

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

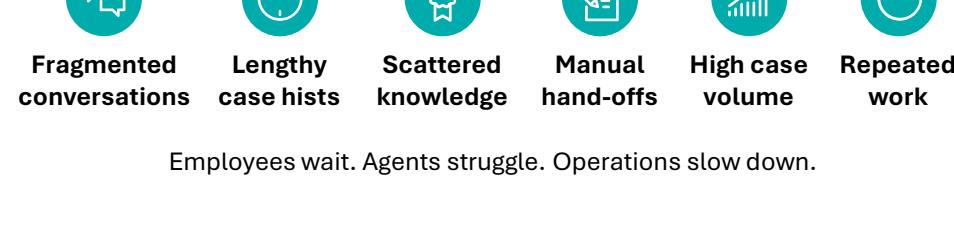
AI drafts knowledge articles directly from real cases, capturing knowledge and scaling consistency across the organization.

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



Employees wait. Agents struggle. Operations slow down.

Core capabilities and business value

	Real-time case & chat summaries	Instant clarity that helps to reduce agent effort and accelerate resolution.
	Similar resolved case recommendations	Successful resolutions surfaced automatically to help enable speed and consistency.
	Knowledge article recommendations	Right knowledge, right moment—minimizing rework and repeat inquiries.
	Sidebar discussion summaries	Preserve context and continuity across teams without manual follow-ups.
	AI-generated knowledge articles	Continuously capture institutional knowledge from real cases at scale.
	Continuous autonomous support	HR service that resolves routine needs without human intervention.

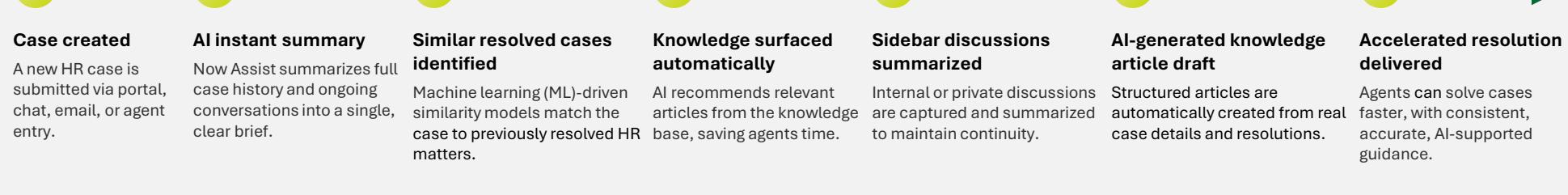
Measured Business Impact (ServiceNow Agentic AI)

~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

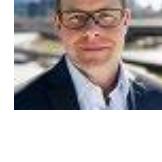
FASTFORWARD EX AMPLIFIED INSIDE AGENTIC AUTONOMY

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



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>