

TechNow

The web series for ServiceNow admins, builders and developers on a variety of Now Platform topics

Vivid innovations: The Vancouver ServiceNow platform release

Episode 96

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Chuck Tomasi

- Senior Developer Advocate
- 40 years IT experience
 - Software developer, PM, IT manager
- ServiceNow customer 2008-2010
- ServiceNow since 2010
 - PS implementations, enablement, and pre-sales
- First Innovation of the Year Award @K10
- Hundreds of ServiceNow videos
- ServiceNow Community leader
- Hobbies:
 - Podcasting, golf, skiing, martial arts, cosplay, karaoke



Lauren McManamon

- Senior Developer Advocate
- Former ServiceNow developer (2015 – 2017)
- Joined ServiceNow as a Solution Consultant (2017 – 2022)
 - Dallas Now at Work Keynote Presenter (2018, 2019)
 - Creator Workflows Global SC of the Year (2020)
- Hobbies: photography, YouTube, training for my Sake Sommelier Test, SCUBA



Pranav Bhagat

- Senior Developer Advocate
- 8 years ServiceNow experience
 - Administration, development and consulting
- ServiceNow Certified Technical Architect
- Ex-ServiceNow MVP
- Hobbies:
 - Walking, boxing, video games and travelling



Earl Duque

- Señor Developer Advocate
- ServiceNow developer from 2016 to 2021 across three customers
- Previous Developer MVP, Hackathon finalist/winner/lead
- Contributor to Hacktoberfest, MVP Community, Dev Mentorship
- Contributor to WomenNow.sn
- Hobbies: Games, Building weird stuff on ServiceNow, and making silly videos (@earlioessen)



Agenda



- Automation Engine
- Flow Designer and Process Automation Designer
- Next Experience/UI Builder
- Platform security
- Search
- Random cool stuff
- Q&A

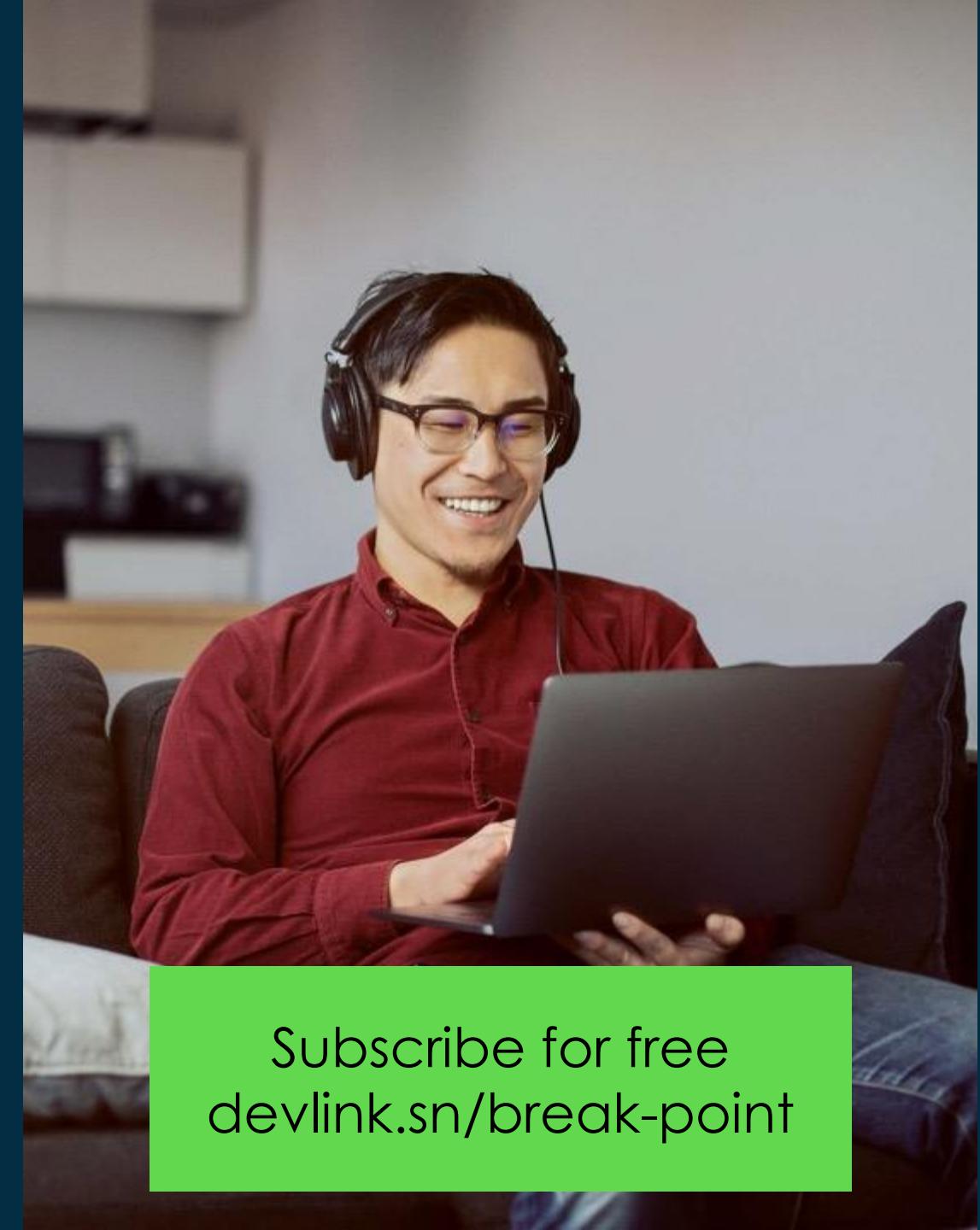
Note: Ask a question in the Q&A – if we cannot answer it live, we'll post answers on the community [devlink.sn/technow \(Ep 96\)](https://devlink.sn/technow)



Break Point

with Chuck Tomasi
and Lauren McManamon

servicenow®



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Love ServiceNow App Engine? Tell your peers.

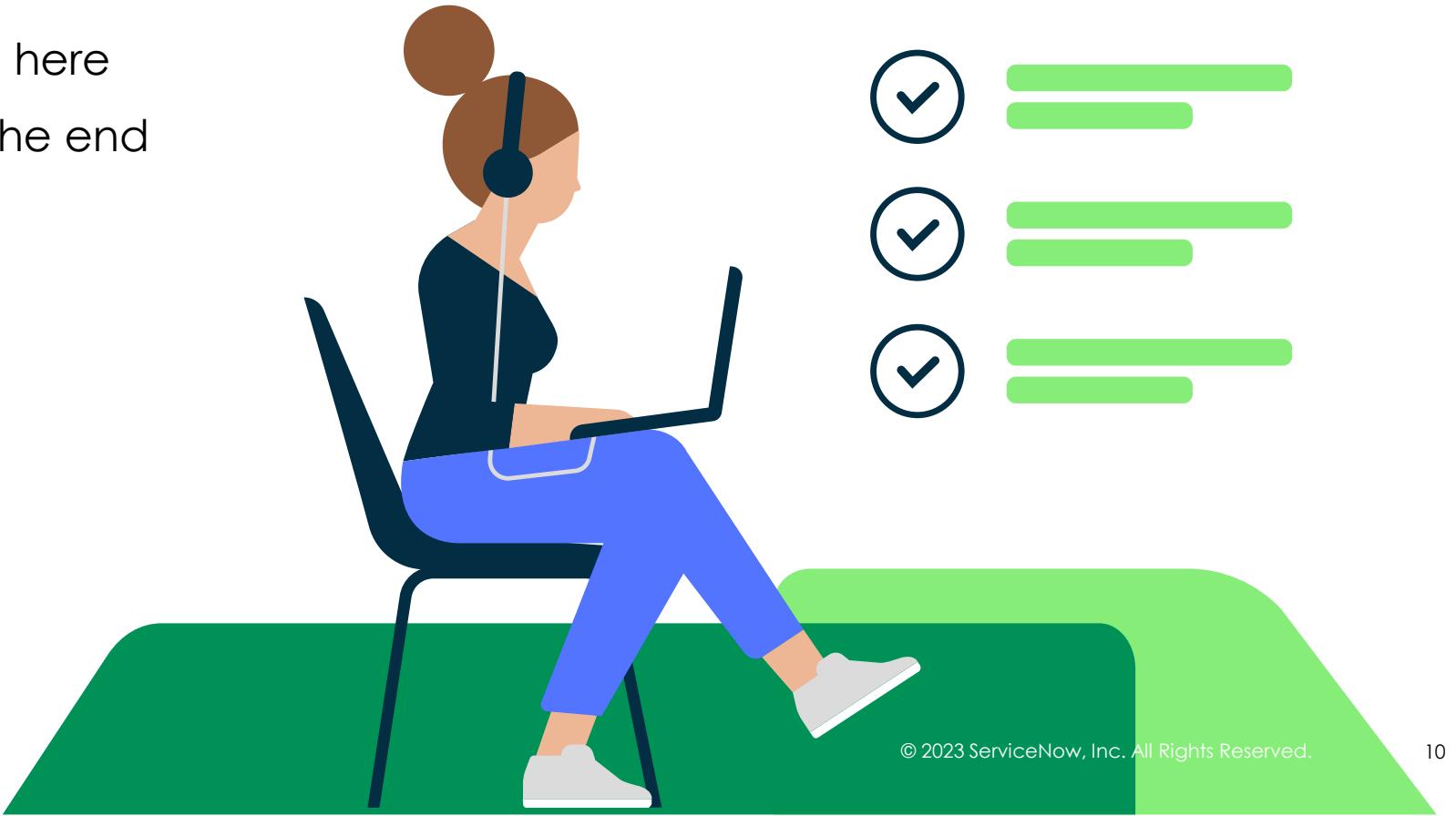
Write a **ServiceNow App Engine** review on
G2.com and receive a \$25 Amazon gift card.

