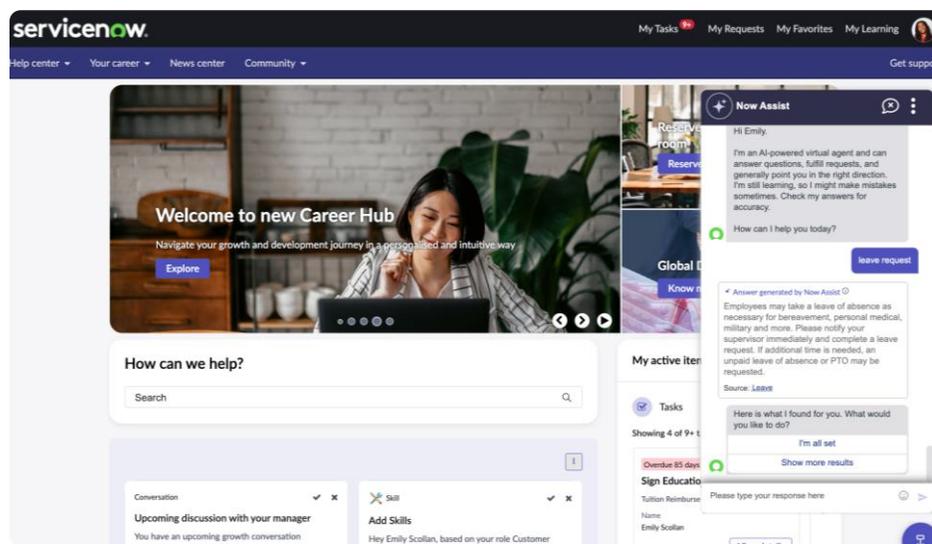# ServiceNow® AI Agents for HR

Supercharge HR Service Delivery with the power of AI Agents

Business leaders today are under pressure to optimize employee performance and deliver strategies that increase productivity. ServiceNow AI Agents help achieve these goals by empowering employees and HR teams with advanced automation and Agentic AI capabilities that simplify processes, deliver faster resolutions, and create streamlined experiences—resulting in greater satisfaction and better business outcomes.

From agents resolving HR cases to workers looking for answers from their mobile device, empowering your workforce with the technology they need to accelerate outcomes and solve problems is more crucial than ever. With the help of ServiceNow AI Agents, we can help you supercharge employee experiences by personalizing service, synthesizing knowledge, and the ability to generate conversations to deliver on employee needs faster and more seamlessly than ever, contributing to increased productivity and employee satisfaction.

ServiceNow AI Agents in Employee Center

Put AI to work for employees.

Time-to-resolution is a top priority for HR agents. With ServiceNow AI Agent capabilities—including AI-generated case summarization and suggested resolutions—agents can deliver faster, more accurate solutions to employees.

Our AI-powered platform empowers employees with advanced self-service through AI-assisted search and proactive prompts, reducing case volumes and enabling HR teams to focus on higher-value tasks.

Together, these capabilities create a world-class employee service experience, ensuring employee needs are met efficiently while boosting productivity for service providers, agents, and business partners.

Learn more at: https://www.servicenow.com/products/ai-agents.html

Key Benefits

- Boost employee self-service with AI-powered answers, recommendations, and guided actions

- Allow HR agents to instantly view a summary of a case topic, action items and resolutions taken to date

- Generate complete knowledgebase articles based on incident or case records

- Ensure proper handling of sensitive topics by redirecting to a live agent when using AI Agents

- Align employee growth with business goals through AI-driven insights and skills intelligence