



Meet your new AI agents for banking, technology, telecom, and public sector

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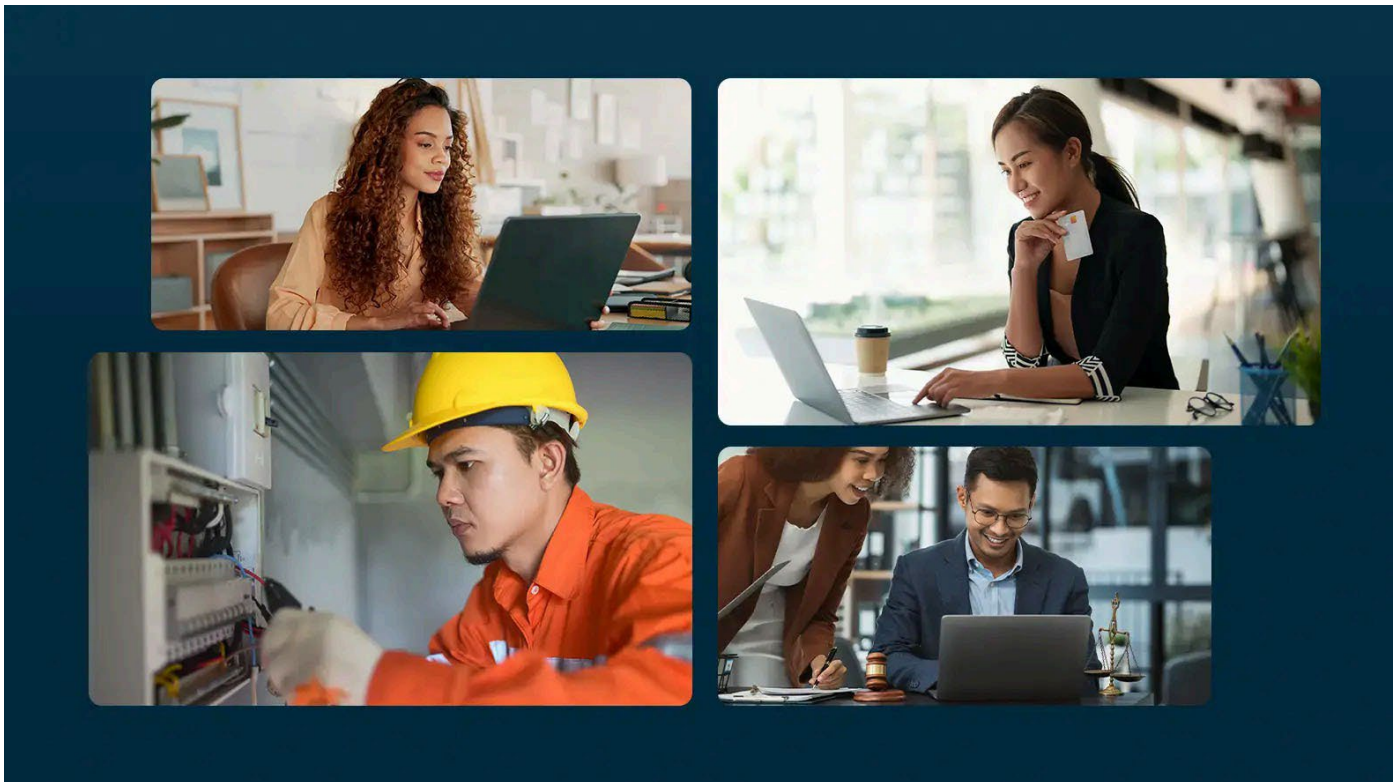
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Meet your new AI agents for banking, technology, telecom, and public sector

Blake McConnell May 07, 2025



Digital transformation has been crucial for staying competitive with customer experiences across industries, from banking to technology to manufacturing to healthcare. Yet many businesses are grappling with the challenges of fragmented systems and siloed teams.

