

# Supercharge ITSM With AI-Powered Video

## VBRICK'S GEN AI AUTOMATICALLY DELIVERS VIDEO INTO SERVICENOW WORKFLOWS

As video use continues to explode within the enterprise, organizations have created massive amounts of video — promotional videos, employee-generated content, and especially recorded meetings and events. Using Vbrick to aggregate these videos is the key to unlocking the goldmine of value they contain.



### TRANSFORM SERVICE DELIVERY WITH VIDEO

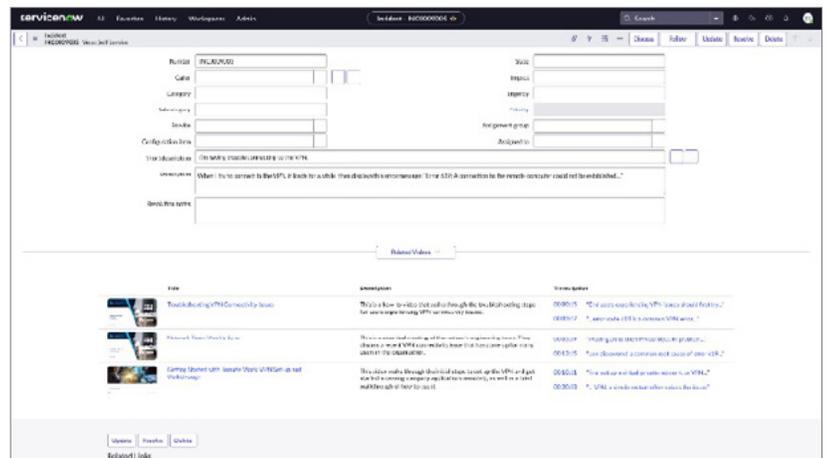
Vbrick Enterprise Video Platform (EVP) unifies and securely distributes recorded video. When integrated with ServiceNow®, Vbrick's enhanced and generative AI automates the delivery of video, placing relevant content in front of the right person, at the right time, as part of the business process.

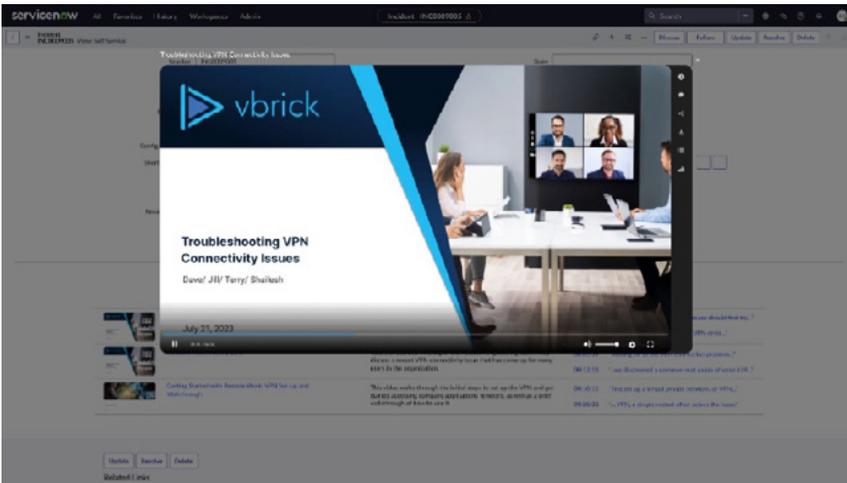
Within ServiceNow Workflows, this combination provides a streamlined user experience that transforms knowledge sharing, increases self-service opportunities, and speeds time to resolution.

### HOW IT WORKS

Intelligent video stored in Vbrick can be integrated with any ServiceNow Workflow. Here's how it works for agents using IT Service Manager (ITSM).

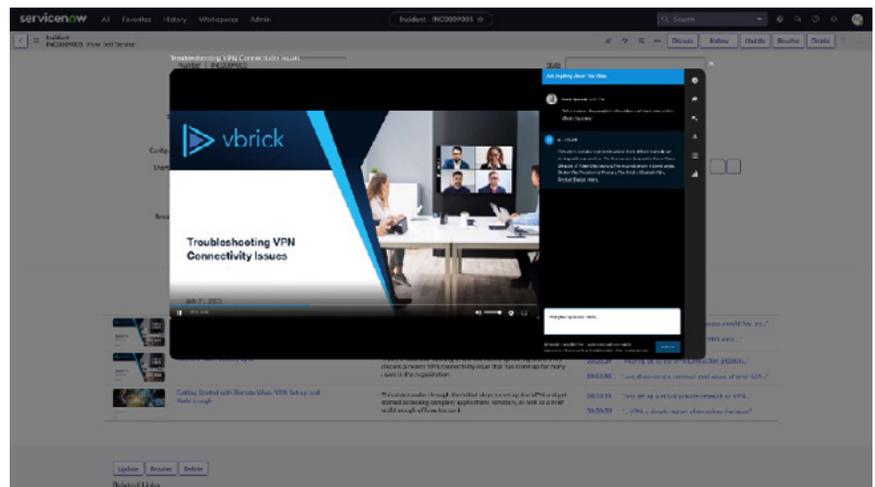
- When an issue is logged, Vbrick's AI automatically serves a curated list of relevant videos based on the ticket details.
- Each video has a description and transcript with timestamps showing when the support topic is discussed.





- Authentication happens behind the scenes and granular viewing permissions control which videos are made available.
- Clicking on a video launches the player right within ServiceNow.

- A transcript of the content is displayed in an interactive panel.
- Searching by keyword identifies where the topic is mentioned.
- Metadata shows the video's owner, upload date, and ratings.
- Using the video assistant, ask questions to pinpoint specific details.



**Improve employee experiences by automatically and intelligently bringing video into any ServiceNow Workflow. Revolutionize the way your teams work by putting information they can see right at their fingertips to streamline processes and increase productivity.**

**READY TO LEARN MORE?**

Request a [demo](#) to see the AI in action or visit: [www.vbrick.com/servicenow](http://www.vbrick.com/servicenow)



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