

## Now Assist Skill Kit

### Product Documentation:

<https://docs.servicenow.com/bundle/xanadu-intelligent-experiences/page/administer/now-assist-skill-kit/concept/now-assist-skill-kit-landing.html>

### Building Custom GenAI Solutions:

<https://www.servicenow.com/community/now-assist-articles/how-to-approach-building-custom-generative-ai-solutions-using/ta-p/3006669>

### Skill set best practices and guidelines:

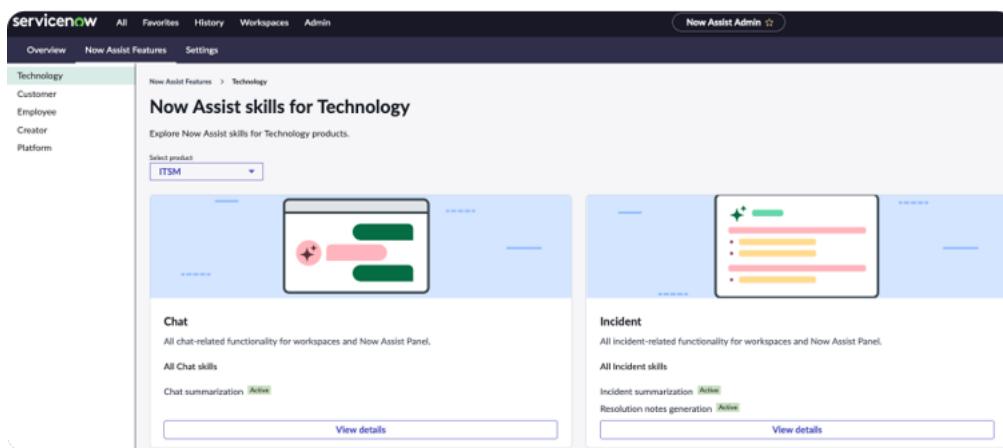
<https://docs.servicenow.com/bundle/xanadu-intelligent-experiences/page/administer/now-assist-skill-kit/reference/na-skill-kit-guidelines.html>

### Now Assist Skill Kit:

Create and publish custom prompts and skills for Now Assist. Creating custom skills and prompts enables you to have greater flexibility with Now Assist's generative AI capabilities.

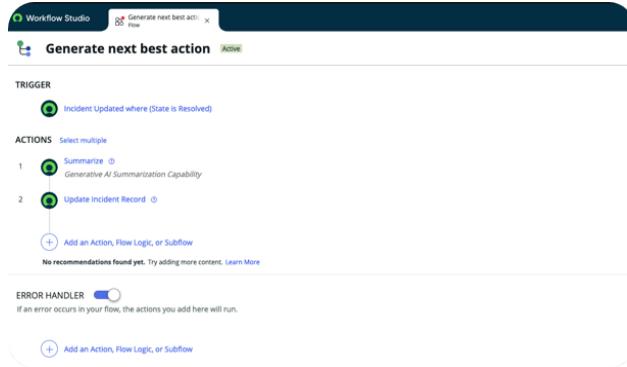
#### OOTB Skills:

- Skills that are included with your Now Assist license including:
- Task Summarization
- Resolution note generation
- Code/flow generation



#### Custom Skills:

- Generative AI use cases created in ServiceNow that are not provided OOTB with Now Assist.
- Are created using Now Assist Skill Kit, or directly within Virtual Agent Designer, Flow Designer, or in scripts.



## How to approach custom skills:

- Activate: Use Now Assist Admin to turn OOTB skills on and off

- Configure: Adjust the OOTB skills using prompt management options within the Now Assist Admin

- Custom: Use Now Assist Skill Kit to create new skills

## When should I consider building custom?

Ultimately, it depends on your use case. Consider which column relate most:

- OOTB Skills:
  - Want a turnkey implementation
  - Don't need generative AI outputs to trigger or drive workflows
  - Want to avoid technical debt
  - Are looking to use a stable, tested, and verified set of generative AI features
- Configured OOTB Skills:
  - Require refinement of OOTB skills to align with requirements
  - Want tailored skills, but want to remain able to get support if necessary
- Custom Skills:
  - Want to incorporate custom tables or fields into workflows
  - Want to incorporate generative AI into existing workflows
  - Have requirements to use a particular LLM
  - [Partners] Want to create something net new to offer your customers

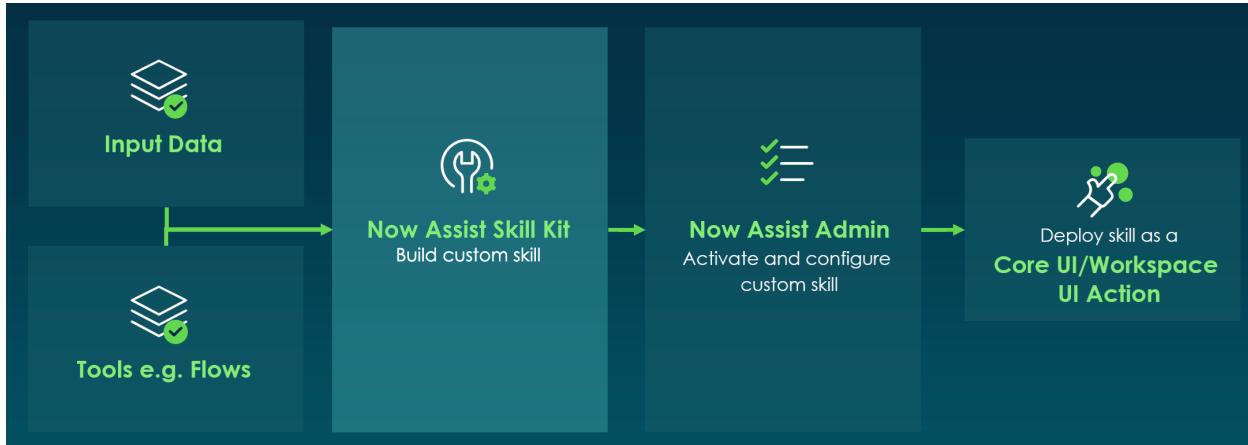
## Now Assist Skill Set:

1. Create new custom skills
2. Author prompts using a prompt editor
3. Augment prompts using tools such as Flow actions, Subflows, and Scripts
4. Test your skill using records from the instance
5. Activate custom skills through the Now Assist Admin Console
6. Trigger skills through UI Actions

The screenshot shows the ServiceNow Now Assist Skill Kit interface for the 'Email creator' skill. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', 'Admin', 'Now Assist Skill Kit', 'Search', and various system icons.

