

DEMO #6: USE CASE OVERVIEW (SERVICENOW AI FOR SAP)



SNOW AI

The Use Case is developed to eliminate the time-consuming, error-prone task of manually extracting SAP user information from ServiceNow tickets and screenshots.

Product Description

- ✓ **AI-powered Information Extraction:** Automatically extracts SAP usernames, System IDs, and Client numbers from tickets and screenshots using Vision AI.
 - **Multi-source Analysis:** Processes both text content and image attachments to gather complete SAP information.
 - **Smart Workflow Automation:** Routes incidents based on completeness - holds for missing data or triggers unlock process.

Product Goals and Objectives

- ✓ **Reduce Manual Effort:** Minimize time spent on data extraction and validation from tickets and screenshots
- ✓ **Enhance Accuracy:** Improve data consistency and reduce human errors in SAP user information processing
- ✓ **Scale Efficiently:** Seamlessly process hundreds of SAP unlock requests without additional manual effort
- ✓ **Empower Support Teams:** Provide automated assistance that allows L1 support to focus on complex issues
- ✓ **Increase Efficiency:** Improve overall incident resolution speed and user satisfaction

Functional Benefits

- ✓ Reduction in manual information extraction effort
- ✓ Faster incident processing time from creation to resolution

Operation

Business

Functional Benefits

- ✓ Reduction in manual information extraction effort
- ✓ Faster incident processing time from creation to resolution

Why It Matters

- ✓ **Saves Time:** Eliminates hours of manual data extraction from tickets and screenshots each week
- ✓ **Reduces Risk:** Minimizes costly errors in SAP user management and unlock processes
- ✓ **Empowers Users:** Makes SAP support request handling easier for both end-users and support staff