

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.

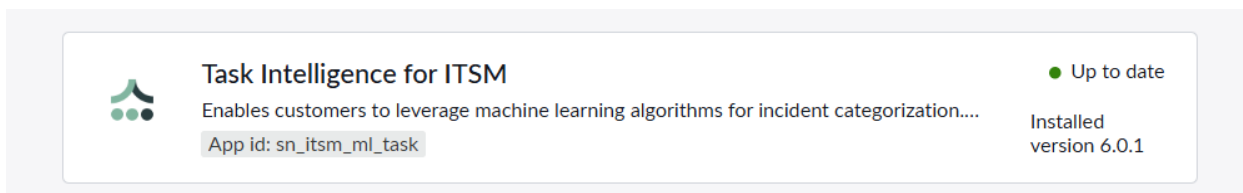
Use Case: Incident Management

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

Implementation Steps

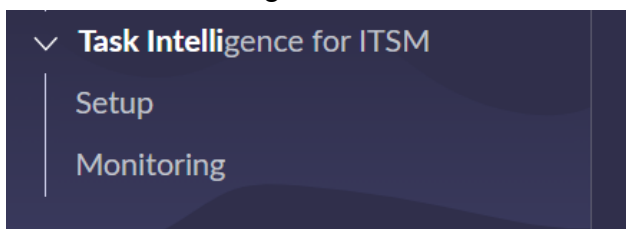
Step 1: Install Plugin

- Install the **Task Intelligence for ITSM** plugin.



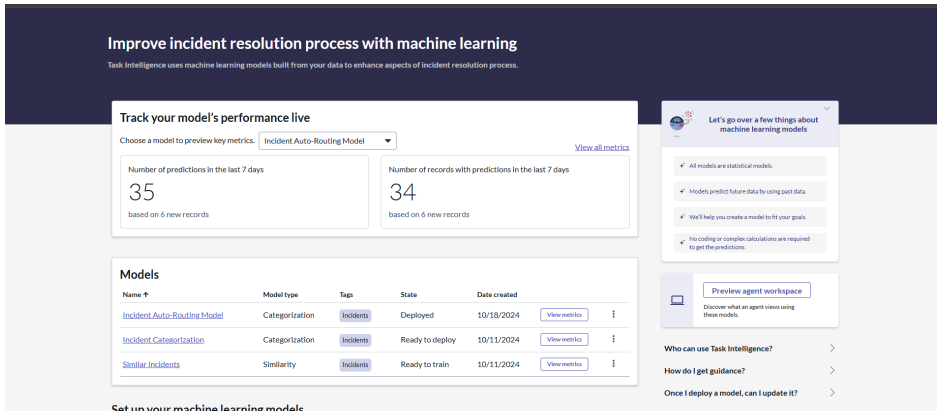
Step 2: Navigate to Task Intelligence

Go to **Task Intelligence for ITSM** in the navigator and click on **Setup**.



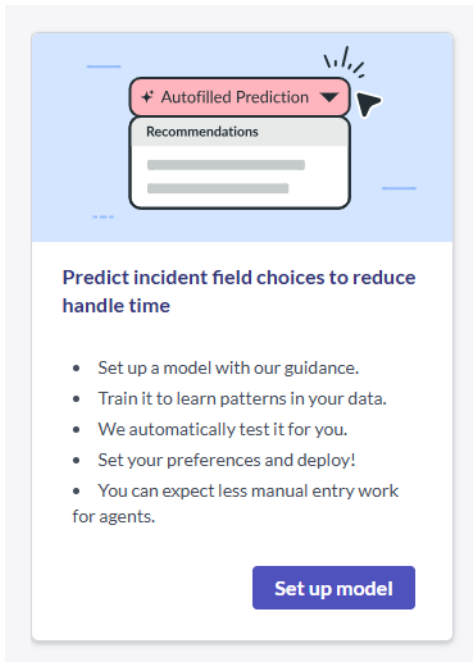
Step 3: Enable Prediction

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

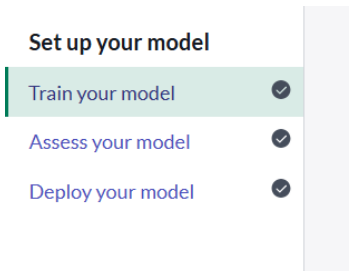


Step 4: Set Up Model

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



Step 5: Configure the Model



Step 6: Train your model fill the form

Set up the training so your model can learn patterns

You'll ask the model to learn patterns between two important types of fields, output fields and input fields. [Explain this](#)