The main area is divided into two tabs: 'Prompt editor' (selected) and 'Evaluations' (disabled). The 'Skill contents' section on the left lists components: 'Skill inputs' (Incident, Record), 'Tools' (FlowActionFetchComments, FetchComments), and 'Prompts' (Now LLM Generic, Generate Email v2, Sample prompt, Generate helpful response). The 'Generate helpful response' tab is active, showing a 'Prompt' section with a text input field containing a template for a professional email response. The 'Test prompt' section below shows a generated email message with placeholders for ticket number and requestor's name. Buttons at the top right include 'Save', 'Save as', 'Finalize prompt', 'Configurations', and 'Insert inputs'. At the bottom right are 'Text View' and 'Run tests' buttons.

High level flow:



User journey:

1. Define Provider  
Select which LLM to utilize:  
Generic NowLLM  
BYOLLM  
Spokes e.g. Azure OpenAI, WatsonX
2. Build  
Develop your skill by configuring the:  
Input Sources  
Prompt  
Prompt Settings (Temperature etc)
3. Test  
Use data from your instance to test the prompt
4. Evaluate  
Perform batch testing of your skill leveraging the Now Assist Data Kit to measure the effectiveness of your skill
5. Deploy  
Expose your skills via UI Action (Core UI and Workspace)

## Lab Instance Set up:

### Step 1: Get an instance provisioned

1. Navigate to Support: <https://support.servicenow.com/now>
2. Log in with your credentials
3. Type in search “Request internal instance”
4. Click on the Service Catalog item named “New Internal Instance Request” or follow the link [here](#).

request internal instance

Here's what we found for **request internal instance**

All release versions Xanadu (1361) Washington DC (1365) Vancouver (1300) Utah (1464) Store ⓘ

**New Internal Instance Request**  
Provision an Internal Instance  
Service Catalog

**Requesting New Internal Instances**  
... to the Instance Automation team for assistance. Procedure Use the following procedure to request a new internal instance. 1. Open Hi at support.servicenow.com . 2. Navigate to Service Catalog > Catalog or Self-Service > Instance Management. 3. Click ...

Can't find what you're looking for?  
Ask Now Community  
Create a Case  
Call Support

Popular Searches

5. Complete the form as seen below. Some notes:
  - The items in the boxes are personal to you – select your department name, give your instance a personalized name, list yourself as the owner, and then select the data center you live in.
  - Make sure you select “Install Demo Data”!

New Instance Request Details

\* Instance Edition:  
ServiceNow® Service Automation Suite

\* What is the purpose of this instance?  
Dept Meeting Lab

\* How would you classify your data?  
Public

\* Does the instance have direct data integrations with systems and services that process customer restricted or ServiceNow restricted data?  
No

\* Instance User Sub-Category  
Employee - default

\* Is this instance External Customer facing?  
No

\* Department:  
[highlighted]

Customer Provisioning Contacts

Cloud Encryption (Data)

Install Demo Data [highlighted]

Preferred instance suffix/name for classified instance [highlighted]

Owner [highlighted]

Please specify who the owner of this instance will be. The owner will be used for all communications and to determine appraisals and reporting of instance usage by Department Head.

Account Team Members

Preferred datacenter region [highlighted]

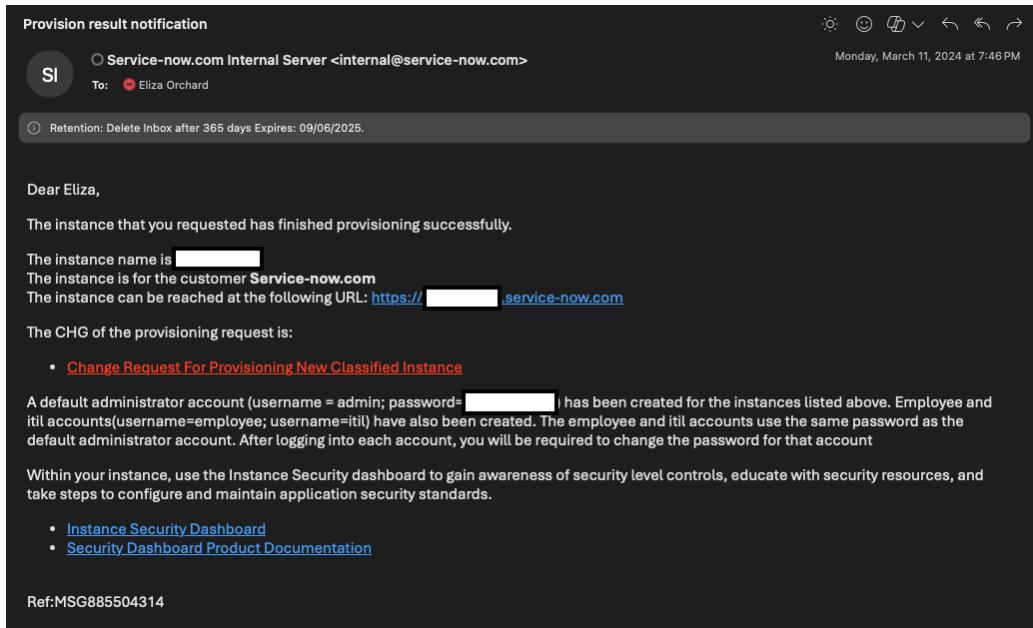
Use the choices below to select a preferred datacenter or region, this will help us to place the instance on a server where it is not impacted by any backups, maintenance, these will be carried out outside business hours in that region. We will prioritize the requested region, however if capacity is not available another region might be used.

None [highlighted]

Application version  
Xanadu

6. Click submit.

It will take multiple hours to provision your instance. You will receive an email containing the details of your instance once ready. The email looks like the below:



## Step 2: Clone instance

Note: This requires your internal instance to be provisioned. Please wait to receive the email noted above before progressing.

We have an instance available for you to clone over to your newly created internal instance.

