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## SERVICE NOW ENROLLMENT

The screenshot shows the ServiceNow Learning Dashboard. At the top, there is a banner for the 'Welcome to ServiceNow (Zurich)' course, which is described as an 'ON-DEMAND COURSE | LEVEL: BEGINNER | 3 HOURS 10 MINUTES'. Below the banner, there is a section titled 'Achievements' with a circular icon and text about completing the course. A large button labeled '190+ Points' is visible. At the bottom of the main content area, there are buttons for 'Start' and 'Unenroll'. The dashboard also includes a weather widget showing '25°C Partly cloudy' and a taskbar at the bottom with various application icons.

The screenshot shows the ServiceNow Learning Dashboard. The top banner for the 'Welcome to ServiceNow (Zurich)' course is still present. Below it, the dashboard features a user profile section with a blue square placeholder for a profile picture, the name 'Hello, Hiranmai Sri', and links for 'View profile', 'In progress', 'Completed', and 'Achievements'. To the right, there is a section titled 'Start earning points' with a rocket icon and a call to action to 'Complete activities to earn points and keys'. At the bottom, a green bar displays the message 'Welcome to your Learning Dashboard' and includes a 'Copilot' button. The dashboard also includes a weather widget showing '25°C Partly cloudy' and a taskbar at the bottom with various application icons.

Registration for Knowledge is now open!  
Secure your spot now and get \$200 off a full-conference pass!

Learn More

servicenow.

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ON-DEMAND COURSE  
Welcome to ServiceNow (Zurich)  
100% Complete

Welcome to ServiceNow Course overview

Instance Help Videos

ServiceNow AI Platform overview

Next Experience, navigation, and access module

Lists and Filters module

https://learning.servicenow.com/hp

25°C Mostly cloudy

INSTANCE STATUS  
Running  
Terminate Instance

Open My Instance

Your Instance will expire in...  
5 Days 17 Hours 4 Minutes  
Request Expiry Extension

You have..  
2 extensions remaining  
7 instances remaining

SIMULATOR PROGRESS  
100% Passed

Task Result: Success Task validation successful!

4. The Virtual Agent will respond with 2 options, (1) Password Reset Instructions, and (2) I want something else.  
5. Select **Password Reset Instructions**.  
6. A knowledge article, KB0010003 will be suggested to you.  
7. Select **KB0010003**.

Explore catalog

This screenshot shows a completed learning instance for the 'Welcome to ServiceNow (Zurich)' course. The sidebar lists various modules like 'Instance Help Videos' and 'ServiceNow AI Platform overview'. The main panel displays the simulator progress at 100% passed, with a success message for the task. A list of steps is provided for interacting with the virtual agent.

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ON-DEMAND COURSE  
Welcome to ServiceNow (Zurich)  
100% Complete

Service Catalog Training  
2 LESSONS

Virtual Agent module  
2 LESSONS

Virtual Agent Lesson

Virtual Agent Task

Welcome to ServiceNow course summary  
2 LESSONS

25°C Mostly cloudy

INSTANCE STATUS  
Running  
Terminate Instance

Open My Instance

Your Instance will expire in...  
5 Days 17 Hours 4 Minutes  
Request Expiry Extension

Nice Work!  
You've earned 195 points! ⓘ

Check your [profile](#) to see your current total points, history, and rank.

You've earned new achievements

Welcome to ServiceNow  
Earned: 2026-01-30  
Share your achievement

Visible on resume | [View](#)

You've acquired new skills

View all of your most recently earned skills on [my learner dashboard](#).

Platform Analytics Experience Platform Analytics

Service Catalog Visual Task Boards ServiceNow AI Platform

Knowledge Management

This screenshot shows the same completed learning instance as the first one, but with additional notifications on the right side. It includes a 'Nice Work!' message with points earned, a 'Welcome to ServiceNow' achievement with a sun icon, and sections for new achievements and acquired skills.