Model name

Incident Auto-Routing Model

Choose the fields you want your model to predict

1. Choose the table associated with the fields you want your model to predict. This is the output table.
2. Use conditions to choose a set of records for training. Once deployed, your model will make predictions for incidents that match these conditions. [Explain this](#)
3. Choose the field(s) you want your model to predict. They're called output fields, with default choices already set. [Explain this](#)

Output table

Incident (incident)

Conditions

All of these conditions must be met

Created

between

2019-01-01

2024-12-09

or

and

or

New Criteria

Output fields

Assignment group (assignment_group)

1 other model predicts these output fields. [View models](#)

****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).

Now, choose other fields it should use to make predictions

These fields are called input fields. They need to be different from output fields, or else the model will get stuck. [Explain this](#)

Input table

Incident (incident)

Input fields

Description (description)

Location (location)

Short description (short_description)

Review the number of records available for training

There needs to be at least 10,000 records so your model has enough data to learn reliable patterns for predictions.

Number of records

10000+

Great! You are ready to train with your data.

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.

Set your prediction preferences and view sample test results

No matter which preference you choose, agents can control the final field value.

For each output field, choose whether your model should autofill, give recommendations, or run in the background. [Explain this](#)

Accuracy data and sample results will auto-update to reflect the selected prediction preference. [Explain this](#)

(Agents will always be able to decide the final value)

Output field	Prediction preference	Same as agent	Different	Skipped	View sample results
Assignment group	<div>Recommendations</div> <div>Autofill</div> <div>Recommendations</div> <div>Monitor only</div> <div>Turn off predictions</div>	91%	9%	0%	<div>View sample results</div>

Back

Save & continue

→ Save and Continue

Step 8: Deploy the Model

- Deploy the trained model to make it live.

Predict incident fields: Incident Auto-Routing Model

Exit

Set up your model

Train your model

Assess your model

Deploy your model

How this model was trained

Trained on 12/09/2024 Incident 202,876 incidents selected Incidents from 06/19/2019 to 12/08/2024

What your model will do

This model will predict fields

When a incident is created

It will use these fields

Description Location Short description

To predict these fields

Assignment group

It will use these prediction preferences

Recommendations: Assignment group

Back

Deploy

Step 9: Test Predictions

Navigate to **ServiceNow Operation Workspace** and Create new incident.



Step 10: Observe Recommendations

- Below is the incident record example .

Incident record example:

- Number: [Redacted]
- * Customer: [Redacted]
- Location: Atlanta, GA - Corp HQ
- Office phone: [Redacted]
- Mobile phone: [Redacted]
- * Category: [Redacted]
- Subcategory: [Redacted]
- Configuration item: [Redacted]
- Opened: 2024-11-27 10:06:41
- Channel: Email
- State: On Hold
- * On hold reason: Pending Vendor
- * Impact: A single user
- * Urgency: Medium - Does not directly support a core business
- Priority: Low
- * Assignment group: Info Security
- Assigned to: [Redacted]
- * Short description: 2024-11-27 - Potential Data Exfiltration via GAL Database Copy - MPS-34NTDK3
- * Description: Taegis XDR Investigation: <https://ctpx.secureworks.com/investigations/e8a308d6-57c5-40c2-9c52-65ec61b8be88>
- Key Findings:

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.

Incident

Short description *

2024-11-27 - Potential Data Exfiltration via GAL Database Copy - MPS-34NTDK3

Description *

Taegis XDR Investigation: <https://ctpx.secureworks.com/investigations/e8a308d6-57c5-40c2-9c52-65ec61b8be88>

Key Findings:

Number

INC0277031

State

New

Customer *

Ed Harris

Impact *

3 - Low - A single user

Location

Atlanta, GA - Corp HQ

Urgency *

3 - Low - Does not directly support core busine...

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

Assignment group *

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Top Recommendation(s)

Info Security

Recent Selections

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.