1. Log into your new internal instance using the details provided in the email you received informing you of your instance provisioning. The email will include the admin password for you to use.
2. Reset the password if prompted.
3. HiHop into the instance that is to be cloned – in this scenario it is skillkitdemo2. To HiHop, follow the link here: [https://hihop.service-now.com/hop.do?sysparm\\_instance=skillkitdemo2&mode=readwrite](https://hihop.service-now.com/hop.do?sysparm_instance=skillkitdemo2&mode=readwrite)
4. Navigate to Administration > Clone Targets.
5. Create a new Clone Target record.
6. Enter your instance URL, then populate the username and password fields with the admin username and password set in step 2.

servicenow All Favorites History Workspaces Admin ServiceNow- New Record Instance

clone

\* Instance URL: https://skillkitdemo.service-now.com

\* Username: admin

\* Password: [REDACTED]

Your instance name

Submit

Clone Targets

System Clone Profiles Home Request Clone Live Clones Active Clones Clone History Clone Definition Exclude Tables Preserve Data Cleanup Scripts Administration

7. Save the Clone Target record.
8. Navigate to Clone Admin Console > Request Clone
9. Populate the fields as seen below, replacing the Target instance with the Clone Target record you set up in step 6. Scroll to the bottom and click “Save and Continue”

The screenshot shows the 'Clone request' configuration page. The 'Source Instance' is set to 'Current instance'. The 'Target Instance' dropdown is set to 'elizaacademydemo'. A red arrow points to this dropdown with the text 'Your instance name' written in red below it. Other fields include 'Clone Scheduled Start Time' (2024-09-09 09:49:00), 'Clone Profile' (None), and 'Email upon completion' (empty). The 'Definitions' section shows 'Exclusions' (187), 'Preservers' (140), and 'Cleanup Scripts' (15). The 'Optional Settings' section includes tabs for 'General', 'Exclusions', and 'Preservers'. Under 'General', 'Amount of data copied from the Task table' is set to 'Full'. Under 'Preservers', 'Backup options' are set to 'Most recent (recommended default)'. The 'Clone Frequency' dropdown is set to 'None'. At the bottom, there are 'Learn More' and 'Learn more' links.

10. On the next page, review the summary, ensuring that your instance name is the target instance, and that the source instance is Current Instance. If not, then go back and redo the previous step.

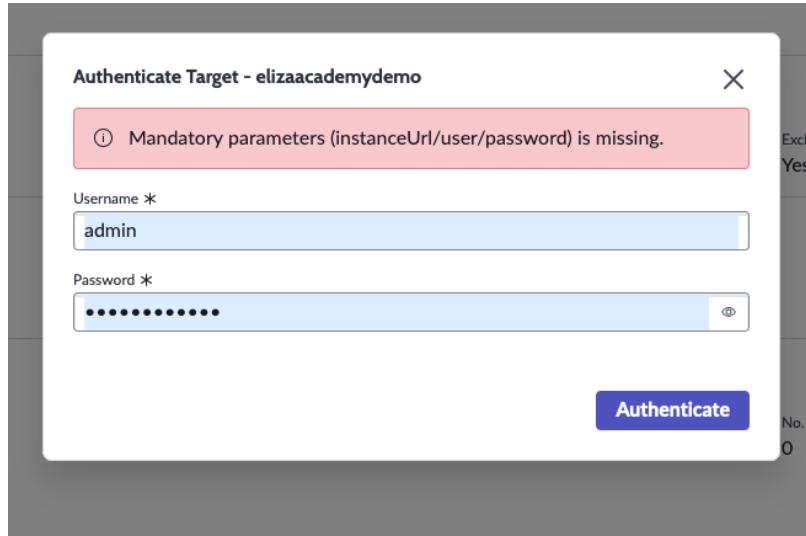
The screenshot shows the 'Clone request summary' page. It displays the following details:

- Basic Details:**
  - Clone profile: None
  - Source Instance: Current instance
  - Exclusions: 187
  - Email Upon Completion: None
- Lock settings at time of clone request:** No
- Target Instance:** elizaacademydemo
- Preservers:** 140
- Clone Scheduled Start Time:** 2024-09-09 09:49:00
- Cleanup Scripts:** 15
- Clone Frequency:** None
- Other settings:**
  - Amount of data copied from the Task table: Full
  - Preserver Theme: Yes
  - Exclude audit and log data: Yes
  - Preserve in Progress Global Update Sets: None
  - Exclude attachment data: Yes
  - Backup selection: Most recent (recommended default)
  - No. of Occurrences: 0

At the bottom, there are 'Prev' and 'Cancel' buttons, and a prominent blue 'Confirm and Submit Clone Request' button.

11. Click Confirm and Submit Clone Request

12. Ignore the warning message, then input the username and password for your admin user again, then click Authenticate:



13. You will be presented with a page indicating the estimated time to complete the clone. It may take anywhere from 1-5 hours.

### Step 3: Verify clone worked

14. After the estimated time has passed, return to the instance that you created by HiHoping in ([https://hihop.service-now.com/hop.do?sysparm\\_instance=\[YOUR\\_INSTANCE\\_NAME\\_HERE\]&mode=readonly](https://hihop.service-now.com/hop.do?sysparm_instance=[YOUR_INSTANCE_NAME_HERE]&mode=readonly))

15. Impersonate the user named skill admin.

16. Navigate to Now Assist Skill Kit > Home & you should see below screen

Name	Description	Default Provider	Active	Workflow	Product	Feature	Created By	Last Updated
Sri Test		Now LLM Generic	false	Employee	HRSD	Sri Test	srikant.mallikarjuna@inc	2024-09-06 20:34:10
Incident summarization	Summarization of a incident	Now LLM Generic	true	Technology	ITSM	Incident	srikant.mallikarjuna@inc	2024-09-06 16:03:38
Sri		Now LLM Generic	true	Technology	ITSM	Sri		2024-07-22 23:53:27
Resolution notes generation	Uses gen AI to create more streamlined resolutions for customers and employees alike.	Now LLM Generic	true	Technology	ITSM	Resolution notes generation		2024-07-18 09:18:59
Incident summarization	<p>Use Now Assist to summarize incidents, saving teams valuable time to understand what's happening.</p>	Now LLM Generic	true	Technology	ITSM	Incident	admin	2024-07-18 09:18:59
Chat summarization	<p>Now assist provides a summary of ongoing chats so agents see the big picture without reading every message helping them resolve issues faster.</p>	Now LLM Generic	true	Technology	ITSM	Chat	admin	2024-07-18 09:16:28
Chat reply recommendation	<p>Use Now Assist to provide contextual relevant recommended response in real time so agent can resolve issues more quickly.</p>	Now LLM Generic	false	Technology	ITSM	Chat	admin	2024-06-26 13:45:12
Chat reply recommendation	<p>Use generative AI to provide contextual relevant recommended response in real time so agent can resolve issues more quickly.</p>	Now LLM Generic	false	Employee	HRSD	Chat	admin	2024-06-25 04:01:46
Sidebar discussion summarization	<p>Use generative AI to summarize Sidebar discussions between agents, requesters, and subject matter experts.</p>	Now LLM Generic	false	Employee	HRSD	Sidebar discussion summarization	admin	2024-06-07 17:20:58
Sidebar discussion summarization	<p>Uses genAI to summarize Sidebar discussions between agents, requesters, and subject matter experts.</p>	Now LLM Generic	false	Technology	ITSM	Sidebar discussion summarization	admin	2024-05-23 11:04:47
Case summarization	<p>Use generative AI to read and distill case information across HR cases.</p>	Now LLM Generic	false	Employee	HRSD	Case	admin	

