Task Intelligence in ServiceNow

Overview

Task Intelligence in ServiceNow leverages advanced machine learning and predictive analytics to streamline task management. It **automates** repetitive processes, enhances decision-making, and improves service efficiency by providing insights into task assignment, categorization, and prioritization.

Benefits

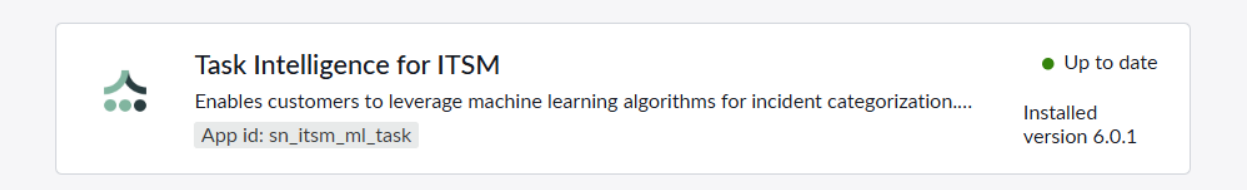
1. Improved Efficiency - Automates repetitive processes, saving time and resources
2. Enhanced Accuracy - Reduces errors by ensuring consistent task assignment and categorization.
3. Cost Savings - Reduces operational costs through automation.
4. Better User Experience - Speeds up resolution times, leading to increased customer satisfaction.

Use Case: Incident Management

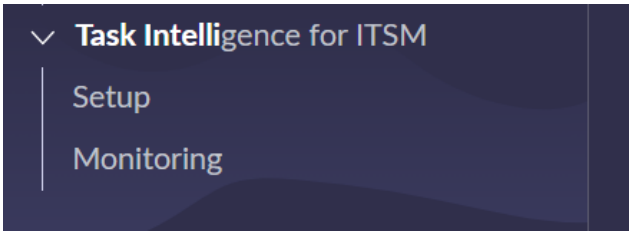
- Automatically assigns incidents to the correct support group (Assignment Group).

Implementation Steps

Step 1: Install Plugin
- Install the **Task Intelligence for ITSM** plugin.

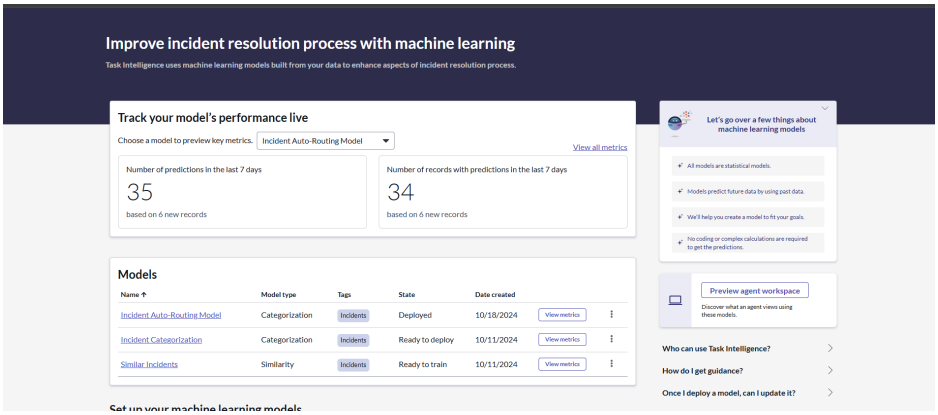


Step 2: Navigate to Task Intelligence
Go to **Task Intelligence for ITSM** in the navigator and click on **Setup**.



