

Your best people are closing common tickets. That's a problem.

Meet the L1 Service Desk AI Specialist, built to resolve repetitive tickets end-to-end, so your team can focus on higher-value work.

Most AI answers. It doesn't act. So ticket volume climbs and your team stays buried, no matter how much AI you throw at it. The L1 Service Desk AI Specialist is different. It executes full workflows end-to-end on the platform trusted by 85% of the Fortune 500. So your team can finally stop triaging and focus on the work that matters.



Patty
IT Wizard



The vicious cycle ends here

Too many teams are stuck in the same cycle: backlogs grow, burnout follows, and the AI they deployed just made the ticket volume worse. Sound familiar? It doesn't have to be.

ServiceNow's own IT operations deployed the L1 Service Desk AI Specialist. Here's what happened:



Set it up. Watch it work.

The L1 Service Desk AI Specialist self-assigns tickets and pulls from your CMDB and knowledge base. It resolves issues and escalates with full context when needed. All inside your existing workflows. No new processes. No redesign necessary.



The L1 Service Desk AI Specialist
Triage and resolves common incidents, updates records, and hands off edge cases to the right group.

Resolve incident >

L1 Service Desk AI Specialist

Running incident resolution

Analyzes request, checks known issues, reviews device history

Diagnoses root cause expired certificate

Execute fix directly on employee's device

Validates resolution, notifies employee, documents in ticket

Updates knowledge base for future reference

Resolution: A few minutes

Not an agent. A specialist.

AI agents work on tasks. AI Specialists deliver outcomes. Here's the difference:

AI Agents

Completes a specific task

Needs orchestration to complete a workflow

Requires technical set up

Autonomous Workforce

Delivers an outcome

Orchestrates teams of AI agents across many workflows

Live in three clicks

What this means for your operations

Capacity scales on demand

As ticket volumes grow, deploy Specialists in just three clicks

Team focuses on expertise

Analysts handle complex problems requiring judgement, not routine resets

24/7 Coverage

Always on support for your team, night and day

Continuous Learning

Specialists improve from every resolution, increasing knowledge across your operation

Get started today

If you're routing tickets to your team today, you're ready to hand them off to the L1 Service Desk AI Specialist tomorrow.

The L1 Service Desk AI Specialist doesn't need a new platform, new processes, or a six-month implementation. It inherits the workflow intelligence you've already built. Organizations that move now don't just solve a capacity problem. They build the foundation for an autonomous workforce, starting with the workflows and data they already have. No new headcount required.

Put it to work