## Step 4: Setup NOW LLM connection

17. Go to Connection & Credential Aliases module under Connection & Credential from ALL menu
18. Search for NOW LLM in the list or search for ID sn\_generative\_ai.Now\_LLM in list

The screenshot shows a list of connection and credential aliases. The 'Now LLM' entry is selected, indicated by a blue border around its row. The columns are 'Name', 'Type', and 'ID'. The 'Name' column includes entries like MicrosoftReceiptScanner, MicrosoftSensitiveDataMasking, MicrosoftSharePointOnlineforAI, etc. The 'Type' column shows most as 'Connection and Credential' except for a few like 'Credential'. The 'ID' column provides unique identifiers for each entry.

Name	Type	ID
MicrosoftReceiptScanner	Connection and Credential	MicrosoftReceiptScanner
MicrosoftSensitiveDataMasking	Connection and Credential	MicrosoftSensitiveDataMasking
MicrosoftSharePointOnlineforAI	Connection and Credential	sn_ais_assist.MicrosoftSharePointOnline...
MicrosoftTranslation	Connection and Credential	sn_ms_trans_spoke.MicrosoftTranslation
MS Teams Chat App Credentials	Connection and Credential	sn_tcm_collab_hook_MS_Teams_Chat_App_Cre...
MS Teams Chat Credentials	Connection and Credential	sn_tcm_collab_hook_MS_Teams_Chat_Credent...
MS Teams Credentials	Credential	sn_now_teams.MS_Teams_Credentials
MSAzureCoreSpoke	Connection and Credential	sn_now_azure.MSAzureCoreSpoke
MSTeamsGraph-BotCredentials	Credential	sn_msteams_ahv2.MTeamsGraph_BotCredentials
MS_Teams_Activity	Connection and Credential	sn_now_teams.MS_Teams_Activity
Now LLM	Connection and Credential	sn_generative_ai.Now_LLM
OpenAI	Connection and Credential	sn_openai.OpenAI
RWS-TMS	Connection and Credential	sn_sdl_spoke.RWS_TMS
SCCM	Connection and Credential	sn_sccm_spoke.SCCM
ServiceNow	Connection and Credential	sn_ebonding_ah.ServiceNow
ServiceNowNLU	Connection and Credential	ServiceNowNLU
ServiceNow_Basic	Connection and Credential	ServiceNow_Basic
Sidebar Teams Graph Credentials	Connection and Credential	sn_oe_sfs.Sidebar_Teams_Graph_Credentials
Virtual Agent MS Teams Credentials	Credential	sn_va_teams.Virtual_Agent_MS_Teams_Cred...
VM Management VA	Credential	sn_managevms.VM_Management_VA

19. Go to connections related list & press New

The screenshot shows the 'Connections' related list for the 'Now LLM' alias. A new connection record is being created, indicated by the 'New' button at the top right of the form. The form fields include Name (Now LLM), Application (Generative AI Controller), Type (Connection and Credential), Connection type (HTTP), and a note about Support Multiple Active Connections. Below the form is a table showing existing connections, with one entry for 'Now LLM'.

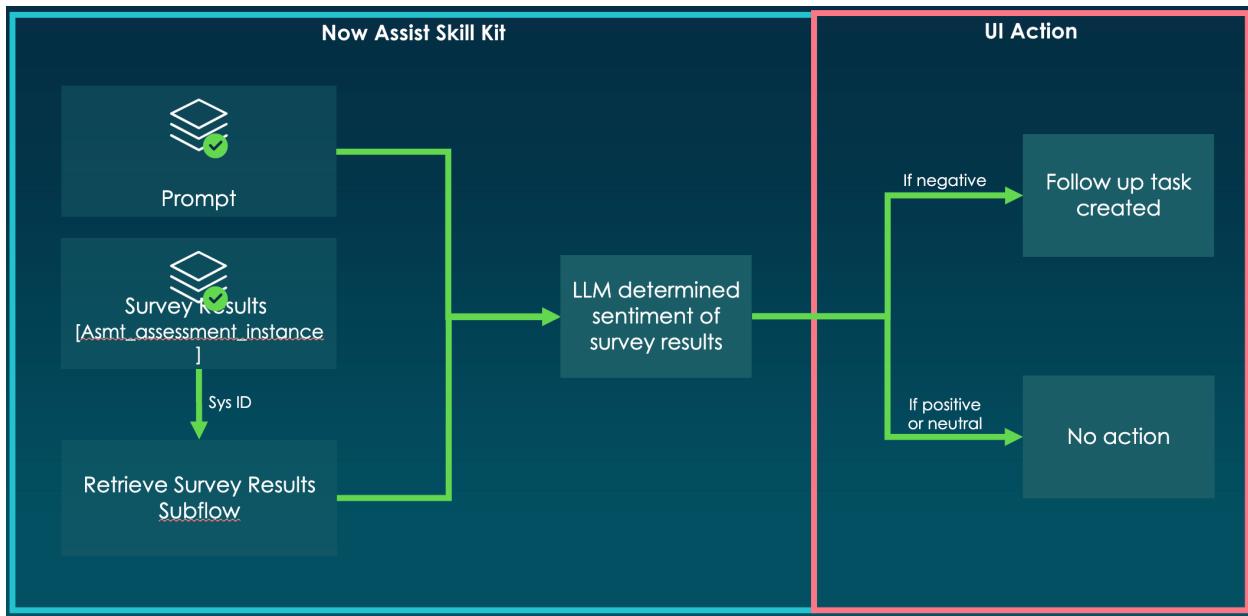
Connections (1)	Connection Attributes	Child Aliases																																				
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20. Enter name as Now LLM & Connections URL as <https://mlprediction-dart-main-dart002.phx100.service-now.com>