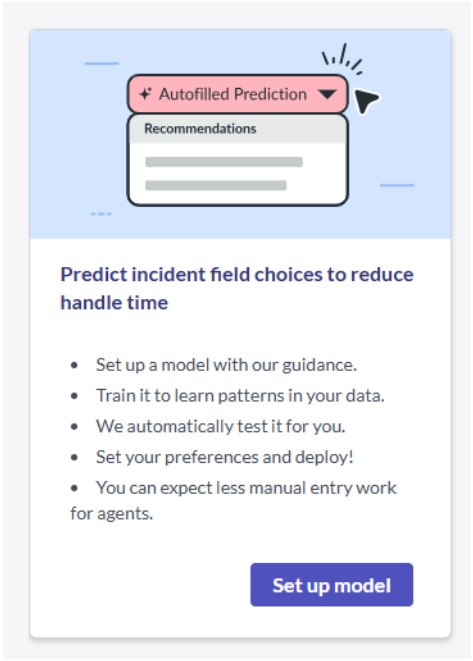
Step 3: Enable Prediction

- In the setup window, scroll down to the option **Predict incident field choices to reduce handle time**.

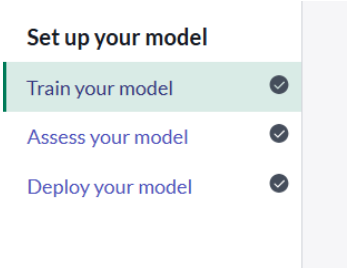


Step 4: Set Up Model

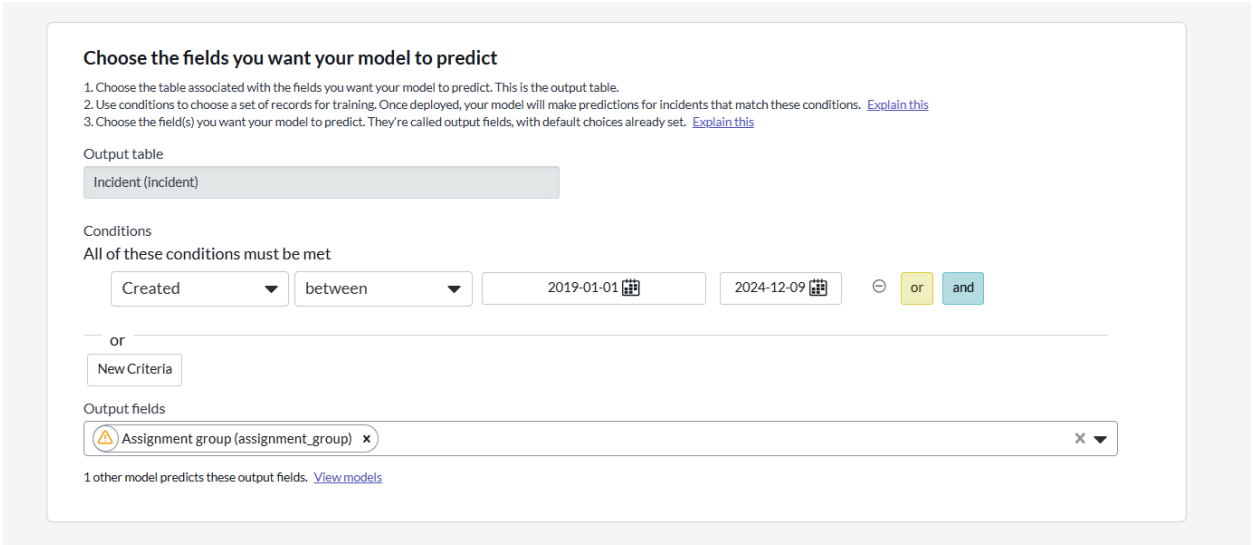
Click on **Set up model** to begin the process.