devlink.sn/g2review



FAQs

- Overview of App Engine, Automation Engine, and Platform
- No Demos
- Deep dives coming
- Schedule: devlink.sn/vancouver
- No pricing/licensing discussed here
- Q&A between topics and at the end
- React on the stream live!

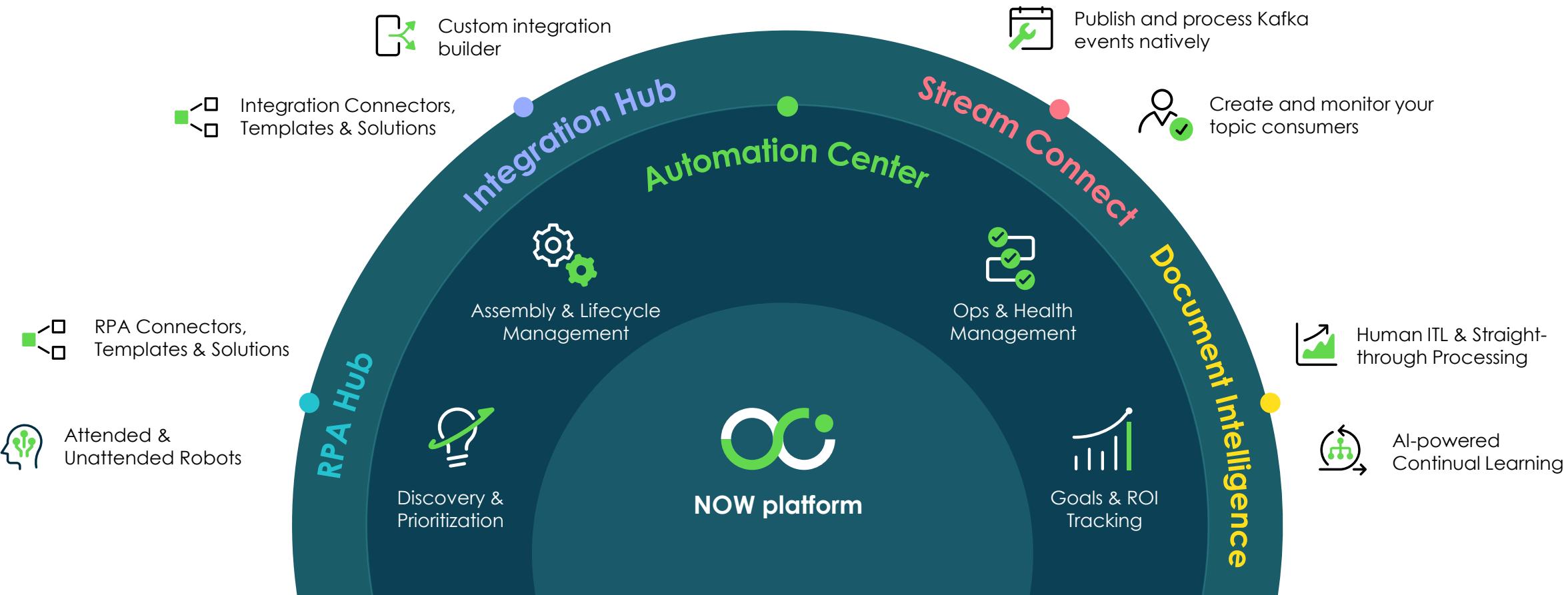


Now Platform Vancouver release features



Automation Engine

Automate, connect, and orchestrate anything



Integration Hub

The screenshot displays the ServiceNow Integration Hub interface, divided into two main sections: the Store and the Action builder.

Store Section:

- Header:** servicenow | Store, Search bar.
- Navigation:** Apps and Solutions, ServiceNow Products, **Integrations** (highlighted), Innovation Lab, Events.
- Filters:** App Type, Listing Type, Release, Price, Category.
- Content:** A grid titled "IntegrationHub Spokes" containing 12 integration cards, each with a colored circle (blue, green, teal) and three horizontal bars.

Action Builder Section:

- Header:** Action, Flow Logic, Subflow.
- Search Bar:** A search bar with a magnifying glass icon.
- Integration Cards:** A list of integrations:
 - ServiceNow Core (selected, highlighted in blue)
 - DocuSign
 - Active Directory
 - SharePoint Online
 - Jira
- Side Panel:** A sidebar with two sections:
 - Document Management:** Get Document ID (selected, highlighted in blue).
 - Envelope Management:**

New/Updated spokes (Vancouver)

New spokes

- Microsoft Azure DevOps Pipelines Spoke
- Amazon AWS SQS Spoke
- SAP Hana Odata Spoke
- MSDynamics Supply Chain Spoke
- Snowflake Spoke
- Azure OpenAI Generative AI Spoke
- OpenAI Generative AI Spoke

Upgraded spokes and integration solutions

- Slack Spoke
- Microsoft Azure Active Directory Spoke
- Microsoft Teams Graph Spoke
- Google Drive Spoke
- Calendly Spoke
- DocuSign Spoke

Integration Hub

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- Spoke Generator

General Info
Let's get started on your new spoke
Add a name and description that define your spoke. You can also add a thumbnail image.



Spoke name *

App Scope Name

Description *

BUILD INFO
How do you want to build your spoke?
Select the method by which you want to build your spoke

OpenAPI Specification
Generate operations from an OpenAPI specification and publish.

Manually
Build spoke manually by creating actions.

BUILD INFO
Choose OpenAPI source and a connection alias
You can choose or add a new OpenAPI source and connection alias.

OpenAPI source *

Connection alias *



Integration Hub

- Spoke Generator
- External triggers

The screenshot shows the ServiceNow Flow Designer interface for a flow named "Jira Issue Created". The flow is inactive. The trigger selected is "Issue Created". A tooltip for "Issue Created" provides the following information: "Trigger initiates from an issue created webhook event sent to your instance from Jira. You can configure the flow to execute only when the specified trigger conditions are met." The actions section is currently empty. The Data panel on the right shows the structure of the "jira_issue_created" object, which includes fields like "issue", "issue_event_type_name", "changelog", "webhookEvent", "user", "timestamp", and "instanciated". A circular callout highlights the "Issue Created" trigger selection.

Integration Hub Import Enhancements

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- IH Import Enhancements
 - Multiple target tables to map to in the "Map to Target" page

Source to target table data mapping
Select a target table and map your source data.

Target Table	Created on	Created by	Status	Actions
User [sys_user]	2023-05-10 15:51:05	brendan.lau@snc	Mapped	...
Department [cmn_department]	2023-05-10 15:51:05	brendan.lau@snc	Not yet mapped	...

Transform Settings Add a table

Properties
Edit mapping
Table Configuration
Revalidate
Delete

Integration Hub Import Enhancements

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- IH Import Enhancements
 - Multiple target tables to map to in the "Map to Target" page
 - Checkmark Indicator

The screenshot shows the ServiceNow Integration Hub interface for importing data from a CSV file named 'test'. The 'Source' section displays the CSV header and data rows. The 'Target' section shows the 'User [sys_user]' table with its various fields and their types. A tooltip 'First name' is mapped to First name, Name, User ID' is visible over the 'First name' field in the target mapping area.