21. Press Submit

## Sentiment Analysis Use Case:

High level flow:



1. Search for “Now Assist Skill Kit” in navigator
2. Create New skill
  - a. Skill name – Sentiment Analysis
  - b. Description – Sentiment Analysis
  - c. Provider – Now LLM Generic
  - d. Provider API – Now LLM Generic
3. Add Skill Input
  - a. Datatype: Record
  - b. Name: Incident
  - c. Description: Incident
  - d. Test Values: chose an incident from drop down
  - e. Click ‘Add Skill Input’
4. Copy below prompt and save

Analyze the sentiment of the incident given SHORT\_DESCRIPTION, DESCRIPTION, PRIORITY, STATE and ACTIVITIES.

```
{{incident.short_description}}{{incident.description}}{{incident.priority}}{{incident.state}}{{incident.work_notes_list}}
```

Just return back the sentiment of this incident as an output.

5. Run Test

## 6. Copy below prompt and save

Analyze the sentiment of the incident given SHORT\_DESCRIPTION, DESCRIPTION, PRIORITY, STATE and ACTIVITIES.

```
{{incident.short_description}}{{incident.description}}{{incident.priority}}{{incident.state}}{{incident.work_notes_list}}
```

Just return back the sentiment of this incident as an output with the following format. Do not say anything before or after the JSON {"Sentiment": }

## 7. Run Test

## 8. Click on "Finalize prompt"

The screenshot shows the ServiceNow Now Assist Skill Kit interface. The top navigation bar includes links for Home, All, Favorites, History, Workspaces, Admin, and a Now Assist Skill Kit button. Below the navigation is a search bar and a message indicating the skill has been updated to default. The main content area is titled 'Sentiment Analysis' and shows a 'Prompt editor' tab selected. On the left, there's a sidebar titled 'Skill contents' with sections for Skill inputs (Incident), Skill outputs, Tools, Prompts, and Now LLM Generic. Under Prompts, 'Now LLM Generic' is selected, and its 'Prompt name' is listed as 'Prompt'. The main panel contains a 'Prompt name' field with the placeholder 'Analyze the sentiment of the incident given SHORT\_DESCRIPTION, DESCRIPTION, PRIORITY, STATE and ACTIVITIES.' followed by the copied JSON template. Below this is a 'Test prompt' section with a response of '{"Sentiment": "neutral"}'. Buttons for 'Add prompt', 'Publish', and 'Update prompt' are visible at the top right of the main panel.

## 9. Prompt is ready. Let's add deployment settings.

- Navigate to Settings Tab --> Deployment Settings
- Set workflow= Technology
- Product = ITSM
- Feature= Create custom feature --> Sentiment Analysis
- Enable in UI Action - on table Incident

## 10. Publish

## 11. Navigate to Now Assist Admin (NAA)

- Click on the link to go to NAA on Publish  
OR
- Search for “Now Assist Admin” in navigator --> Now Assist Features --> Technology --> product=ITSM --> Custom Incident --> open Skill created in Skill Kit - Sentiment Analysis

## 12. Activate Skill with UI Action

Skill Name	Delivery	LLM service	Status	Last modified
Sentiment Analysis	Core UI	Now LLM Service	Active	2024-10-15 12:13

**UI Action**  
Sentiment Analysis

**Name:** Sentiment Analysis  
**Table:** Incident [incident]  
**Order:** 100  
**Action name:**   
**Active:**   
**Show insert:**   
**Show update:**   
**Client:**   
**Overrides:**

**Application:** Global  
**Form button:**   
**Form context menu:**   
**Form link:**   
**Form style:** -- None --  
**List banner button:**   
**List bottom button:**   
**List context menu:**   
**List choice:**   
**List link:**   
**List style:** -- None --

**Messages:**   
**Comments:**   
**Hint:**   
**Condition:** new sn\_nowassist\_admin.NowAssistSkillConfig().isSkillConfigurationActive('272de645eb9512108c58f55cbad0cda0')  
**Script:** Turn on ECMAScript 2021 (ES12) mode

```

1 var inputsPayload = {};
2 inputsPayload['incident'] = {
3   tableName: 'incident',
4   sysId: current.getValue('sys_id'),
5   queryString: ''
6 };
7 var request = {
8   executionRequests: [
9     {
10       payload: inputsPayload,
11       capabilityId: 'd72de645eb9512108c58f55cbad0cda0',
12       meta: {
13         skillConfigId: '272de645eb9512108c58f55cbad0cda0'
14       }
15     },
16   ],
17   mode: 'sync'
18 };
19 try {
20   gs.addInfoMessage(JSON.stringify(sn_one_extend.OneExtendUtil.execute(request)));
21 } catch(e) {
22   gs.error(e);
23   gs.addErrorMessage('Something went wrong while executing skill.');
24 }
25 action.setRedirectURL(current);

```

**Protection policy:** -- None --

### 13. Open Incident form, run UI Action

## Output:

### Incident with sentiment “neutral”:

[INC0000009](#)

```
{"requestPayload":null,"meta":{"blocking":true,"startedAt":"2024-10-15 12:29:46","completedAt":"2024-10-15 12:29:47","status":"completed","planId":"46bea2c9eb9512108c58f55cbad0cdaa","capabilities":[{"id":72de645eb9512108c58f55cbad0cdaa,"provider":"Now LLM","response":"[\"model_output\":\"\\n\\\"Sentiment\\\"\\\":\\\"neutral\\\"\\\"]\\n\\\"logId\":\"6432209ebd512108c58f55cbad0cdaa\\\"\\\",\\\"status\\\":\\\"success\\\"\\\",\\\"meta\\\":{},\\\"resourceId\\\":653d620547511210795ce65d416d436c,\"resourceName\\\":\\\"Sentiment Analysis\\\",\\\"skillConfigId\\\":\\\"272de645eb9512108c58f55cbad0cdaa\\\"\\}],\\\"transactionId\\\":\\\"f6673693-a5a1-40c2-b4ea-a79d16553578\\\"\\\",\\\"message\\\":null}}
```

Number	INC0000009	Channel	Phone
* Caller	Rick Berzle	State	Closed
Category	Inquiry / Help	Impact	1 - High
Subcategory	~ None --	Urgency	1 - High
Service		Priority	1 - Critical
Service offering		Assignment group	Service Desk
Configuration item		Assigned to	David Loo
* Short description	Reset my password		
Description	I can't remember my password and need to log in. Can someone reset my password asap? I am blocked on several urgent items until I can log in again.		