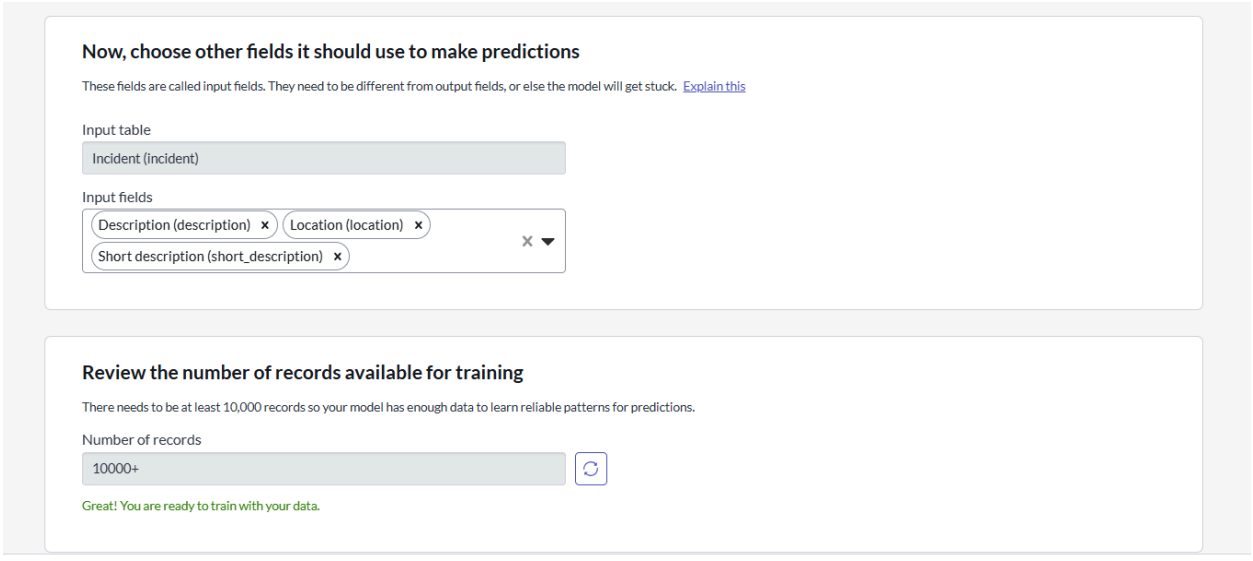
Step 5: Configure the Model



Step 6: Train your model fill the form

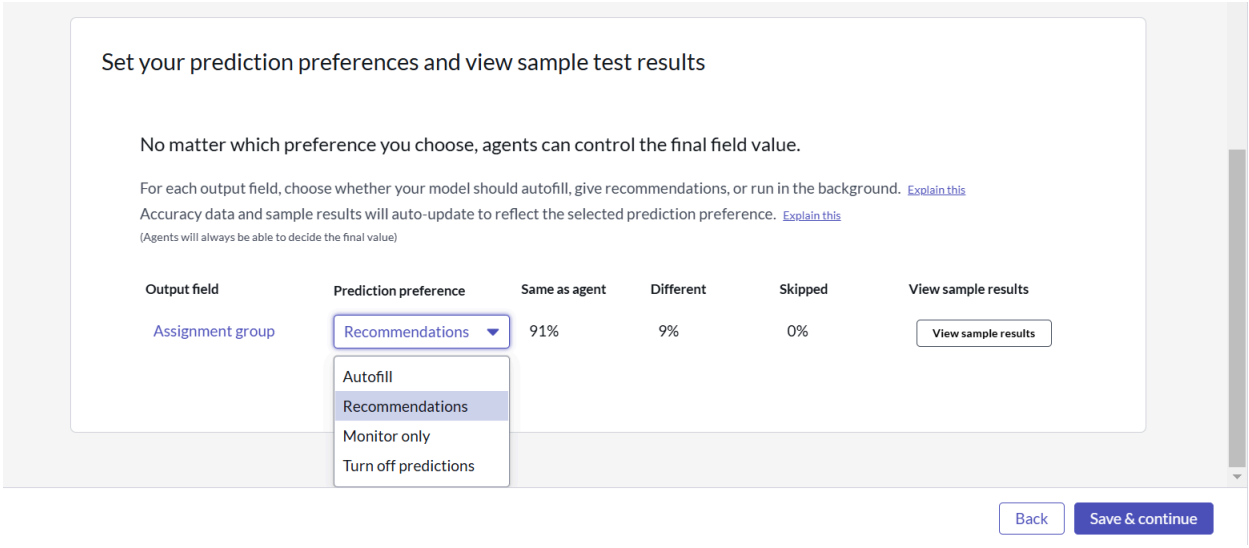


Output Field: Specify the field for which predictions are needed (e.g., Assignment Group).
Input Fields: Add fields that will influence predictions (e.g., Short Description, Description, Location).



