

ServiceNow Appoints New Leadership

ServiceNow

****FOR IMMEDIATE RELEASE**** **ServiceNow Expands AI-Powered Service Management with New Generative AI Capabilities in Now Assist, Accelerating Productivity and Resolution Times**** SANTA CLARA, CA – October 26, 2023 – ServiceNow (NYSE: NOW), the leading digital workflow company making the world work better for everyone, today announced significant advancements to its Now Assist family of solutions with new generative AI capabilities, further transforming service management across IT, Customer Service, and HR. These enhancements, built natively on the Now Platform, leverage large language models (LLMs) to automate complex tasks, accelerate issue resolution, and provide personalized experiences for employees and customers. The latest updates to Now Assist include AI-powered summarization of incident details, intelligent case routing suggestions, and automated content creation for knowledge articles. These features empower agents to resolve issues faster and more efficiently, freeing up valuable time for more strategic initiatives. By seamlessly integrating generative AI into existing workflows, ServiceNow is enabling organizations to dramatically improve productivity and reduce operational costs. The enhancements are available starting today.

"ServiceNow is committed to delivering innovative solutions that drive real business value for our customers," said CJ Desai, President and Chief Operating Officer at ServiceNow. "These new generative AI capabilities in Now Assist are a testament to that commitment, offering a more intelligent and intuitive way to manage service delivery. We believe this will empower our customers to provide exceptional experiences while significantly improving operational efficiency." ServiceNow (NYSE: NOW) is the leading digital workflow company making the world work better for everyone. Our cloud-based platform and solutions digitize and unify workflows, so that people find great experiences and unlock productivity. For more information, visit: www.servicenow.com. Contact: ServiceNow Media Relations support@servicenow.com