servicenow.

Agentic AI for Finance

Auditoria.AI Agentic AI SmartBots Enhance ServiceNow's Now Platform®

In today's digital enterprise, the Office of the CFO is under pressure to do more with less—faster, smarter, and with greater resilience. Auditoria.AI and ServiceNow have joined forces to combine Auditoria's domain-specific AI agents with ServiceNow's powerful workflow platform, which delivers autonomous finance operations to the enterprise. The goal is the elimination of manual effort across mission-critical workflows such as accounts payable, accounts receivable, and vendor engagement with intelligent, self-operating AI agents, providing greater value to finance teams across the enterprise.

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Agentic AI for Finance Workflows

Auditoria AI agents called SmartBots act as autonomous ServiceNow users—reading, interpreting, and responding to finance-related tickets across AP and AR use cases—email, portal, or phone-based entries. SmartBots process incoming finance tickets, resolve them, and assist ServiceNow finance users by providing detailed data from ERP directly in the ServiceNow Now Platform® interface.

- Reduced ticket resolution times
- 70–80% of supported finance use case tickets
- Lower finance operation costs
- Consistent, audit-ready responses
- Improved vendor and customer experience

- Simplified maintenance of enterprise IT workflows
- Highly secure data platform to manage ERP records
- Roles-based access aligned to ServiceNow parameters

AI-Enabled Features and Benefits

Frictionless Ingestion Across Channels
From self-service portals to email-to-case and phone-driven manual entries, every incoming request is intelligently processed and resolved—autonomously when possible.

Proactive Outreach and Follow-Up
Auditoria AI agents will proactively reach out to finance customers and vendors on behalf of finance team members, maintaining the communication interactions within the ServiceNow platform.

Activity Tracking and Reporting
Finance managers easily quantify and measure the work executed by Auditoria.AI agents alongside the human team members using the intuitive reporting capabilities of ServiceNow.

Autonomous Resolution Paths
Auditoria detects business intent, extracts data, queries the source of record, and updates ServiceNow tickets with accurate, complete replies—or flags for review when needed.

Enterprise-Grade, Scalable, and Secure
Auditoria's solution offers native integration that leverages ServiceNow REST APIs and Integration Hub for seamless two-way connectivity—no rip-and-replace, no disruption.
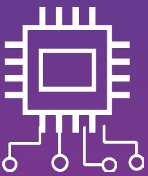
ERP-Connected Finance Intelligence
Auditoria syncs directly with ERPs and data sources to pull accurate invoice, payment, and remittance data in real time, ensuring every response is precise and timely.

Auditoria's Underlying Technology

Generative Artificial Intelligence

Purpose-built for finance with natural language understanding, processing, and generation, SmartBots act as finance agents to execute workflows. Adoption and execution are accelerated through business terminology and intent detection curated specifically for finance processes. Agentic AI and machine learning technology deliver a 70% workload reduction for AR, AP, and procurement teams.

Large And Specialized Language Models To Optimize Finance Context

Auditoria's proprietary, patented specialized language model (SLM) offering combines large language model capabilities with finance-specific data that allows for fine-tuned and customized finance context. This specialty-built SLM comprises seven billion tokens designed to understand and generate human-like finance text but is smaller in scale and yields more accurate results to radically improve outputs and workflows.

All of Auditoria.AI's AP and AR intelligent, agentic AI processing solutions are available in conjunction with ServiceNow's Accounts Payable Operations, Procurement Service Management, and Supplier Lifecycle Operations, or as standalone technology to deliver automation to the office of the Chief Financial Officer.

Secure. Scalable. ServiceNow Native.

Key AP Use Cases
- Payment Status Inquiries
- Remittance Advice Requests
- Invoice Submission Duplicate Detection

Key AR Use Cases
- Invoice Copy Requests
- Account Statement Requests
- Payment Update Logging with Confirmed, Promised, and Delayed Statuses

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