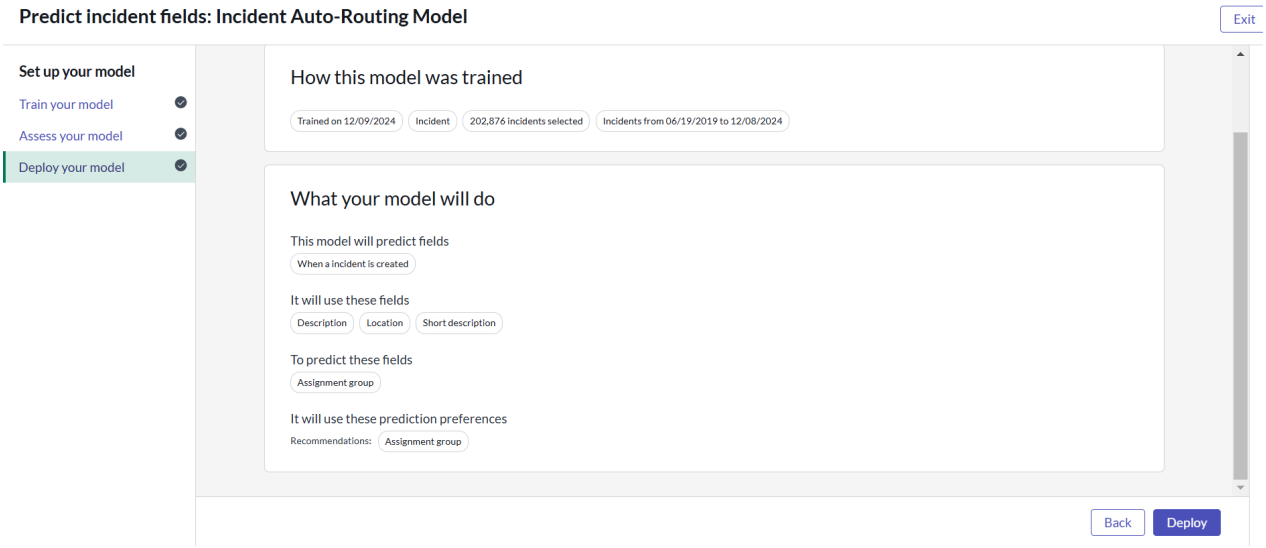
Train the model by filling out the training form and clicking **Launch Training**

Step 7: Assess Your Model (recommendation is has accurate chance)
On the prediction preference select the option.

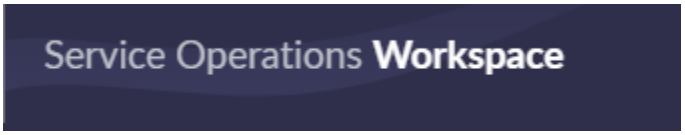


→ Save and Continue

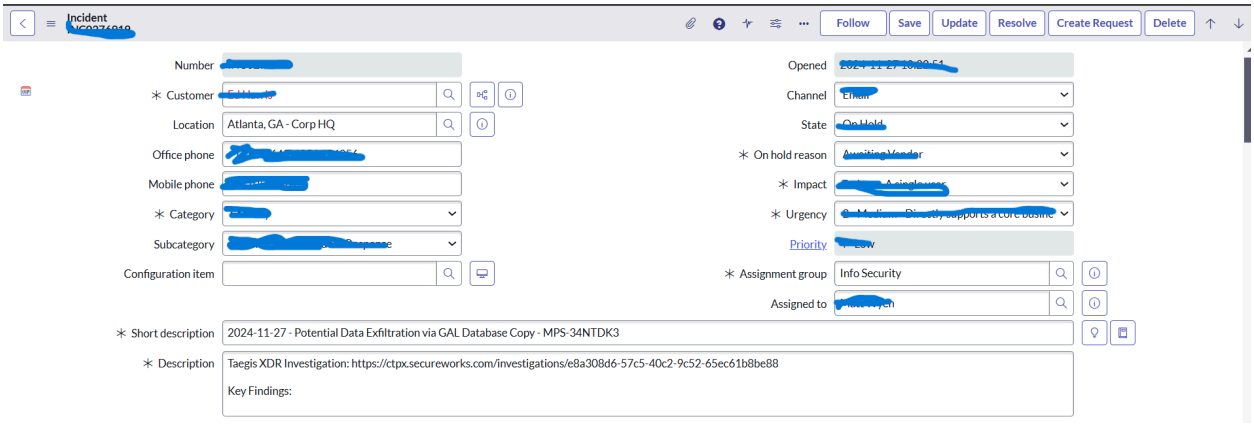
Step 8: Deploy the Model
- Deploy the trained model to make it live.



