**Conversational Interface ServiceNow/External portal**

Requirement specification Service Now VA(virtual agent)

1. Setting up and configuring our conversational interface

**Solution:** Show me all the possible available configurations and how I can do this in a step-by-step description

1. Add or embed the VA to a third-party website

**Solution:** configure and implement the script so that I could integrate this to our website. The script should also handle sending some additional metadata from the web GUI as soon as the user presses the VA button to start a conversation. For example, using the EM-module and loading the chat feature, and sending this data using the params attributes or if there is a better way to implement this feature.

1. The button to activate the VA (pressed by the user) should be a ServiceNow default button and should also include features such as notification for example if there has been an update in of the user’s tickets that needs the user’s attention.

**Solution:** Implement the script and deliver it to me for integration.

1. Activate and use VA Topics recommendation

**Solution:** Help me step-by-step **setup/configure different data sources using** NLU topic discovery.

* [Get started with Topic Recommendations](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/administer/virtual-agent/concept/getting-started-topic-recommendations.html)
* [Define default recommendation settings](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/administer/virtual-agent/task/define-tr-settings.html)
* [Run a Topic Recommendation analysis](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/administer/virtual-agent/task/run-tr-analysis.html)
* [Add recommended topics and intents to Virtual Agent](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/administer/virtual-agent/task/add-tr-results-va.html)
* [Link a topic recommendation to an existing Virtual Agent topic](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/administer/virtual-agent/task/link-tr-existing-va-topic.html)
* [Unlink a topic recommendation from an existing Virtual Agent topic](https://docs.servicenow.com/bundle/utah-servicenow-platform/page/administer/virtual-agent/task/unlink-tr-va-topic.html)

### Explore the possibility to use the NLU workbench, create and tune no-code models

### Solution: Help me step-by-step see what prebuild models I can use for my use cases and help me configure and fine-tune them and deploy them in my VA.

### Implement the following uses cases/topics in the VA

### Main: topic , give the user an option to choose between sub topic create a ticket/TR, search in knowledge DB (documents) no keyword search, and sub-topic check my tickets with either a ticket id or the tickets that have an update and requires the useuser’attention.

### Solution: Implement this in a script in VA designer and show me how to deploy it on my ServiceNow instance.

### 7.Issue auto resolution

### Identify user intentions in submitted issues and proactively initiate a conversation for Resolution: Help me configure and activate this feature in a step-by-step instruction so that it fits well with the described use cases.