Object	Type	Field
string	String	Prefix
string	Glide_date	Last login
string	Glide_date_time	Last login ti...
string	String	Last name
string	Reference	LDAP server
string	Reference	Location
string	Boolean	Locked out
string	Reference	Manager
string	String	Middle name
string	Ph_number	Mobile pho...
string	String	Name

Integration Hub Import Enhancements

- IH Import Enhancements
 - Multiple target tables to map to in the "Map to Target" page
 - Checkmark Indicator
 - Sheet name dropdown

The screenshot shows the 'Source type' section with a dropdown set to 'Excel (.xlsx/.xls)'. To the right, a sidebar lists sheet names: 'Excel Header', 'Header3', 'Header2', and 'Header1'. Below is the 'File upload' section showing a file named 'TestExcelWithMultipleSheetsAndHeaders.xlsx'. The final section is 'Configuration' where 'Sheet name' is set to 'TestSheet1', which is checked.

Name
Excel Header
Header3
Header2
Header1

Source type

Source type
Excel (.xlsx/.xls)

File upload

TestExcelWithMultipleSheetsAndHeaders.xlsx

Configuration

Sheet name
TestSheet1

✓ TestSheet1

TestSheet2

TestSheet3

TestSheet4

Stream Connect

- Create and delete topics from ServiceNow instance
- Stream connect consumer relative weight

Kafka Topic - ... ★

Kafka Topic New record

Name Active

* Namespace

* Partitions

Submit

Kafka Stream - Personal stream ★

Kafka Stream Personal stream

* Name Kafka ETL consumer

Active Advanced

Personal stream

* Topic

Start consuming

Run as

* Max concurrency

Relative weight

Message handling

Actions on selected rows...

Consumer ID	Consumer Table	Delivery guarantee
62110b940b80...	Kafka Stream: Personal stream	Kafka Stream [sys_kafka_stream] No lost but duplicates

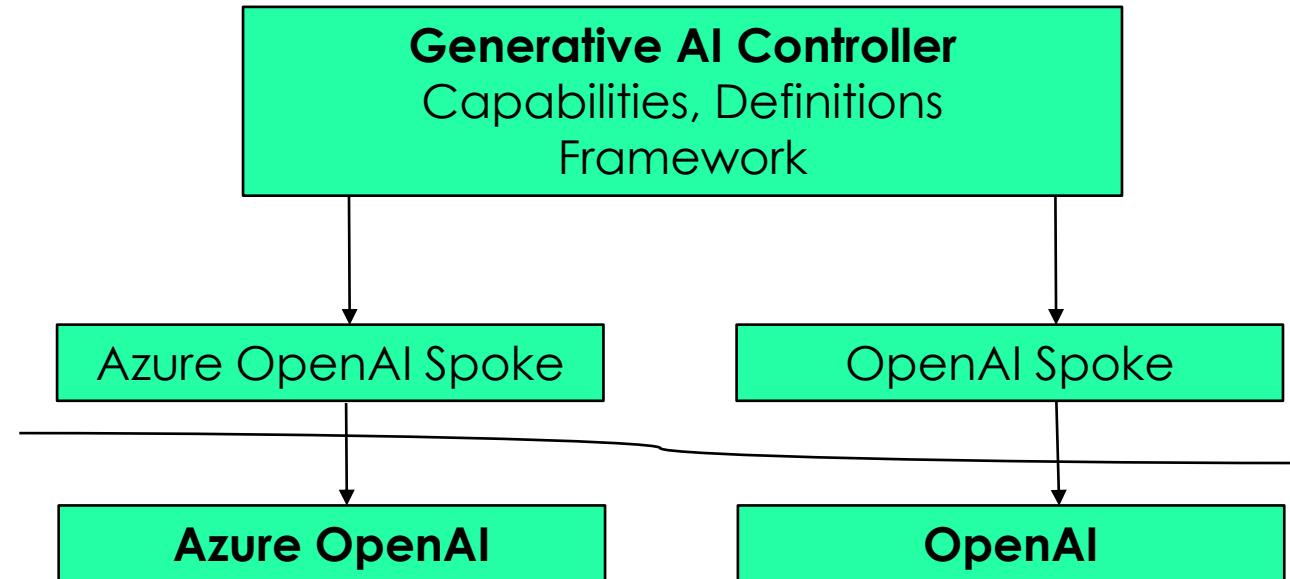
1 to 1 of 1



Generative AI Controller

Connect your instance to third-party generative AI providers

- Built as a framework
 - Connect it once to an AI provider
 - Then use the controller's actions to drive solutions within ServiceNow
 - When future AI providers are released, easily switch the connection





Generative AI Controller

- Out-of-box actions provided:
 - Summarize
 - Generate Content
 - Generic Prompt
 - Q&A – for AI Search
- Moderation check built in
- Allows for expansion of capabilities
- Currently supports Open AI and Azure Open AI



Generative AI Controller

Flow Designer Integration, Scripting, and RPA

- Built for developers:
 - Simplified API with abstractions for Summarize, Generate and Generic prompt
 - Seamless Experience via Flow Designer and scripts in Now platform
 - Robotic Process Automation
 - Workspaces

Incident Summary

Active

TRIGGER

now Incident Created where (Description is not empty)

ACTIONS Select multiple

1 now Summarize ⓘ
Generative AI Summarization Capability

Action Summarize

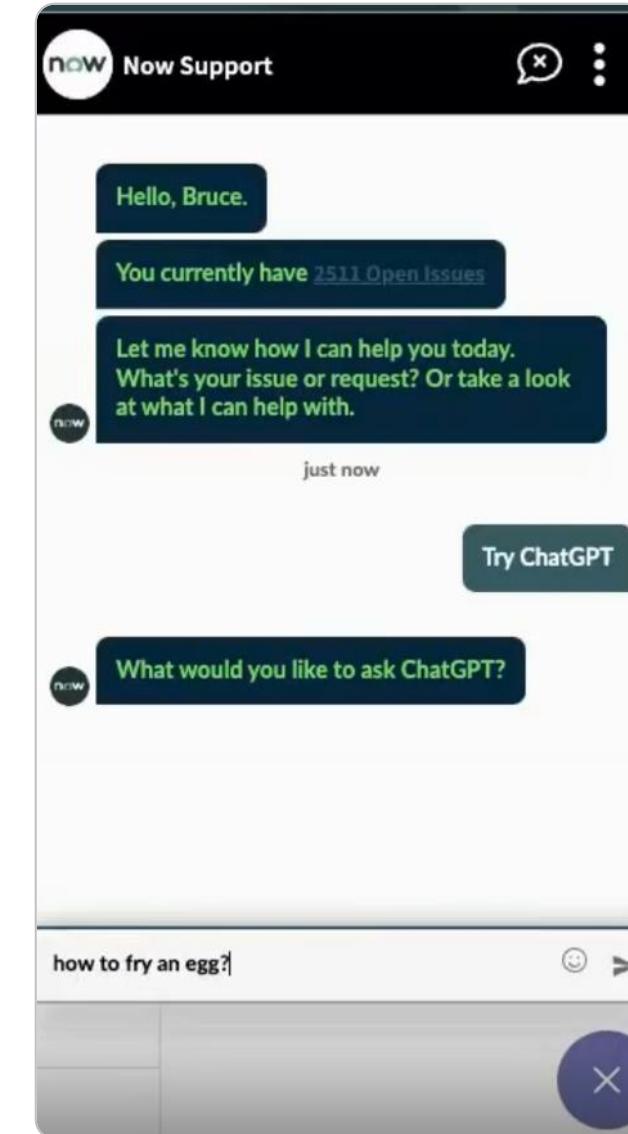
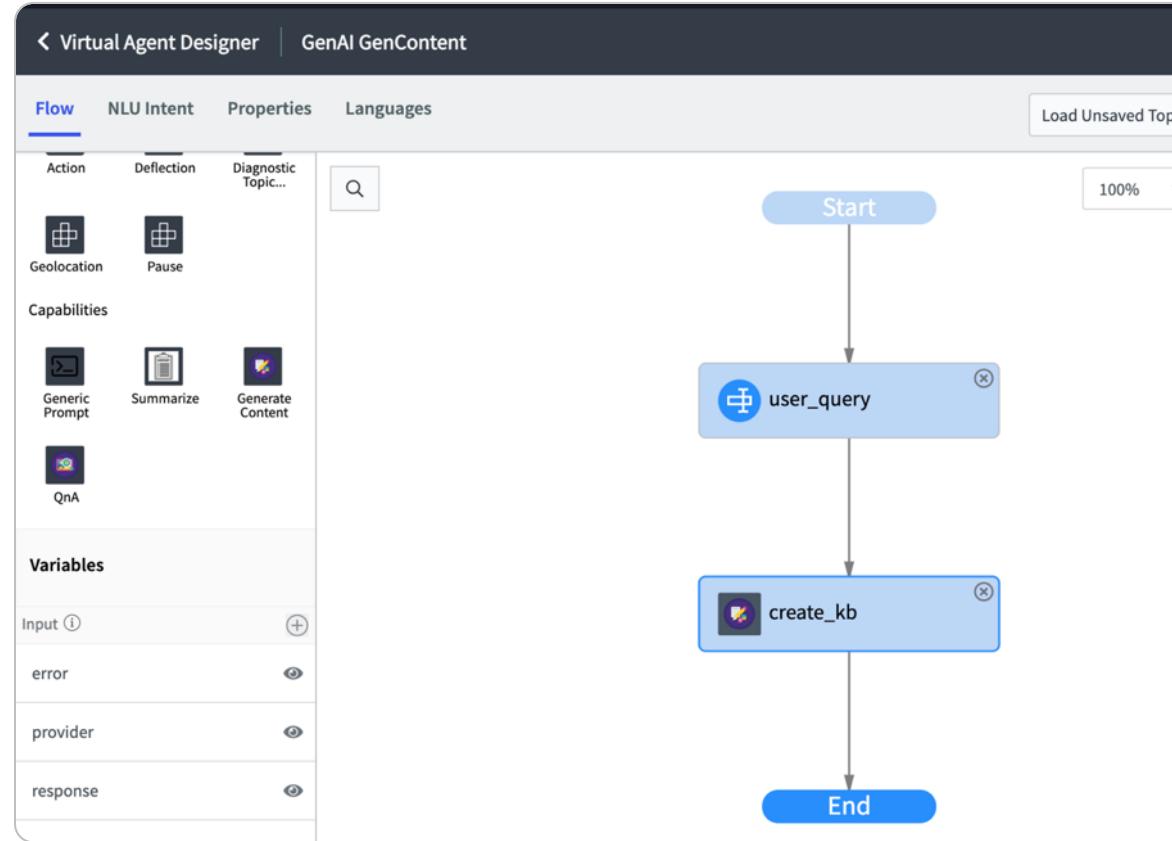
* Text to Summarize Trigger - Rec... ▶ ... ▶ Descrip... X