C-suite executives are excited about the potential of AI, specifically agentic AI, to revolutionize operations, according to ServiceNow's recent Enterprise AI Maturity Index findings, and rightly so. It's enhancing experiences, increasing productivity, and improving gross margin. However, the true success of AI and AI agents hinges on the platform they're built on.



resolution time. That's why I'm excited to introduce ServiceNow® AI Agents for banking, technology, telecom, and public sector, as well as innovations for healthcare and manufacturing.

AI agents for banking

With the rise of e-commerce and digital payments, disputed transactions are increasing. Credit card disputes account for \$11 billion worth of charges in the U.S., up from \$7.2 billion in 2019, according to Data Insights research reported in The Wall Street Journal.¹ This is a costly problem for banks and other issuer types. Traditional dispute resolution processes are often cumbersome, involving manually managed, siloed applications.

ServiceNow AI Agents for disputes management, part of ServiceNow Disputes Management, Built with Visa, which is available in Financial Services Operations, can help banks resolve large volumes of disputes fast—reducing costs and providing better customer service experiences.

For instance, according to Visa, about 20% of dispute cases are attributed to "friendly fraud"—meaning the consumer incorrectly identifies the charge as a dispute and the bank shouldn't expend resources to pursue the case. Many of these instances are processed anyway.

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AI agents can help banking employees save time and money by deflecting cases and meeting compliance—ultimately boosting customer loyalty and driving business growth.





also help boost productivity by prompting human agents with next steps, such as drafting an email back to the customer with the detailed outcome of the case in an empathetic tone.

These AI agents can help banking employees save time and money by deflecting cases and meeting compliance—ultimately boosting customer loyalty and driving business growth.

AI agents for technology and telecom

Service providers are under constant pressure to deliver faster, smarter service—without driving up costs. Enter a new generation of AI agents built to transform how the technology and telecom industries handle customer service and support, complex service and billing issues, and proactive customer success.

Our new AI agents for Technology Provider Service Management and Telecommunications Service Management work around the clock to monitor customer health and risk, resolve billing disputes, and triage network incidents—freeing human agents to focus on higher-value work.

When it comes to customer health and risk, customer success managers (CSMs) often manage dozens of customer engagements at once and rely on fragmented data from customer relationship management systems, support tickets, product usage, and customer surveys—making it difficult to spot risks before they escalate. Even when issues are identified, inconsistent processes can lead to missed opportunities to improve retention.

ServiceNow AI Agents for managing customer health and risk enable users to address these challenges by continuously analyzing customer signals and surfacing timely, effective interventions. Instead of digging through reports and dashboards, CSMs receive real-time alerts and recommended success plays—helping to make proactive customer management scalable and more consistent across the portfolio.



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Billing disputes are also a common issue for service providers. When a billing issue occurs, the resolution process is largely reactive, manual, and time-consuming, frustrating both customers and frontline agents.

ServiceNow AI Agents for resolving billing disputes help speed up investigating and billing-related issue resolution by verifying the account, reviewing inventory and invoices, validating payment status, and analyzing usage data to pinpoint discrepancies. AI agents can even suggest better plans and assist in creating the change order, which facilitates faster resolution, lower cost to serve, and happier customers.

In telecom, service issues are constant, and resolving them is often slow, manual, and expensive. On top of that, many agents aren't equipped with the proper technical training. These issues lead to multiple handoffs, delays, and frustrated customers.

ServiceNow AI Agents for analyzing network incidents help resolve network issues faster by quickly locating the root cause, notifying affected customers, and guiding human agents on how to fix the issue with reusable playbooks—reducing resolution time while improving customer satisfaction.

AI agents for public sector

Public sector organizations are under pressure to respond faster, do more with less, and provide equitable access to services—all while navigating disconnected or outdated systems and resource constraints. That's why we're introducing a new generation of AI agents for ServiceNow Public Sector Digital Services, purpose-built for handling freedom of information requests.



qualifying exemptions, AI agents help ensure every request is handled quickly and consistently.