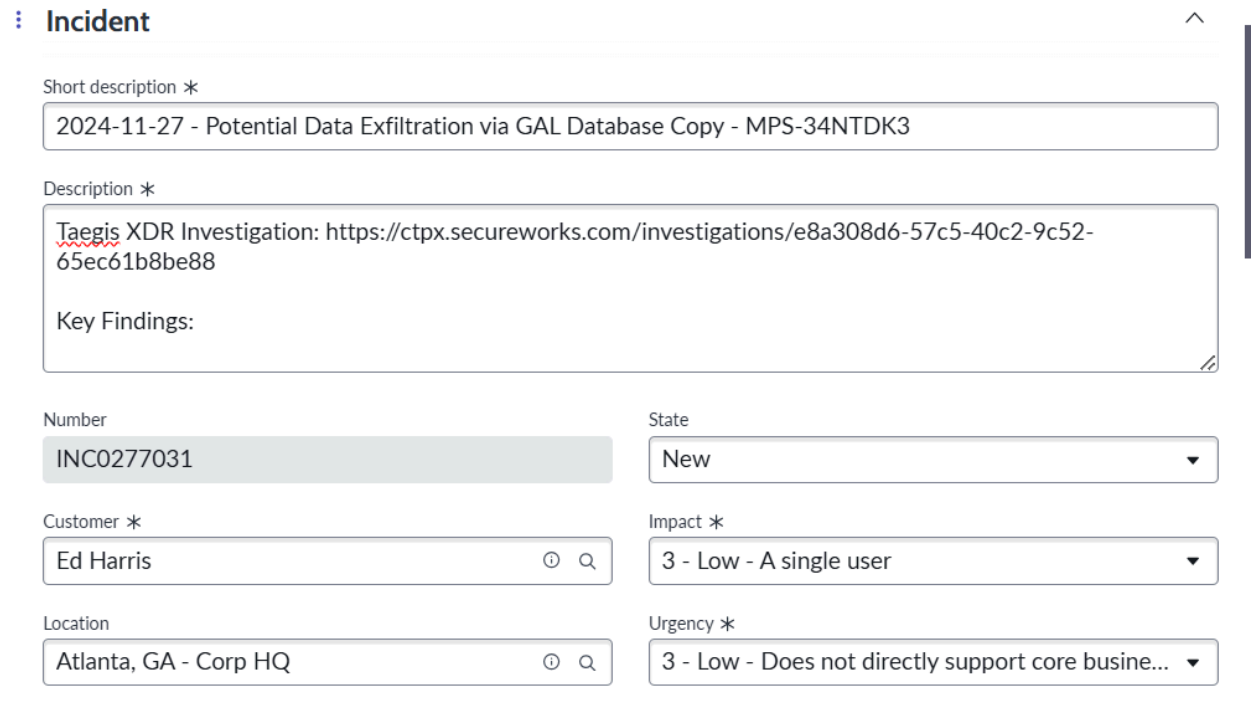
Step 9: Test Predictions
Navigate to **ServiceNow Operation Workspace** and Create new incident.



Step 10: Observe Recommendations
- Below is the incident record example .



Fill in the required fields (e.g., Short Description, Description, Location) in workspace. The system will automatically recommend an Assignment Group based on the model's prediction.



Example Output: It is the same assignment group which was selected in the incident record.

s**Conclusion**

Task Intelligence in ServiceNow simplifies incident management by automating task routing and categorization. By following these steps, organizations can reduce handling times, improve efficiency, and ensure a better user experience.