Notes    Related Records    Resolution Information

Watch list    Work notes list

Activities: 2    Don Goodliffe    Field changes • 2024-04-28 15:51:33

### Incident with sentiment “negative”:

[INC0033333](#)

```
 {"requestPayload":null,"meta":{"blocking":true,"startedAt":"2024-10-15 12:30:09","completedAt":"2024-10-15 12:30:11","status":"completed","planId":"46bea2c9eb9512108c58f55cbad0cdaa","capabilities":[{"id":72de645eb9512108c58f55cbad0cdaa,"provider":"Now LLM","response":"[\"model_output\":\"\\n\\\"Sentiment\\\"\\\":\\\"Negative\\\"\\\"]\\n\\\"logId\":\"ca427609ebd512108c58f55cbad0cdaa\\\"\\\",\\\"status\\\":\\\"success\\\"\\\",\\\"meta\\\":{},\\\"resourceId\\\":653d620547511210795ce65d416d436c,\"resourceName\\\":\\\"Sentiment Analysis\\\",\\\"skillConfigId\\\":\\\"272de645eb9512108c58f55cbad0cdaa\\\"\\}],\\\"transactionId\\\":\\\"bd782445-b614-45df-9440-c33b530a5693\\\"\\\",\\\"message\\\":null}}
```

Number	INC0033333	Channel	~ None --
* Caller	David Loo	State	In Progress
Category	Software	Impact	1 - High
Subcategory	~ None --	Urgency	1 - High
Service		Priority	1 - Critical
Service offering		Assignment group	Service Desk
Configuration item	SAP Sales and Distribution	Assigned to	Beth Anglin
* Short description	SAP Sales app is not accessible		
Description	Unable to get into the SAP Sales app. It was working yesterday.		

Related Search Results >

Notes    Related Records    Resolution Information

Watch list    Work notes list

Work notes    Work notes

Additional comments (Customer visible) [Post](#)

Activities: 4    Service-now: Saranga Thirupattura [m...]

## Summarize Child Incidents Use Case:

1. Search for “Now Assist Skill Kit” in navigator
2. Create New skill
  - a. Skill name – Summarize Child Incidents
  - b. Description – Summarize Child Incidents
  - c. Provider – Now LLM Generic
  - d. Provider API – Now LLM Generic
3. Add Skill Input
  - a. Datatype: Record
  - b. Name: Incident
  - c. Description: Incident
  - d. Test Values: chose an incident from drop down
  - e. Click ‘Add Skill Input’
4. Create a Script Include named IncidentJournalFetcher with the following script:

```
var IncidentJournalFetcher = Class.create();
IncidentJournalFetcher.prototype = {
    initialize: function() {},  
  
    getChildIncidentDetails: function(incidentSysId, numberOfWorknotes) {
        var result = {
            childIncidents: []
        };
        numberOfWorknotes = Number(numberOfWorknotes);
        // Query for child incidents
        var childIncidentsGr = new GlideRecord('incident');
        childIncidentsGr.addQuery('parent_incident', incidentSysId);
        childIncidentsGr.query();
        // Process each child incident
        while (childIncidentsGr.next()) {
            result.childIncidents.push({
                childIncidentSysId: childIncidentsGr.sys_id.toString(),
                childIncidentNumber: childIncidentsGr.number.toString(),
                childIncidentShortDescription:
                childIncidentsGr.short_description.toString(),
                childIncidentDescription: childIncidentsGr.description.toString(),
                // Fetch latest 3 comments and worknotes for the child incident
                childIncidentComments :
                this.getLastNComments(childIncidentsGr.sys_id.toString(), numberOfWorknotes),
                childIncidentWorknotes :
                this.getLastNWorknotes(childIncidentsGr.sys_id.toString(), numberOfWorknotes)
            });
        }
  
        return JSON.stringify(result);
    }
}
```

```

        //return result;
    },

getLastNComments: function(incidentSysId, numberOfComments) {
    var result = {
        comments: []
    };

    // Fetch the last N comments
    var commentGr = new GlideRecord('sys_journal_field');
    commentGr.addQuery('element_id', incidentSysId);
    commentGr.addQuery('element', 'comments');
    commentGr.orderByDesc('sys_created_on'); //sort the comments
    commentGr.setLimit(numberOfComments); //fetch n comments
    commentGr.query();

    while (commentGr.next()) {
        result.comments.push({
            text: commentGr.value.toString(),
            created_on: commentGr.sys_created_on.toString(),
            created_by: commentGr.sys_created_by.toString()
        });
    }

    return JSON.stringify(result.comments);
    //return result;
},
getLastNWorknotes: function(incidentSysId, numberOfComments) {
    var result = {
        workNotes: []
    };

    // Fetch the last N work notes
    var workNotesGr = new GlideRecord('sys_journal_field');
    workNotesGr.addQuery('element_id', incidentSysId);
    workNotesGr.addQuery('element', 'work_notes');
    workNotesGr.orderByDesc('sys_created_on');
    workNotesGr.setLimit(numberOfComments);
    workNotesGr.query();

    while (workNotesGr.next()) {
        result.workNotes.push({
            text: workNotesGr.value.toString(),
            created_on: workNotesGr.sys_created_on.toString(),
            created_by: workNotesGr.sys_created_by.toString()
        });
    }
}

