

KEY BENEFITS

- User Empowerment
- Modern interface and user experience
- Define commands once in ServiceNow and deploy against all modern virtual assistants
- Increased accessibility and hands-free control
- Automation beyond ServiceNow into other business software platforms
- Increased platform usage and expansion



STAVE Voice turns your ServiceNow Instance into a true system of action by executing commands via digital voice assistants, such as Amazon’s Alexa. All commands are defined, stored, and run from within the ServiceNow instance, which means creating and modifying voice commands is easy, familiar and fast. Now, virtual assistants can respond to the user and the user can use thier natural language to issue voice commands to ServiceNow.

By integrating STAVE Voice in your ServiceNow instance, your users can begin a back-and-forth conversation with a virtual agent in ServiceNow. They can create incidents, check PTO balances, outstanding tasks, review approvals, or work to complete. Stave Voice makes it easy for your business to define any number of voice commands to say to ServiceNow and customize each response to your needs.

Speak with us today and take your user engagement to the next level with STAVE Voice.

FEATURES

EASILY SET COMMANDS // Define what your users are able to “Ask Stave” and configure what happens when they do. The interface for this is a web portal.

ASSIGN COMMAND VARIANT // Easily group verbal variants with the same intent. This eliminates forced grammar rules and ensure more users get what they need.

MOBILE-FRIENDLY DASHBOARDS //

Show which commands are being requested, who are the biggest users, and capturing command requests that haven’t been defined yet.

ANALYZE COMMAND USAGE // Visualize the most-used commands in order to better understand your users and assist in your continual improvement of service delivery.

CAPTURE “MISSING” COMMANDS // Spoken commands that have not been defined are always captured for analysis. This helps you understand how to futhur customize the experience and tailor expectations.

CONTROL ANY APP IN SERVICENOW AND BEYOND // Voice commands can be used to engage with both any app within ServiceNow and any 3rd-party.



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