By mitigating repetitive tasks and applying rules consistently, agentic workflows free valuable time for government employees to focus on higher-value work. Employees and constituents benefit from faster response times, improved productivity, and consistent experiences. "It's all part of our mission to help make government more efficient, accessible, and trusted.

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Whether it's estimating fees or flagging qualifying exemptions, AI agents for public sector help ensure every request is handled quickly and consistently.



Enhanced healthcare operations

In high-stakes hospital environments, every second counts. Yet disconnected systems, fragmented workflows, and administrative burdens can hinder care delivery. ServiceNow Healthcare and Life Sciences Service Management facilitates collaboration between care teams and support services.

We're expanding that functionality. Care Team Operations for Healthcare bridges the gap between IT support and care teams. And Care Team Operations for Biomed empowers teams to report and resolve medical device and biomed-related issues quickly and accurately. Both help ensure seamless workflows, reduce response times, and prevent disruptions that could affect care.

In addition, the ServiceNow Care Team Portal makes it possible for hospital care teams to request and track support services with ease. Integrated directly within electronic medical record (EMR) systems or as a standalone portal, it helps reduce administrative friction to accelerate issue resolution.



Products and services in manufacturing require extreme precision and agility and include complex, multichannel sales and service processes. We purpose-built our end-to-end Manufacturing Commercial Operations solution to automate manufacturers' sales, service, and support processes.

Our new Channel Operations adds functionality to automate processes around warranty management and claims, streamlining collaboration between manufacturers and their dealers and channel partners. It facilitates seamless collaboration between original equipment manufacturers (OEMs) and their dealer networks.

Key benefits include improved dealer-OEM communication, efficient case and order management, and streamlined partner interactions, which help reduce costs and improve partner satisfaction.

Additionally, we've partnered with Aptiv to improve warranty management use cases across the lifecycle. Combining Manufacturing Commercial Operations with Aptiv Wind River Studio automated traceability will help OEMs improve and deploy software updates over the air to resolve issues.

Intelligent, seamless workflows

Across all these sectors—banking, technology, telecom, public sector, healthcare, and manufacturing—ServiceNow's approach remains consistent: creating intelligent workflows that connect previously siloed processes and systems.

Our AI platform for business transformation helps organizations in all industries handle complex workflows with precision and efficiency, increasing productivity, speeding resolution times, improving satisfaction, and delivering cost savings.

Find out more about how ServiceNow can help your organization put AI to work for people.

¹ Errari Moise, Reversing a Credit-Card Charge Has Never Been Easier—or More Abused, The Wall Street Journal, June 19, 2024

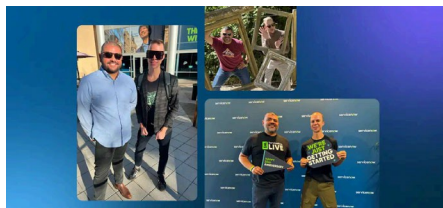
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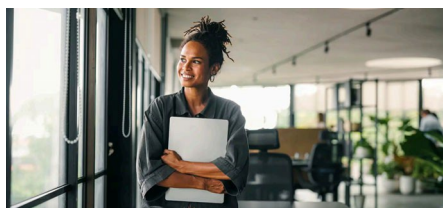
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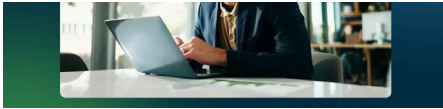
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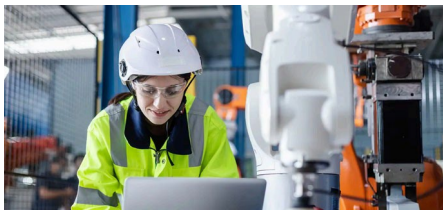
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Trends & Research



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