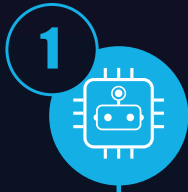


# 7 predictions for service management in 2026



## Agentic AI becomes the largest service and support channel

Driven by consumer-grade digital experiences (hyper-personalized to each user) agentic agents will become the employee channel of choice for first line interaction. This will drive a mass shift in service desk attention from answering phones to tackling novel problems and creating innovative services that solve business challenges for employees.



## Pervasive ESM

Enabled by reignited focus on the employee experience, a unified enterprise service experience will become the new model for the employee service experience. Access to all services in one place (across IT, HR, Facilities, and all other teams) will become a standard expectation for employees. Organizations are increasingly starting their ESM journey outside of IT – particularly HR teams because they have a responsibility for the employee experience.



## 100% self-service adoption becomes achievable

With a set of compelling and automated digital options available to employees, achieving completely hands-free service and support across a broad range of routine scenarios will become the new norm. Adoption will be driven primarily by liquid service expectations bleeding-in from the consumer world. The need for service teams to aggressively drive digital adoption will reduce over time as the digital-first instinct becomes the norm.



## Predictive ticket creation and resolution

Feeding on real-time service and infrastructure data, agentic AIOps agents will predict, log, and resolve infrastructure issues before they impact end-users – creating more resilient services that employees know they can rely on. As a result, IT teams will shift focus from manually handling routine issues to delivering on new technology projects that make a difference to the organization.



## Generative AI goes multimedia

The knowledge artefacts that Gen AI produces will shift from plain text to video explainers – transforming the knowledge experience. Instead of reading pages of text, videos will walk service desk agents and employees through the steps they need to take to solve issues, reducing time and effort.



## The rise of design thinking in enterprise services

Across HR, IT, Facilities, and other teams, the employee perspective will become the first consideration when creating new services. Efficiency is a given; it is the experience that differentiates. But it's not just about the employee experience. The service desk agent experience is also an important factor.



## Growth of the shared services model

An AI-powered vanguard of teams and organizations that excel at service management will be offered opportunities to provide managed services to other teams, divisions and partners. Consolidation of service ecosystems will provide a step-up in cost efficiency, driving further rounds of investment and further economies of scale.



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