Save Edit



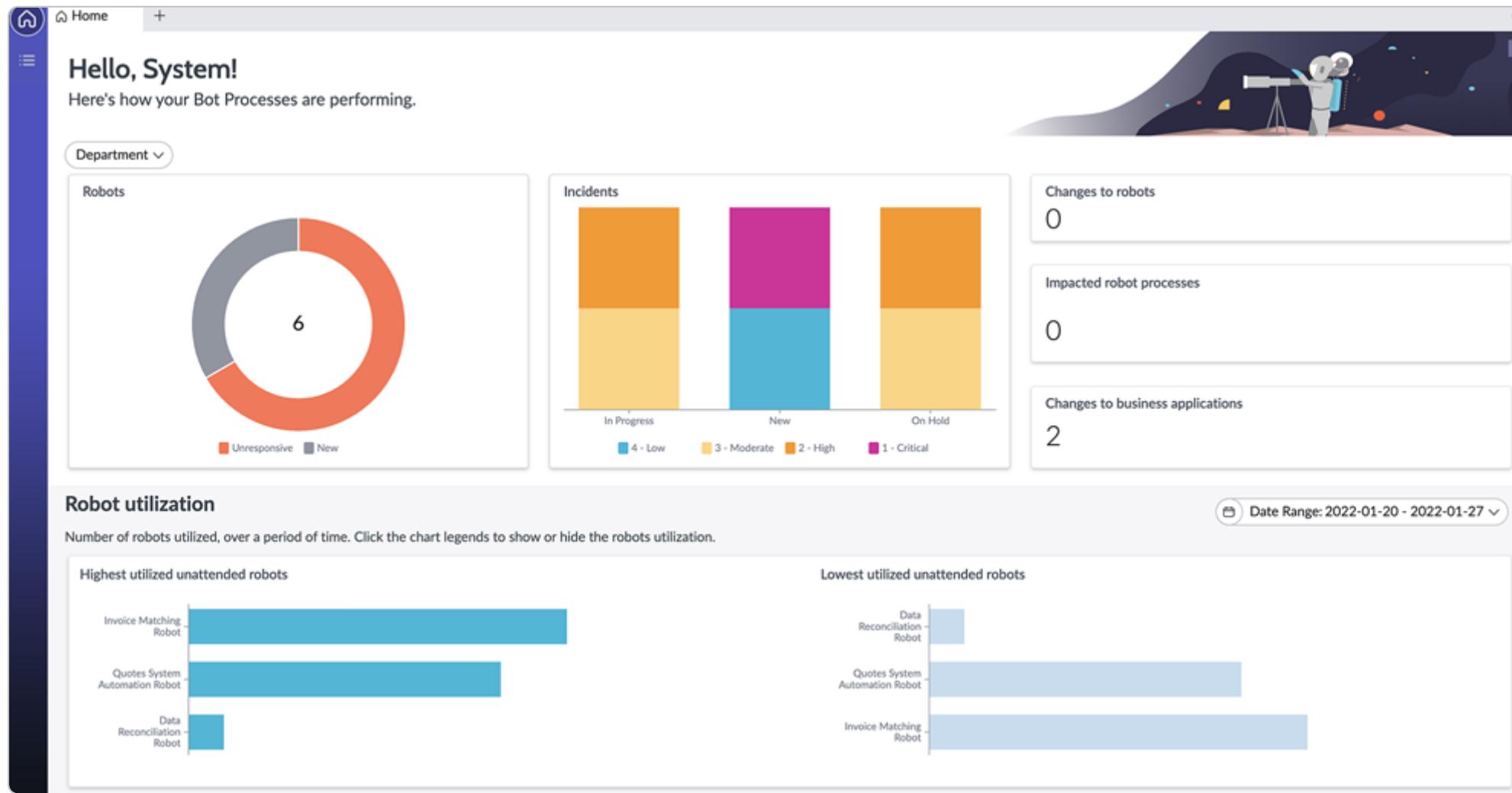
Generative AI Controller

Virtual Agent Designer Integration



RPA Hub

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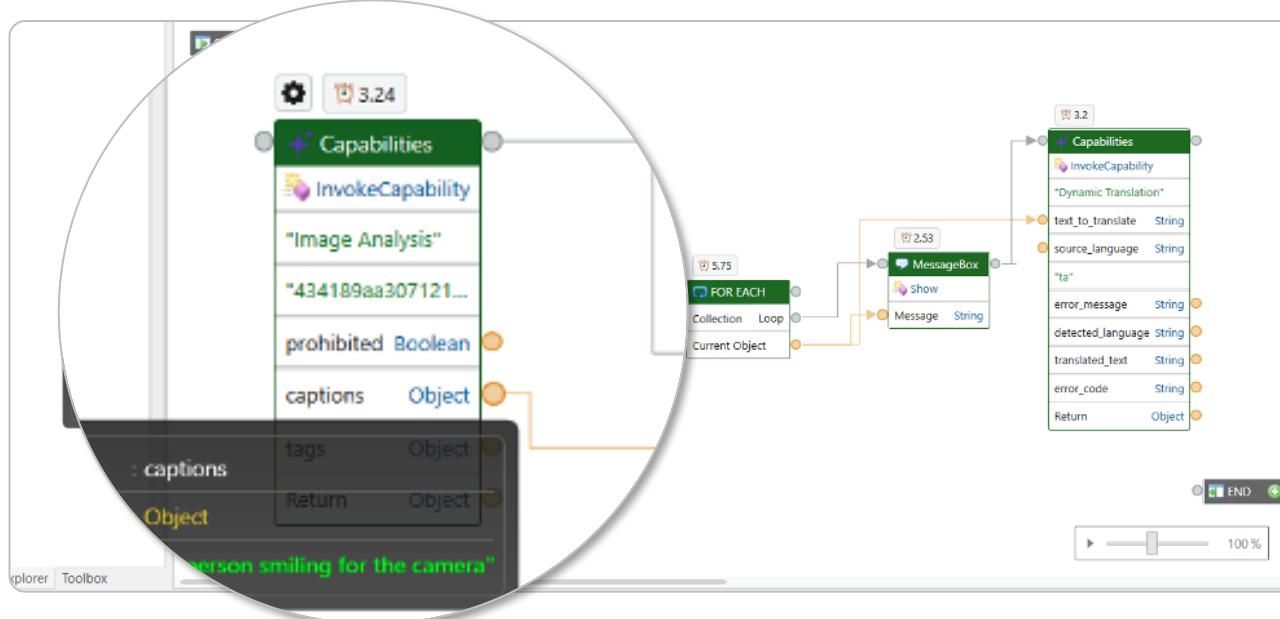