```

```

        return JSON.stringify(result.workNotes);
    },

getLastNCommentsAndWorkNotes: function(incidentSysId, numberOfComments) {
    var result = {
        comments: [],
        workNotes: []
    };

    // Fetch the last three comments
    var commentGr = new GlideRecord('sys_journal_field');
    commentGr.addQuery('element_id', incidentSysId);
    commentGr.addQuery('element', 'comments');
    commentGr.orderByDesc('sys_created_on');
    commentGr.setLimit(numberOfComments);
    commentGr.query();

    while (commentGr.next()) {
        result.comments.push({
            text: commentGr.value.toString(),
            created_on: commentGr.sys_created_on.toString(),
            created_by: commentGr.sys_created_by.toString()
        });
    }

    // Fetch the last three work notes
    var workNotesGr = new GlideRecord('sys_journal_field');
    workNotesGr.addQuery('element_id', incidentSysId);
    workNotesGr.addQuery('element', 'work_notes');
    workNotesGr.orderByDesc('sys_created_on');
    workNotesGr.setLimit(numberOfComments);
    workNotesGr.query();

    while (workNotesGr.next()) {
        result.workNotes.push({
            text: workNotesGr.value.toString(),
            created_on: workNotesGr.sys_created_on.toString(),
            created_by: workNotesGr.sys_created_by.toString()
        });
    }

    return JSON.stringify(result);
},
type: 'IncidentJournalFetcher'
};

```

The screenshot shows the 'Script Include' page for 'IncidentJournalFetcher'. The page has fields for Name (IncidentJournalFetcher), API Name (global.IncidentJournalFetcher), Application (Global), Caller Access (- None --), Accessible from (All application scopes), and Active (checked). The Description field is empty. The Script editor contains the following code:

```

1 var IncidentJournalFetcher = Class.create();
2 IncidentJournalFetcher.prototype = {
3     initialize: function() {},
4 
5     getChildIncidentDetails: function(incidentSysId, numberOfWorkNotes) {
6         var result = {
7             childIncidents: []
8         };
9         var childIncidentsGr = new GlideRecord('INCIDENT');
10        childIncidentsGr.addQuery('parent_incident', incidentSysId);
11        childIncidentsGr.query();
12        childIncidentsGr.requery();
13        // Print each child incident
14        while (childIncidentsGr.next()) {
15            result.childIncidents.push({
16                childIncidentSysId: childIncidentsGr.sys_id.toString(),
17                childIncidentNumber: childIncidentsGr.number.toString(),
18                childIncidentShortDescription: childIncidentsGr.short_description.toString(),
19                childIncidentDescription: childIncidentsGr.description.toString(),
20                // Fetch latest 3 comments and worknotes for the child incident
21                childIncidentComments: this.getLastNComments(childIncidentsGr.sys_id.toString(), numberOfWorkNotes),
22                childIncidentWorkNotes: this.getLastNWorknotes(childIncidentsGr.sys_id.toString(), numberOfWorkNotes)
23            });
24        }
25    }
}

```

The Protection policy dropdown is set to - None --.

## 5. Add Tool

- Type = Script
- Name= IncidentJournalFetcher
- Resource= IncidentJournalFetcher
- Script Function= getChildIncidentDetails
- IncidentSysId= click on data pill --> incident --> sys id
- You can also type --> {{incident.sys\_id}}
- NumberOfComments = 5

## 6. Copy below prompt and save

You are a customer service representative. Summarize the child incidents of the below given parent incident. The summary should contain key issues and impact across the child incidents, highlighting any patterns, recurring problems, or significant outliers.

When summarizing, please consider the following:

**Common Issues:** Identify and summarize any recurring or common issues among the child incidents.

**Overall Impact:** Describe the collective impact of the child incidents on the organization or users.

**Patterns and Trends:** Highlight any noticeable patterns or trends from the child incidents.

**Notable Incidents:** Mention any particularly severe or unusual incidents that stand out.

**Resolution Summary:** Provide a brief overview of the resolutions or steps taken, if available.

You are optionally given the following details from the incident:

Parent incident short description: {{incident.short\_description}}

Parent incident description: {{incident.description}}

Here are the child incident details: {{IncidentJournalFetcher.output}}

7. Run Test
8. Click on “Finalize prompt”

The screenshot shows the ServiceNow Now Assist Skill Kit interface. At the top, it displays the URL: emprishi.service-now.com/now/now-assist-skillkit/skill/135fa64deb9512108c58f55cbad0cdb6/params/prompt-id/9b5f2e4deb9512108c58f55cbad0cda9/config-id/235f2e4de... . Below the URL, the page title is "Summarize Child Incidents". The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and the "Now Assist Skill Kit" tab. A status bar at the top right indicates "Domain scope: global", "Application scope: Global", and "Update set: Summarize Child Incidents [Global]".

The main content area is titled "Summarize Child Incidents" and shows the skill's configuration. It includes fields for Created by, Created on, Last modified by, and Last modified on. The "Skill contents" section lists components: Skill inputs (Incident), Skill outputs, Tools (IncidentJournalFetcher), and Prompts (Now LLM Generic). The "Prompts" section is currently selected, showing a "Prompt name" field with the placeholder "You are a customer service representative. Summarize the child incidents of the below given parent incident. The summary should contain key issues and impact across the child incidents, highlighting any patterns, recurring problems, or significant outliers." Below this, there are sections for "Common Issues", "Overall Impact", "Patterns and Trends", and "Notable Incidents". The "Test prompt" section shows a response template with placeholders like {{incident.short\_description}} and {{incident.description}}. The bottom of the screen shows deployment settings for the skill.

9. Prompt is ready. Let's add deployment settings.
  - a. Navigate to Settings Tab --> Deployment Settings
  - b. Set workflow= Technology
  - c. Product = ITSM
  - d. Feature= Create custom feature --> Summarize Child Incidents
  - e. Enable in UI Action - on table Incident
10. Publish

## 11. Navigate to Now Assist Admin (NAA)

- Click on the link to go to NAA on Publish  
OR
- Search for “Now Assist Admin” in navigator --> Now Assist Features --> Technology --> product=ITSM --> Custom Incident --> open Skill created in Skill Kit - Summarize Child Incidents

## 12. Activate Skill with UI Action

**UI Action**  
Summarize Child Incidents

Name: Summarize Child Incidents  
Table: Incident [incident]  
Order: 100  
Action name:  
Active:   
Show insert:   
Show update:   
Client:   
Overrides:

Application: Global  
Form button:   
Form context menu:   
Form link:   
Form style: -- None --  
List banner button:   
List bottom button:   
List context menu:   
List choice:   
List link:   
List style: -- None --

Messages:  Comments:  Hint:   
Condition: new\_sn\_nowassist\_admin.NowAssistSkillConfig.isSkillConfigurationActive('235f2e4deb9512108c58f55cbad0cdbf')

