

The Value of ChatGPT for Service Management Tooling

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INDEPENDENT ESM TOOLING PROVIDER



Trends in ESM

Digital
Transformation
(integration of
data & workflow)

Departemental
Expansion

ITSM and Agile are
merging

Leveraging
predictive AI for
proactive
resolution



CHATGPT

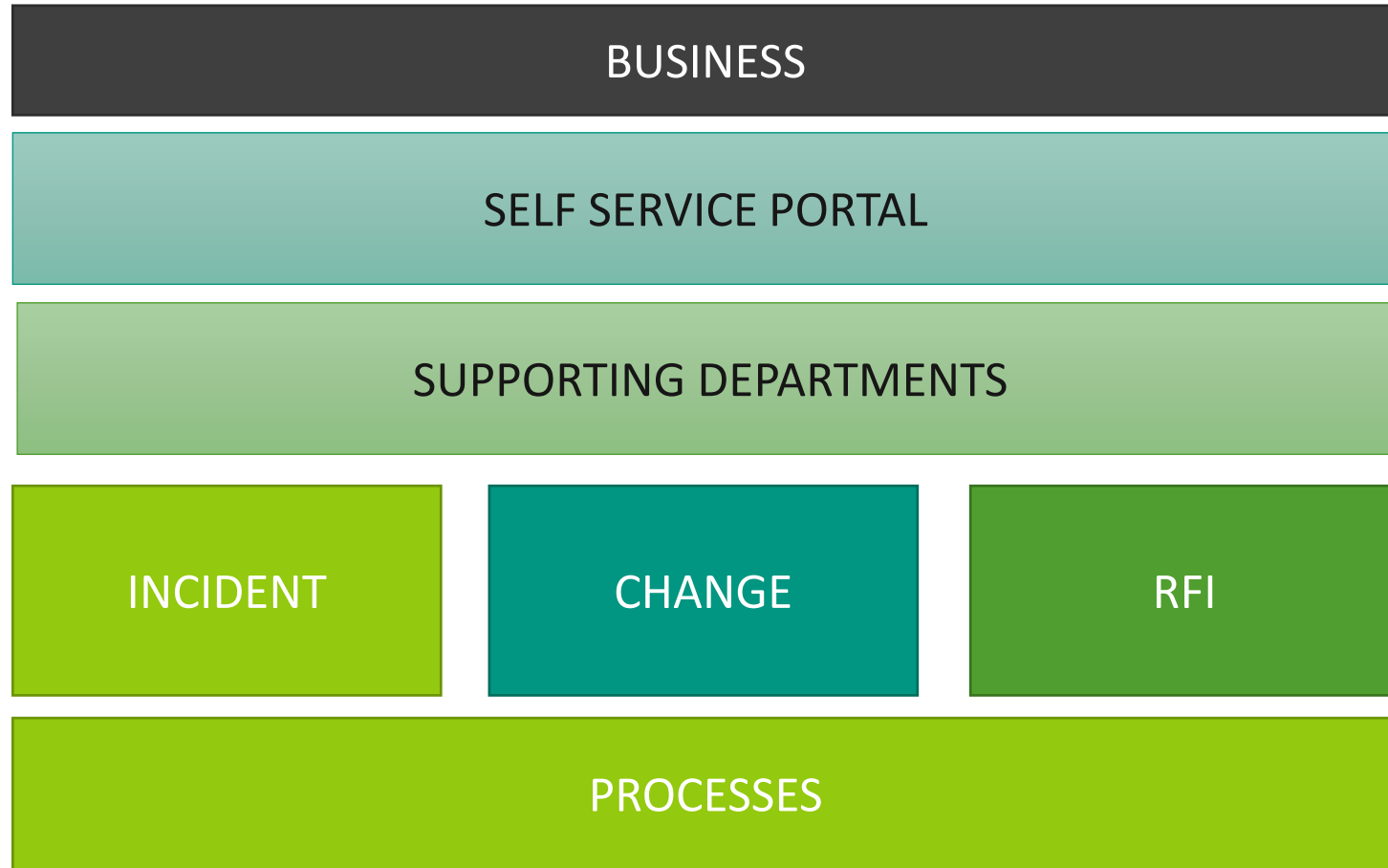
 OpenAI



[What is ChatGPT? OpenAI's Chat GPT Explained - YouTube](#)