RPA Hub

- ServiceNow AI framework accessibility for RPA Hub
 - Invoke capability

The screenshot shows the ServiceNow OneExtend Builder Config - RPA Hub interface. At the top, there are fields for Name (RPA Hub), Default Execution Mode (Sync), Application (RPA Hub), Domain (global), and Active (checked). Below this is a section for Default Icon with a placeholder "Click to add...". Further down is a table titled "OneExtend Builder Capabilities" with columns for Active, Builder Properties, Callback Script, Capability, Default, Definition, Description, and Execution Mode. The table contains three rows:

Active	Builder Properties	Callback Script	Capability	Default	Definition	Description	Execution Mode
true	(empty)		Dynamic Translation	true	(empty)		Sync
false	(empty)		Image Analysis	false	(empty)		Async
true	(empty)		Image Analysis	false	(empty)	This is image analysis from TOP/MSP domain	Sync



RPA Hub



- ServiceNow AI framework accessibility for RPA Hub
 - Invoke capability
 - Code assist

The screenshot shows the ServiceNow Script Editor interface. In the top left, there's a text input field containing the question: "Can you generate me a C# code for BFS algorithm for 4 levels". To its right is a "Generate code" button. Below this, the main area displays the generated C# code:

```
1 using System;
2 using System.Collections.Generic;
3
4 public class MyScript
5 {
6     public string Hello()
7     {
8         return "welcome to ServiceNow!";
9     }
10
11    public void BFS(int[,] graph, int start, int levels)
12    {
13        Queue<int> queue = new Queue<int>();
14        bool[] visited = new bool[graph.GetLength(0)];
15        int[] level = new int[graph.GetLength(0)];
16        queue.Enqueue(start);
17        visited[start] = true;
18        level[start] = 0;
19
20        while (queue.Count > 0)
21        {

```

Below the code editor is an "ERRORS" panel which is currently empty. On the right side of the screen, there's a sidebar with various tools and project details. It includes sections for "Launch recorder", "Code quality check", "Project Explorer" (showing a tree view of "UTG-Demo-GenerativeAI" with "CSharpNetScript" selected), and "Properties" (showing settings for "Delay After Execution").



RPA Hub

- ServiceNow AI framework accessibility for RPA Hub
 - Invoke capability
 - Code assist
- Code quality checker

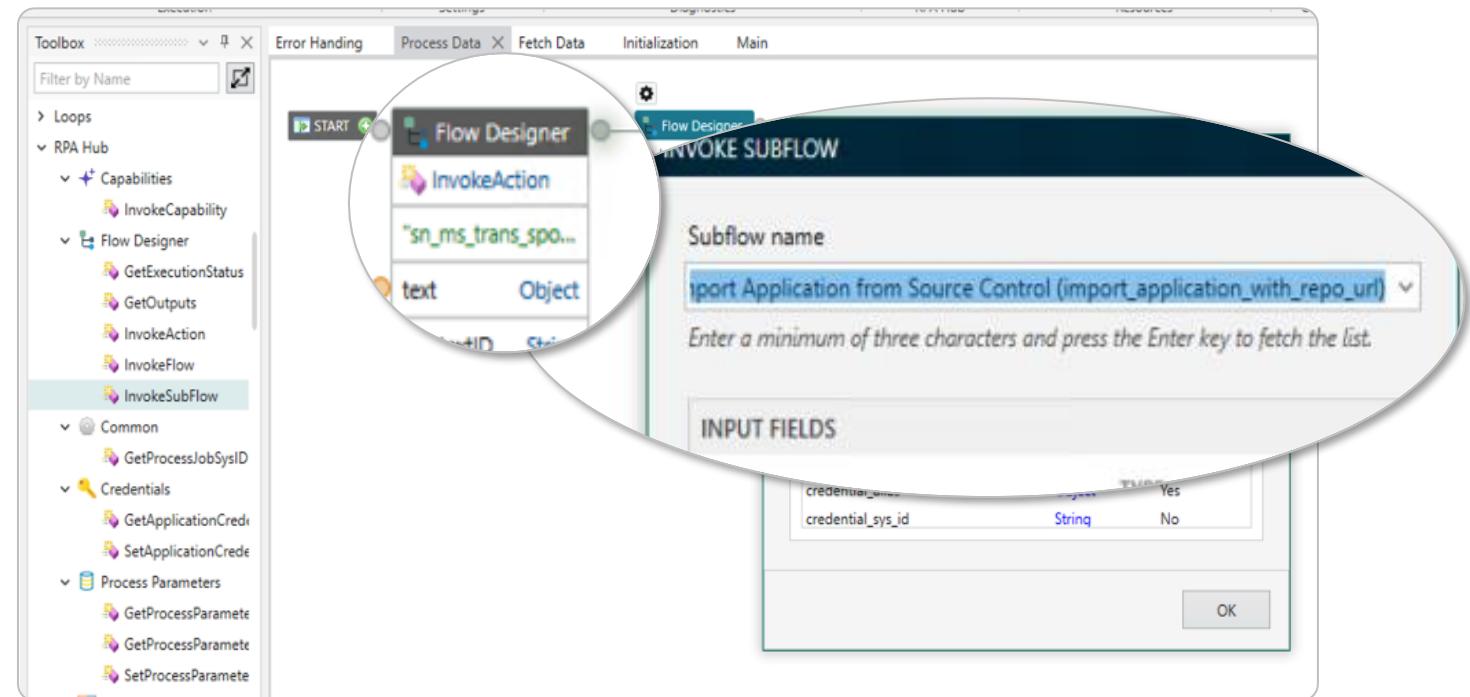
The screenshot shows the ServiceNow RPA Hub interface. A modal window titled "Code Quality Checker" is open, displaying a list of active inspection rules. The modal has tabs for "Active" and "Inactive", with "Active" selected. It includes a search bar and a table of inspection details.

Code	Name	Description
CQR0005	Hardcoded passwords	Inspects if there are any hardcoded passwords in the automation.
CQR0007	Startup activity	Inspects if an activity is marked as the start activity for the automation.
CQR0012	Activity naming convention	Inspects if the activities naming convention is as per the defined Regular expression.
CQR0004	Unused components	Inspects if there are any components that are not referenced in the automation
CQR0006	String comparison	Inspects if there any components that use string comparison in the automation.
CQR0013	Nested activities	Inspects if the depth of nested activities is as per the defined value. Activities are nested when they are contained within another activity.
CQR0003	Unreferenced activities	Inspects if there are any activities that are not referenced in the automation.
CQR0001	Try Catch - Exception hand...	Inspects if the 'On Error' and 'Error Message' output ports of the Try Catch component are not connected to any other components.
CQR0009	Unused plugins	Inspects if there are any plugins that are not referenced in the automation.
CQR0008	Unused variables	Inspects if there any variables that are not referenced in the automation.
CQR0002	Empty activities	Inspects if there are any empty activities in the automation.
CQR0010	Infinite loop	Inspects the possibility of an infinite loop sequence in the automation.

At the bottom right of the modal is a green "OK" button.

RPA Hub

- ServiceNow AI framework accessibility for RPA Hub
 - Invoke Capability
 - Code Assist
- Code Quality Checker
- Invoke Flow Designer Actions from Robot and updated search capabilities



Other cool features in ServiceNow RPA Hub

- Create and edit schedules in Robot calendar
- Additional RPA templates
 - Copy Excel data to MSSQL DB table
 - Clear browser cache
 - Convert Excel to XML
 - Oracle EBS AR transaction robot
 - Tech validate bot



Document intelligence

Document Intelligence(DocIntel)

Help your agents process documents faster with artificial intelligence (AI).

