



SERVICE TEAMS ARE INUNDATED WITH INFORMATION.
AGENTIC AI HELPS MAKE CLARITY INSTANT.

The modern employee experience (EX) environment moves fast – but HR agents are often stuck navigating fragmented conversations, long case histories, scattered knowledge, and constant hand-offs. Each minute spent searching is a minute not spent solving.


FASTFORWARD EX TURNS INSIGHTS ▶ INTO IMPACT ▶ INSTANTLY



Instant understanding
Artificial intelligence (AI) summarizes case histories, chats, and sidebar discussions — giving each agent immediate, full context.



Intelligent recommendations
Relevant cases and knowledge articles surface automatically, reducing repeat work and accelerating resolution.




Knowledge that builds itself
AI drafts knowledge articles directly from real cases, capturing knowledge and scaling consistency across the organization.

This is a new standard of employee experience. **Faster. Smarter. Autonomous.**


FASTFORWARD EX + AGENTIC AI

FastForward EX enhanced with agentic AI capabilities, helps transform HR Service Delivery by enabling intelligent automation, guided decision support, and faster issue resolution.


The Employee Experience Bottleneck




Fragmented conversations




Lengthy case hists




Scattered knowledge



Manual hand-offs



High case volume



Repeated work

Employees wait. Agents struggle. Operations slow down.

Measured Business Impact (ServiceNow Agentic AI)

~40%

reduction in internal support volume

up to 85%


routine request autonomy with agentic workforce

up to 50%


faster resolution time for complex cases/higher HR productivity and improved employee satisfaction

→Indicates dramatic reductions in manual work and faster outcomes¹


Core capabilities and business value




Real-time case & chat summaries




Similar resolved case recommendations




Knowledge article recommendations



Sidebar discussion summaries



AI-generated knowledge articles



Continuous autonomous support

Instant clarity that helps to reduce agent effort and accelerate resolution.

Successful resolutions surfaced automatically to help enable speed and consistency.

Right knowledge, right moment—minimizing rework and repeat inquiries.

Preserve context and continuity across teams without manual follow-ups.

Continuously capture institutional knowledge from real cases at scale.

HR service that resolves routine needs without human intervention.

FASTFORWARD EX AMPLIFIED INSIDE AGENTIC AUTONOMY

How AI transforms the HR case life cycle end-to-end

1

Case created
A new HR case is submitted via portal, chat, email, or agent entry.

2

AI instant summary
Now Assist summarizes full case history and ongoing conversations into a single, clear brief.

3

Similar resolved cases identified
Machine learning (ML)-driven similarity models match the case to previously resolved HR matters.

4

Knowledge surfaced automatically
AI recommends relevant articles from the knowledge base, saving agents time.

5

Sidebar discussions summarized
Internal or private discussions are captured and summarized to maintain continuity.

6


AI-generated knowledge article draft
Structured articles are automatically created from real case details and resolutions.

7


Accelerated resolution delivered
Agents can solve cases faster, with consistent, accurate, AI-supported guidance.

FastForward EX + Agentic AI. Empower each agent. Elevate each employee experience. Deliver autonomous HR service at scale.


LET’S SHAPE YOUR EMPLOYEE EXPERIENCE TODAY




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¹ <https://www.servicenow.com/de/company/media/press-room/agentic-workforce-management.html>