Enterprise Service Management





CUSTOMER EXPERIENCE



SPEED



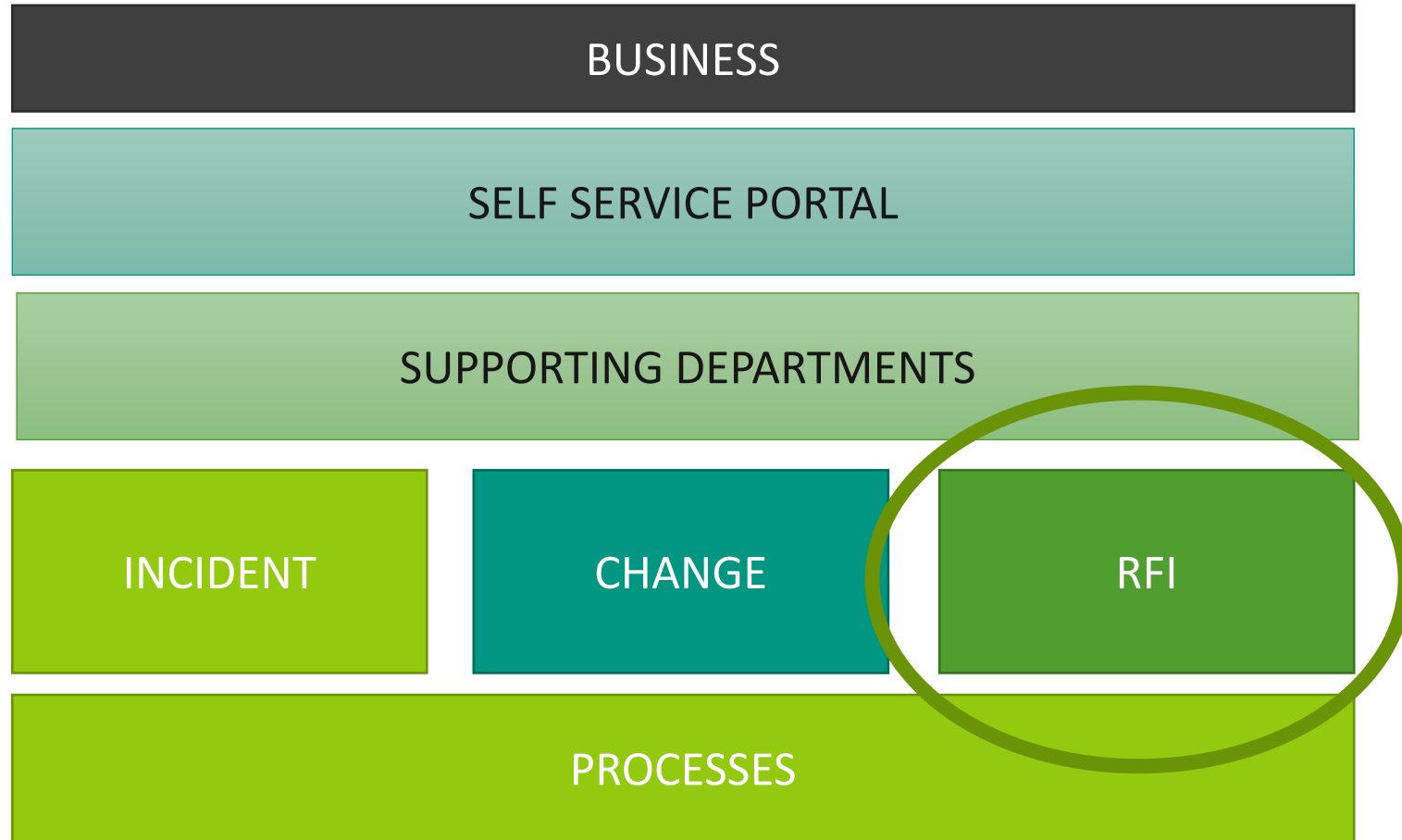
FRIENDLINESS



QUALITY



What if.....