Monitor DocIntel performance over time

Choose a specific use case.

Task Definition: Purchase Orders - AP | Time Period: Last 30 days

Accuracy of Extraction

Based on 47 document tasks

Agent effort

Based on 47 document tasks

Here's how to use DocIntel

Step 1: Set up use cases

Define the information you want the AI to detect from the documents.

Step 2: Involve your agents

Tell your agents to complete document tasks and review what the AI extracted.

Step 3: Monitor over time

Track the performance. With each new document task that's completed, the AI improves.

Watch it at a glance

Accelerate and Automate Document Processing using **Document Intelligence**

4 min

Helpful Resources

[DocIntel Documentation](#)

Questions to consider

What type of document(s) can I use?
What languages are supported?
How does DocIntel extract data?



Document intelligence

- Data normalization for selected field types

The screenshot shows the ServiceNow Agent Workspace interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Studio', 'Agent Workspace', 'Search', and a user icon. The main area displays a 'Purchase Order' document from 'Nantucket Cottage Hospital'. The document details include:

- PURCHASE ORDER** (Dec 10, 2023)
- Order #**: PO123812009
- Order Date**: Dec 11, 2023
- Vendor**: Walmart Inc., 7800 Boulevard Vieux, Saint-Léonard, QC H1S 2P3, Canada
- Order Items** (Table):

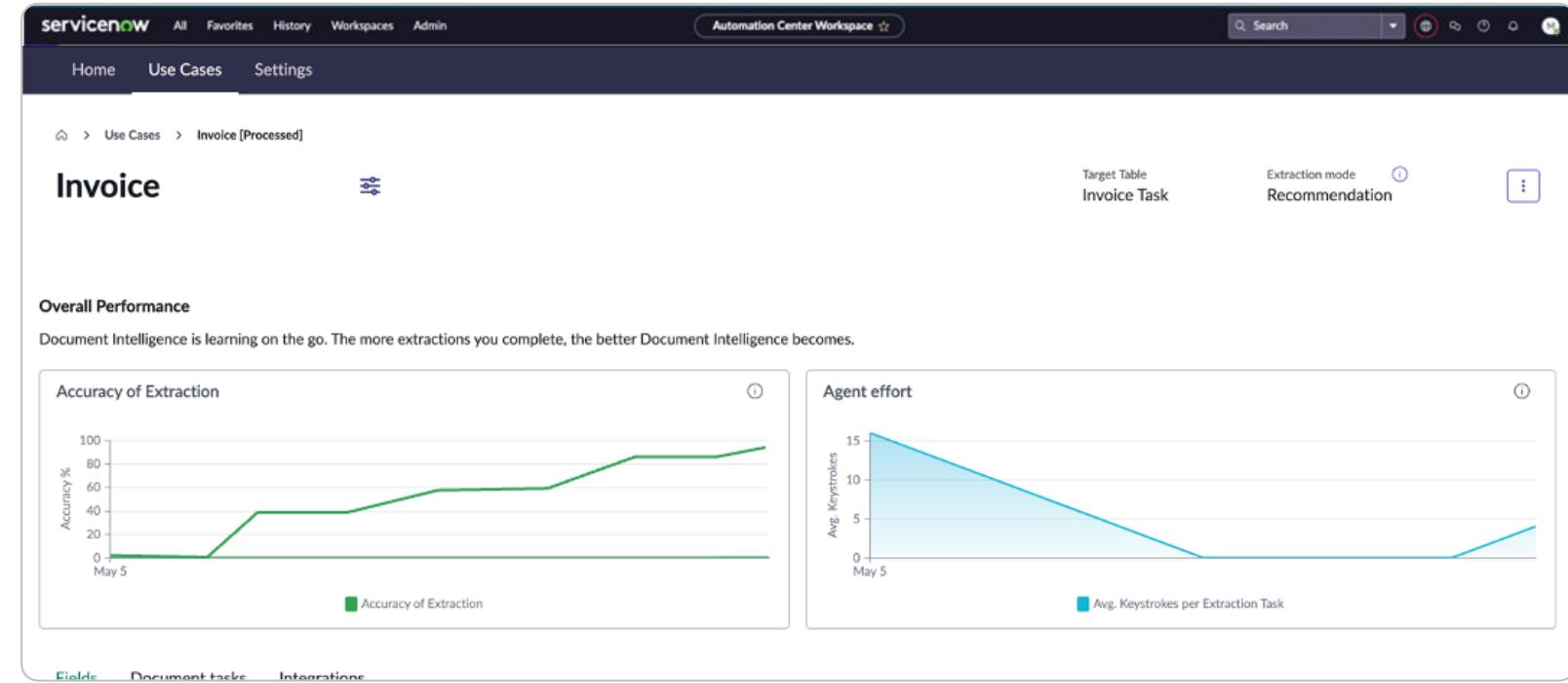
QTY	DESCRIPTION	UNIT PRICE	AMOUNT
20	898442 Alcohol Gel, 1L	8.99	179.80
15	492991 Masks	0.99	14.85
75	871952 Surgical Gowns	12.99	974.25
TOTAL			\$ 1,168.90

To the right, the 'Document fields' panel shows various fields like 'Provider address', 'Country', and 'Order number'. A date picker is open, showing the date 'Dec 11, 2023' selected. The sidebar on the left lists four documents numbered 1 through 4.



Document intelligence

- Data normalization for selected field types
- Improved accuracy of AI suggestions and higher automation on ERP use cases





Document intelligence

- Data normalization for selected field types
- Improved accuracy of AI suggestions and higher automation on ERP use cases
- End-to-end application to automatically classify documents

The screenshot shows the ServiceNow Automation Center Workspace interface. On the left, there's a file browser with 'invoice.png' selected. The main area displays an invoice from Blue Harris Furniture to Inno Start Inc. The invoice details include:

- Invoice From:** Blue Harris Furniture, 720 5th Ave, New York, NY 10019, office@blueharris.com, +1 212-381-1111
- Invoice To:** Inno Start Inc., 1351 Market Street, San Francisco, CA 94103, inno@start.co, +1 212-221-1001
- INVOICE:** Invoice number: RINVO2231, Invoice date: 10.7.2019, Due date: 10.8.2020

The invoice items table is as follows:

#	Item	QTY/H	Unit price	Amount
1	Installed office furniture (hours)	3	150	450
2	Herman Miller Aeron	4	900	3600
3	Sonos speakers	3	320	960
4	Giardino Grande Table	1	780	780

At the bottom right of the table, there's a summary table:

Subtotal	5790
Tax 6.25%	361
Discount	50
Total	5379

Below the table, there's a 'Notes:' section with the following text:

It was wonderful doing business with you. Thank you.
Please pay your deposit upon receipt of the invoice.
Please include the invoice number on your check.

The right side of the screen shows a 'Classify' panel for 'invoice.png'. It lists classification results for different pages:

- Page 1:** Document Type: Invoice (33%), Survey (36%), Receipt (29%), No category found (0%)
- Page 2:** Document Type: Survey (100%)