Script:  Turn on ECMAScript 2021 (ES12) mode: 

```

1 var inputsPayload = {};
2 inputsPayload['incident'] = {
3   tableName: 'incident',
4   sysId: current.getValue('sys_id'),
5   queryString: ''
6 };
7 var request = {
8   executionRequests: [
9     {
10       payload: inputsPayload,
11       capabilityId: '135fa64deb9512108c58f55cbad0cdb6',
12       meta: {
13         skillConfigId: '235f2e4deb9512108c58f55cbad0cdbf'
14       },
15       mode: 'sync'
16     }
17   ];
18   try {
19     gs.addInfoMessage(JSON.stringify(sn_one_extend.OneExtendUtil.execute(request)));
20   } catch(e) {
21     gs.error(e);
22     gs.addErrorMessage('Something went wrong while executing skill.');
23   }
24   action.setRedirectURL(current);

```

Protection policy: -- None --

### 13. Open Incident form, run UI Action

## Output:

## Incident with child incidents:

Incident  
INC0000009

Follow Update Sentiment Analysis Summarize Child Incidents Delete

Request Payload: {"requestPayload": "null", "meta": {"blocking": true}, "startEdA": "2024-10-15 12:31:45", "completedEdA": "2024-10-15 12:31:59", "status": "completed", "planId": "8e08e91bd512108c58f55cad0cd91", "capabilities": "133fa644-0951-424d-bd51-58f55cad0cd91", "provider": "New LLM", "response": "{'model': 'output'}", "Summary of Child Incidents": "Common Issues", "Common Issues": "The common issue across the child incidents is the inability to log in due to forgotten passwords.\nOverall Impact: The collective impact of these incidents is a disruption in user access to the organization's services, leading to delays in completing urgent tasks and potential loss of productivity.\nPatters and Trends: A noticeable pattern is the high volume of incidents related to password resets, indicating a potential need for improved password management or user education on password security.\nNotable Incidents: No notable incidents are reported as the child incidents array is empty.\nResolution Summary: No resolutions are provided as the child incidents array is empty. However, typical resolutions for such incidents include password reset via email or security questions, or account unlocking if the account has been locked out due to multiple failed login attempts.\nLog ID: 9aa2f249ebd512108c58f55cad0cd91", "status": "success", "meta": {"resourceId": "675f2e4deb9512108c58f55cad0cd91", "resourceName": "Summarize Child Incidents", "skillConfigId": "235f2e4deb9512108c58f55cad0cd91"}, "output": "[{"childIncidents": []}], \"\_dont\_treat\_as\_error\": \"true\", \"action\_status\": \"Success\"}, \"meta\": {\"resourceId\": \"8eefeace9512108c58f55cad0cd91\", \"resourceName\": \"IncidentJournalFetcher\", \"skillConfigId\": \"235f2e4deb9512108c58f55cad0cd91\"}}", "transactionId": "9f2b7e39-c4f1-46f3-89e0-5a2c52ba7430", "message": "null"}

Number	INC0000009	Channel	Phone
* Caller	Rick Berzle	State	Closed
Category	Inquiry / Help	Impact	1 - High
Subcategory	-- None --	Urgency	1 - High
Service		Priority	1 - Critical
Service offering		Assignment group	Service Desk
Configuration item		Assigned to	David Loo
* Short description	Reset my password		
Description	I can't remember my password and need to log in. Can someone reset my password asap? I am blocked on several urgent items until I can log in again.		

Notes Related Records Resolution Information

Watch list Work notes list

Activities: 2 Don Goodlife

Assigned to: David Loo Impact: 1 - High Incident state: Closed

Field changes • 2024-04-28 15:51:33

Incident with no child incidents:

incident payload:

```
① "requestPayload":{ "null": "meta", "blocking": "true", "status": "Completed", "planId": "8e0c0eb91eab5d747760a472bc2108b14cf8536d43d2%26sysparm_view%3D%26sysparm_domain%3D09ff3d105f231000b12e3...", "provider": "Now LLM", "response": "[{"model_output": "Domain scope: global\nApplication scope: Global\nUpdate set: Default [Global]"}, {"model_output": "Follow", "label": "Follow"}, {"model_output": "Update", "label": "Update"}, {"model_output": "Resolve", "label": "Resolve"}, {"model_output": "Sentiment Analysis", "label": "Sentiment Analysis"}, {"model_output": "Summarize Child Incidents", "label": "Summarize Child Incidents"}, {"model_output": "Delete", "label": "Delete"}], "commonIssues": "Based on the provided information, there are no child incidents available to analyze. However, the parent incident indicates that there is an issue with accessing the SAP Sales app. Therefore, the common issue among the child incidents, if any, would likely be related to access or functionality of the SAP Sales app.", "overallImpact": "Overall Impact: Without child incidents, it is difficult to assess the collective impact on the organization or users. However, the parent incident suggests that at least one user is unable to access the SAP Sales app, which could impact their ability to perform their job duties and potentially affect sales or revenue.", "resolutionSummary": "Resolution Summary: No resolution summary is available since there are no child incidents. However, if the parent incident is resolved, it would likely involve identifying and addressing the issue preventing access to the SAP Sales app. This could include troubleshooting connectivity issues, checking for updates or maintenance, or investigating potential software bugs or glitches.", "notableIncidents": "Notable Incidents: No notable incidents can be identified without child incidents.", "childIncidents": "Child Incidents: [{}], Child Configuration: [{"id": "235f2e4deb9512108c5b955cbad0cd4d", "name": "Service Desk", "resourceName": "Summarize Child Incidents", "resourceId": "675f2e4deb9512108c5b955cbad0cd03", "status": "Success", "meta": {"resolved": true}, "parent": null}], Transaction ID: /i/6/917-0148-4770-b7e8-ec7eef7808", Started At: 2024-10-22 12:21:27, Completed At: 2024-10-22 12:21:27, Message: null}
```

Incident details:

Number	INC0033333	Channel	-- None --
* Caller	David Loo	State	In Progress
Category	Software	Impact	1 - High
Subcategory	-- None --	Urgency	1 - High
Service		Priority	1 - Critical
Service offering		Assignment group	Service Desk
Configuration item	SAP Sales and Distribution	Assigned to	Beth Anglin
* Short description	SAP Sales app is not accessible		
Description	Unable to get into the SAP Sales app. It was working yesterday.		

Related Search Results >

Notes Related Records Resolution Information

Watch list Work notes list