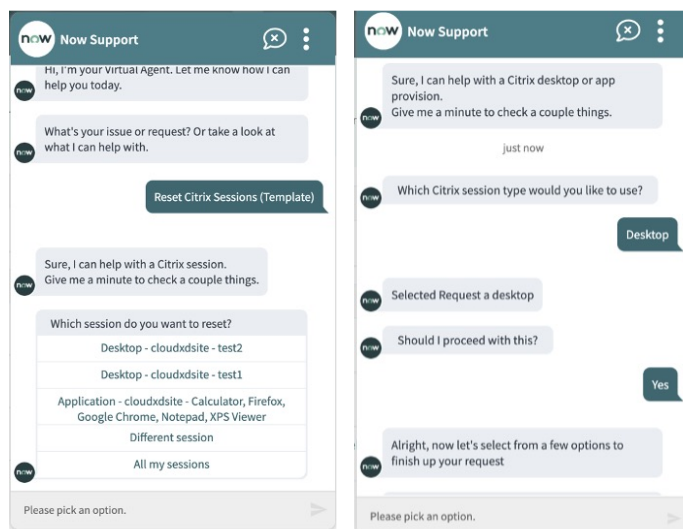


ServiceNow reporting dashboard

Always-on self-service for fast resolution



Select and reset Citrix sessions from the Service Catalog.



The Citrix session reset and provisioning solution is available wherever Virtual Agent is: Service Portal, Now Mobile, Teams, and Slack.