Q&A Break

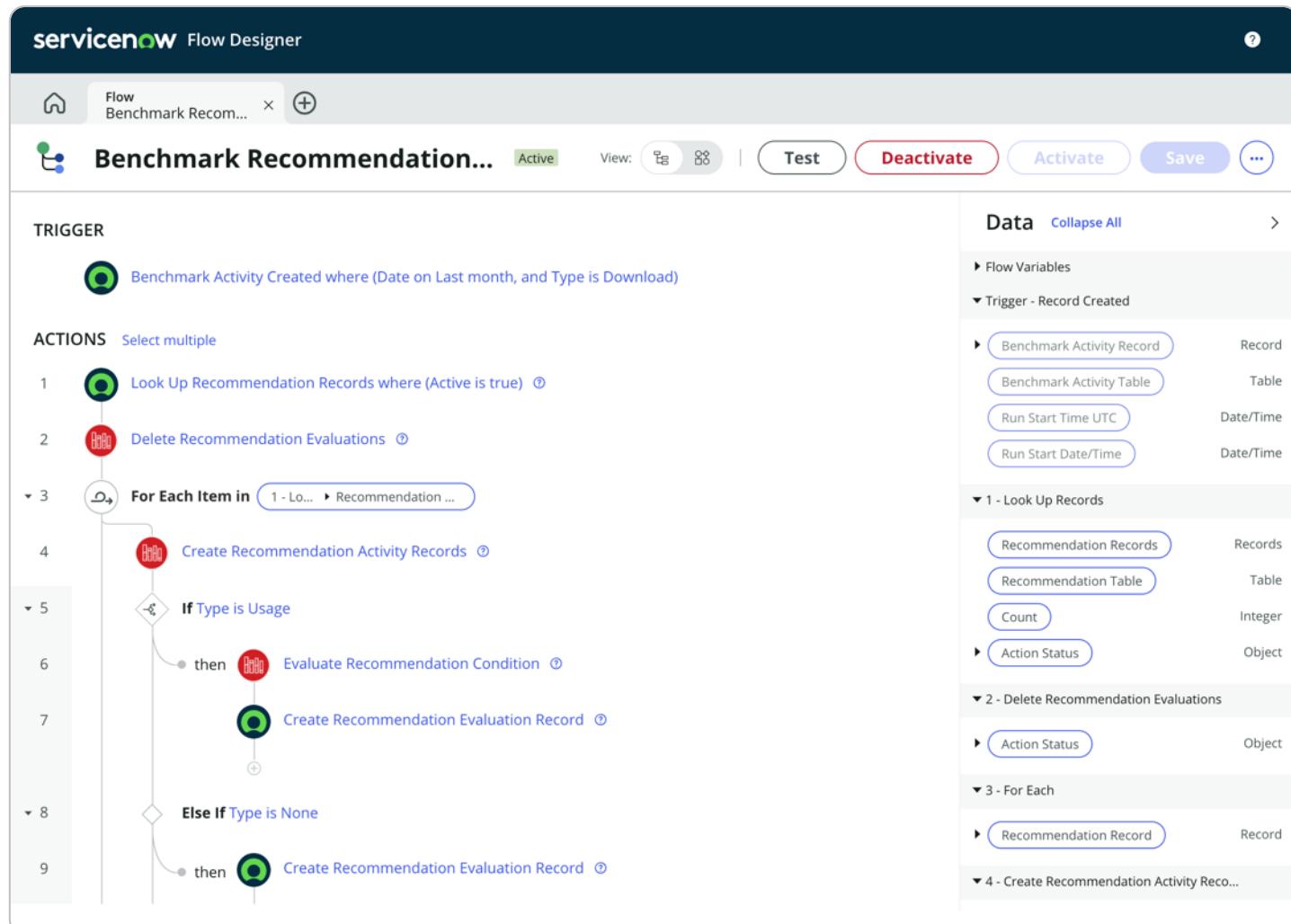


Flow Designer and Process Automation Designer



Flow Designer quality of life enhancements

- Theming changes



Flow Designer quality of life enhancements

- Theming changes
- Performance improvements



Flow load time reduction

Adding Subflows to a Flow time reduction

Flow logic optimization time reduction

Flow Designer quality of life enhancements

- Theming changes
- Performance improvements
- Flow Reporting Levels simplified
- Enable Subflows in Diagramming View
- Enable stages on Subflows



Flow load time reduction

Adding Subflows to a Flow time reduction

Flow logic optimization time reduction

Flow Designer homepage revamp

- Most-recently worked on application files
- What their teammates are working on
- Track execution status
- Access resources

The screenshot shows the ServiceNow Flow Designer homepage. At the top, there's a navigation bar with tabs for Flows, Subflows, Actions, Executions, and Connections, and a dropdown for 'All Work'. A 'Create new' button is located in the top right. Below the navigation is a search bar and a table listing flows. The table columns include Name, Internal name, Application, Status, Active, Updated, and Updator. The flows listed are:

Name	Internal name	Application	Status	Active	Updated	Updator
Benchmark Recommendation Evaluator	benchmark_recommendation_evaluator	Benchmarks Spoke	Published	true	2023-06-20 10:13:16	syst
Business process approval flow	business_process_approval_flow	Global	Published	true	2020-09-27 22:06:13	adm
Change - Cloud Infrastructure - Authorize	change_cloud_infrastructure_authorize	Global	Published	true	2020-11-11 07:08:05	adm
Change - Emergency - Authorize	change_emergency_authorize	Global	Published	true	2020-10-06 05:39:49	adm
Change - Emergency - Implement	change_emergency_implement	Global	Published	true	2020-09-23 05:06:26	adm
Change - Emergency - Review	change_emergency_review	Global	Published	true	2020-10-27 04:18:08	adm
Change - Normal - Assess	change_normal_assess	Global	Published	true	2020-10-06 05:37:05	adm
Change - Normal - Authorize	change_normal_authorize	Global	Published	true	2020-10-06 05:38:25	adm

On the right side, there are several widgets: 'Post-process Scan Result' (Action - Published), 'Run Instance Scan Suite' (Action - Published), 'Flow execution metrics' (with a plus sign), and 'Recent Activity' which lists modifications by 'SD' (Service-now: Datacenterautomation [maint] modified a flow Named ISM Monitoring) and 'SD' (Service-now: Datacenterautomation [maint] modified a subflow Named Wait for Suite Scan Completion).

Edit a Pill

- Dot-walked data pill values are now editable
- Can be done in Diagramming View as well

The screenshot shows the ServiceNow Diagramming View with a 'Log step' selected. The step has a 'Log Level' of 'info' and a 'Log Message' of 'action ▶ variable'. A tooltip for 'variable1' shows it is a String type. Above the step, a modal window titled 'Trigger - Record Created ▶ Incident Record ▶' lists various record fields:

Record	Active	Type
Incident Table	Actual start	Date/Time
Run Start Time UTC	Actual end	Date/Time
Run Start Date/Time	Actual start	Date/Time
	Additional assignee...	List
	Additional commen...	Journal Input
	Approval	Choice

A tooltip for 'Actual start' indicates it is a Date/Time type. The bottom of the modal shows a note: 'Any action you add here will run.'

