Meet Phoebe,
IT Service Management Leader

Transform IT Service Delivery with AI-Powered Resolution and Continuous Learning

About Phoebe

Phoebe is the intelligent front door for IT Service Management, intercepting incoming requests, resolving routine issues instantly, and orchestrating seamless escalations for more complex problems. Powered by AI Agent Studio, Virtual Agent Designer, and AI Agents, Phoebe runs autonomously on triggers and events—deflecting incidents, pre-filling tickets with context, and continuously learning by converting successful resolutions into knowledge with Elara. Built on ServiceNow ITSM, Phoebe turns IT support into a proactive, fast, and consistent experience that improves first-contact resolution, reduces ticket volume, and lowers support costs.

Incident Deflection Specialist	Auto-Resolution Technician	Endpoint Remediation Operator	Incident Auto-Closure Controller	Learning & Expansion Analyst	Intelligent Triage Dispatcher	Quality & Compliance Guardian	Voice-to-IT specialist

Deliver instant auto-resolution

Most IT tickets are repetitive and predictable, yet they consume analyst time and slow overall resolution. Phoebe closes this gap by using conversational AI, workflow orchestration, and knowledge integration to resolve common issues instantly before they ever reach the service desk queue. Employees get fast, accurate answers while IT teams focus on higher-value engineering challenges.

⚡ Password resets, access requests, and configuration issues resolved automatically

⚡ Embedded conversational support in Teams, Slack, and Service Portal

⚡ AI-driven workflows for guided troubleshooting and self-healing actions

⚡ Knowledge article recommendations surfaced in real time to deflect incidents

Enable seamless ticket escalation

Phoebe automatically captures diagnostic context, attempted steps, and impact details before escalating. It pre-fills tickets, assigns priority based on urgency and business impact, and routes them SLA-aware to the right resolver group—reducing rework and shortening resolution time.

⚙ Auto-generated incidents with logs, attempted steps, and impact details

⚙ SLA-aware routing to the right resolver group or agent on first handoff

⚙ Priority assignment based on urgency and business impact

⚙ Contextual continuity across Virtual Agent and live agent support

Continuously expand service knowledge

Every successful fix is captured, reviewed, and converted into curated knowledge, closing the gap between issue resolution and knowledge availability. Phoebe collaborates with Elara to publish validated content and uses analytics dashboards to highlight automation opportunities and coverage gaps.

Auto-capture of resolutions and conversion into knowledge articles with review gates

Analyst feedback loops to refine and improve auto-resolution quality

Analytics dashboards highlighting gaps in automation coverage

Knowledge AI integration for enriched, high-quality article creation
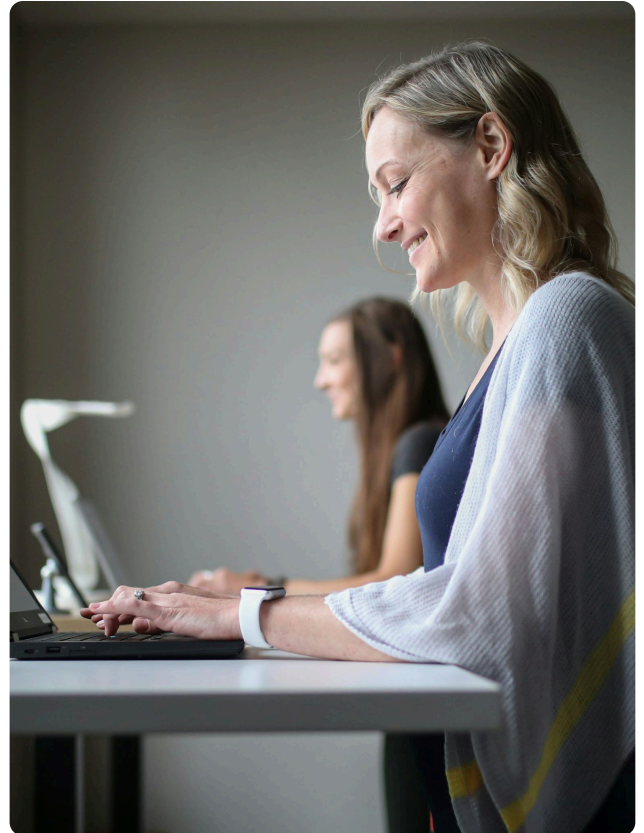
Orchestrate end-to-end service fulfillment

Phoebe goes beyond incidents, automating service request fulfillment for common IT needs. From provisioning new equipment to granting software access, Phoebe orchestrates workflows across multiple systems to deliver services faster, more consistently, and at lower cost. Phoebe also connects with AI Control Tower, Now Assist Guardian, and AI Traffic Controller to enforce guardrails, protect sensitive data, and monitor automation performance across every workflow.

- End-to-end orchestration of catalog requests via Flow Designer
- IntegrationHub connectors for SaaS platforms and enterprise apps
- SLA tracking with proactive updates and automated escalations
- Transparent real-time status for employees requesting services

ServiceNow integration & business value

Phoebe extends **ServiceNow ITSM and Virtual Agent**, creating a proactive, learning IT front door. Organizations leveraging Phoebe achieve:

Higher First-Contact Resolution (FCR) through automated triage and fixes

Reduced ticket volume and lower cost-per-ticket with deflection and auto-resolution

Improved employee satisfaction from faster resolution and seamless support experiences

Learn more about building your own Intelligent Agent Crew ↗