Request for Information



End-users
716



RFI's
686



Time
230 hours

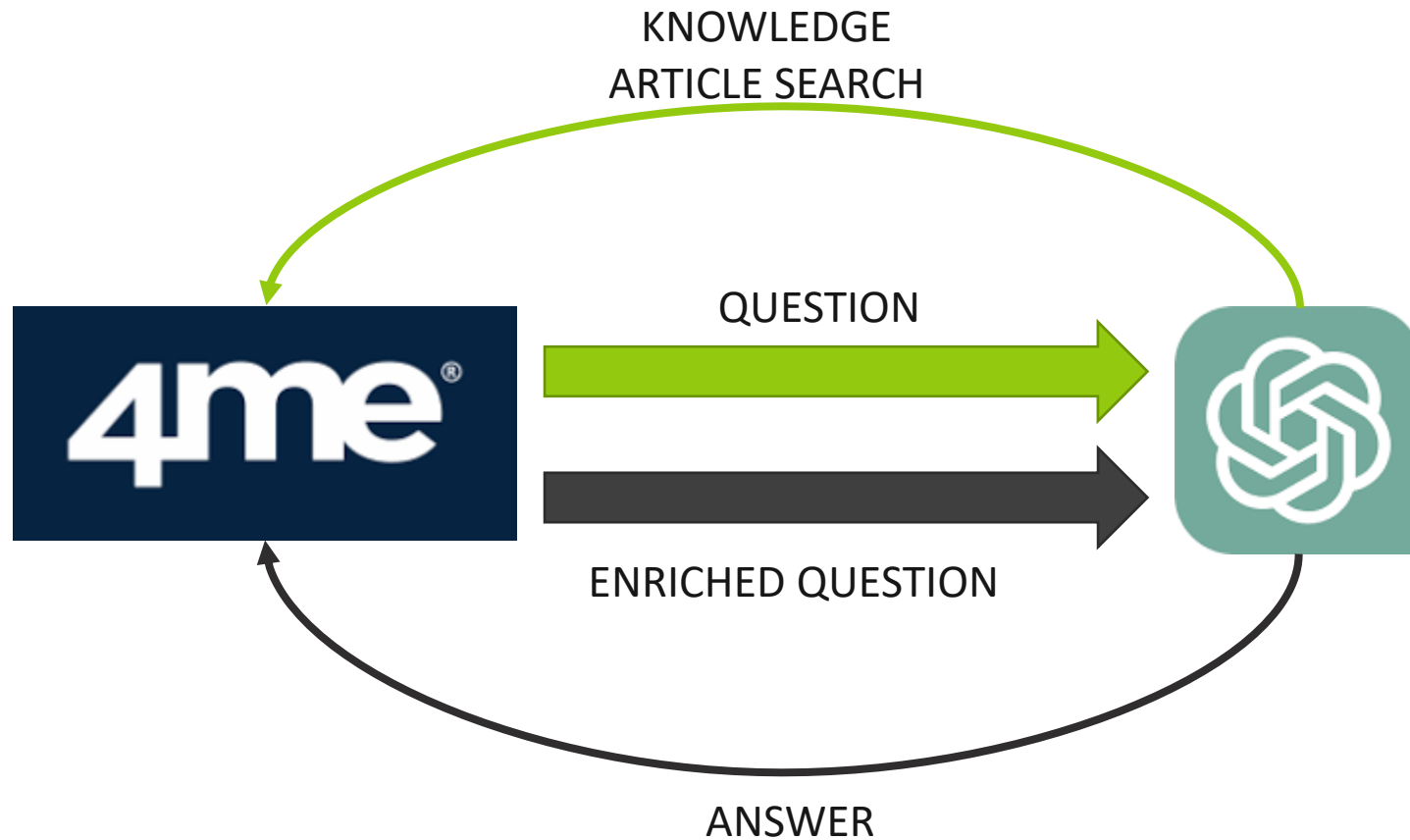
Average in 1 month



Demo



How does it work?



- chatGPT is doesn't learn
- Your data is only available for your account
- It cannot be used by others.



The down side?

- What is the Truth?
- Spread information that you don't want to be spread?
- Shift in Employment?
- The human factor?



Networking drinks

Beursvloer/Exhibition space
2nd floor - 5:45pm

Aangeboden door Freshworks,
in trotse samenwerking met onze partners





Voor meer informatie kun je contact met mij opnemen:

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We are curious to know how you experienced the workshop/presentation! Scan the Qr-code now and let us know in 2 minutes.

