

Increase your customer satisfaction and agent capacity with the ServiceNow Virtual Agent

Southeastern partnered with UP3 to dramatically increase self-serve rates and boost customer experience using ServiceNow's AI-powered Virtual Agent.

Since implementation, **80% of interactions** have been handled through the ServiceNow Virtual Agent, with it becoming the **preferred channel for customers**, whilst **reducing pressure and workload for agents**, specifically at peak times.



Here's what we achieved:



80%

of interactions resolved with the ServiceNow Virtual Agent



50k+

conversations



110k+

hours of talk time



80%

of transfers to a live agent waited <10 seconds



825%

more cost-effective than a phone call



6%

increase in CSAT score



Here's what Southeastern's **customers** had to say...

"You should definitely advertise this service more, instead of writing emails and calling, the webchat is 200% more efficient for me!!"



Here's what Southeastern's **agents** had to say...

"It's easy to use as we can ask for all required information when dealing with a contact. Making it far quicker to resolve issues."

Why UP3?

We're already helping our customers get started on their AI journey. Unlock the potential of ServiceNow today, through our Managed Service. Talk to one of our experts to discuss the challenges you're facing and how we can help.

Get in touch



Shortlisted for 'Best use of technology' at the UKCCF Awards 2024

Get more from ServiceNow today.
We focus on ServiceNow. You focus on your business.

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