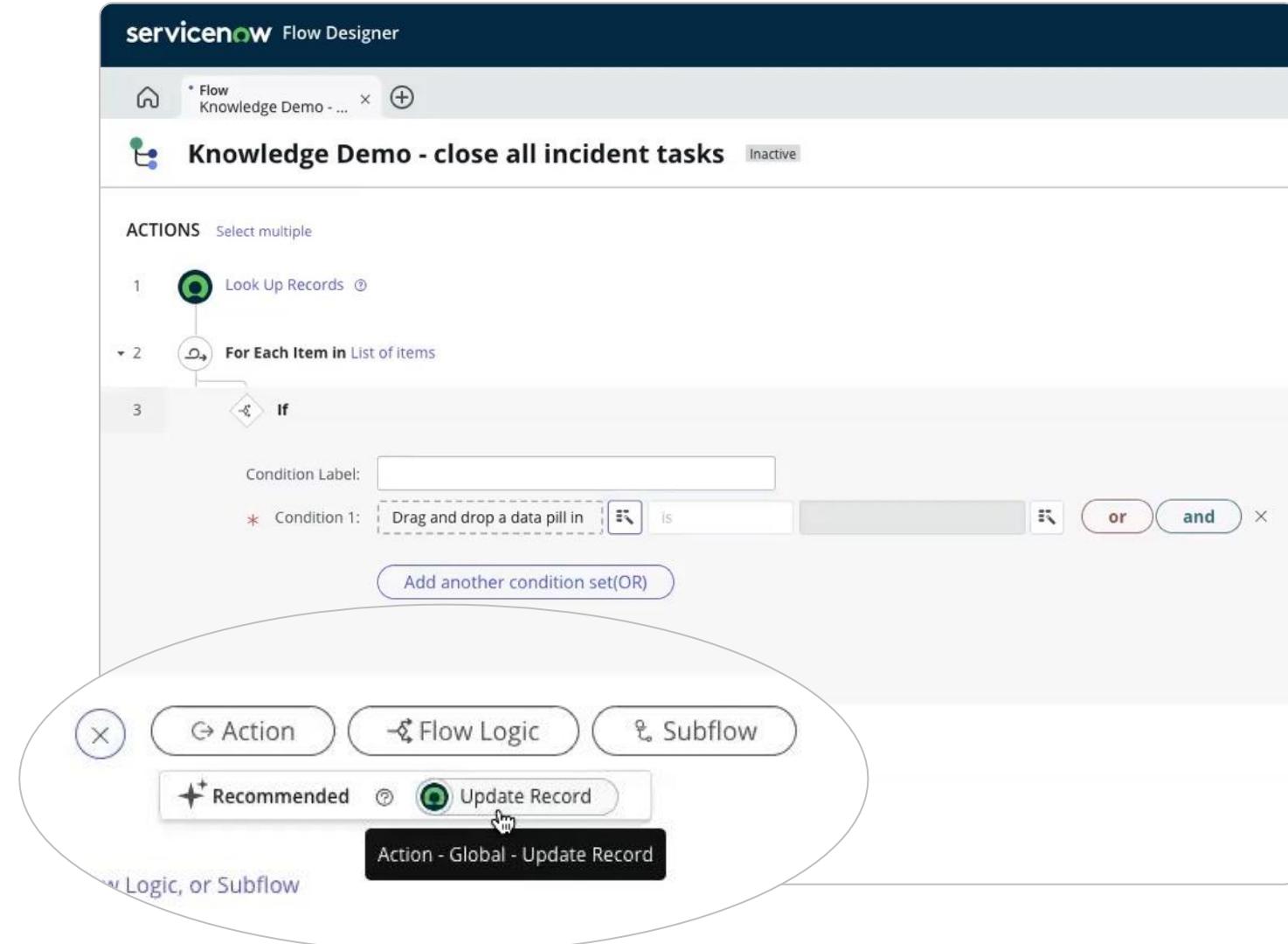
Dynamic inputs

- Essentially ad-hoc forms within Flow inputs
- Allow Flows and Actions to dynamically generate the required inputs for the use case based on another parameter
- Reduces duplication of purpose-built Actions/Flows

Action Input				+ Create Input
Label	Name	Type	Mandatory	
variable	variable	Dynamic Inputs	<input type="checkbox"/>	
Advanced options				
Dynamic Options				
Action	Select an Action			
<input type="text"/> di				
di-provider-simple-string				

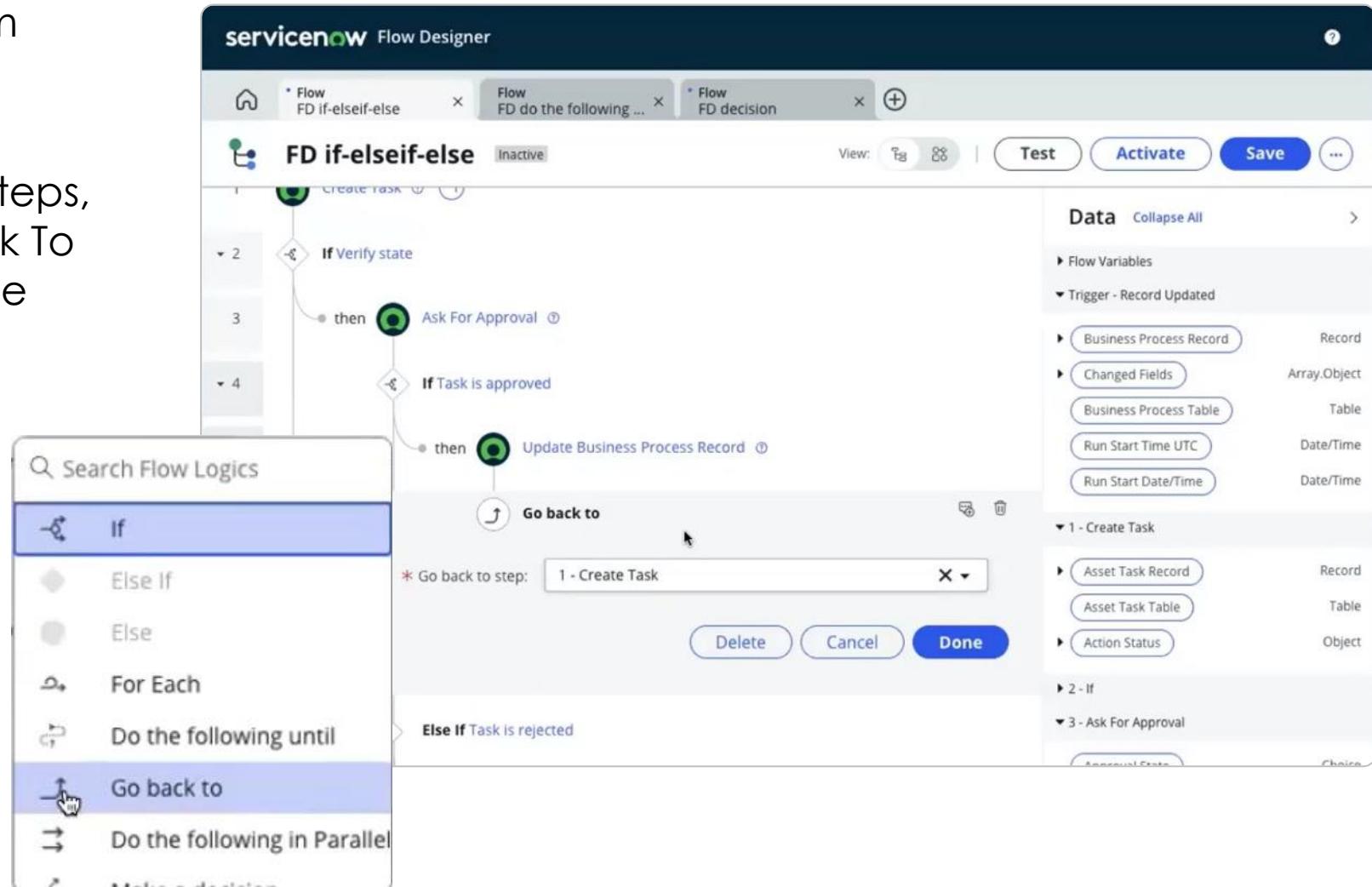
Now assist recommendation

- Next best Action based on Generative AI
- Improves in accuracy as the Flow is further defined



Go Back To

- Re-run Flow starting from selected Action
- Cannot jump to other branches, in between steps, steps AFTER the Go Back To call, nor employed in the Error Handler
- Limited Access



PAD quality of life enhancements

- Migrated to a Store App
- Can create and manage Processes in App Engine Studio (AES)

CREATE A NEW PROCESS

Great! Now, let's define your trigger

The trigger you select will specify when to start running your process.

Trigger type *

Record Create or Update

Table *

Incident

Condition to run

Now that you've selected the associated table, let's use the condition builder to create field conditions for when your process will run. This condition can be altered later if you change your mind.

Trigger condition

Short description starts with Urgent: or and x

Run my trigger *

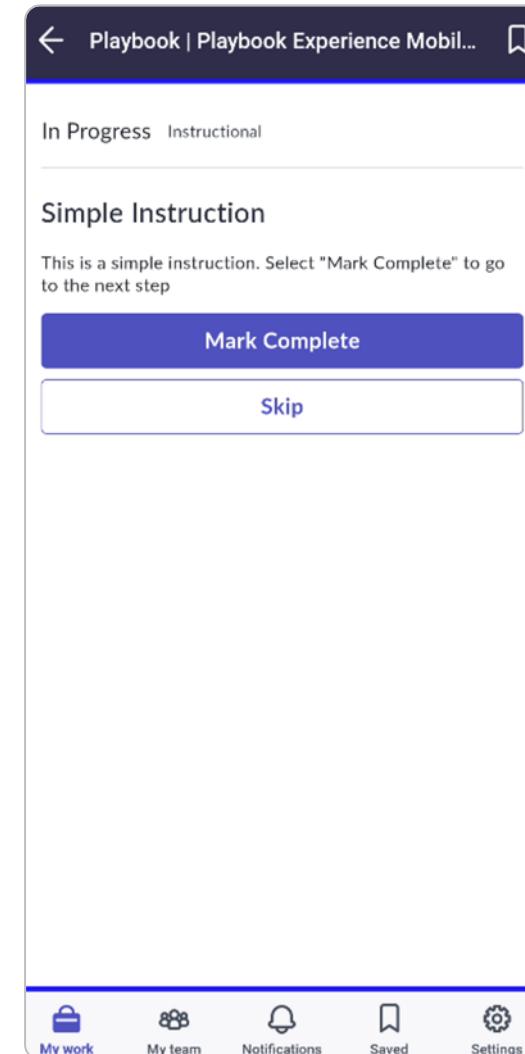
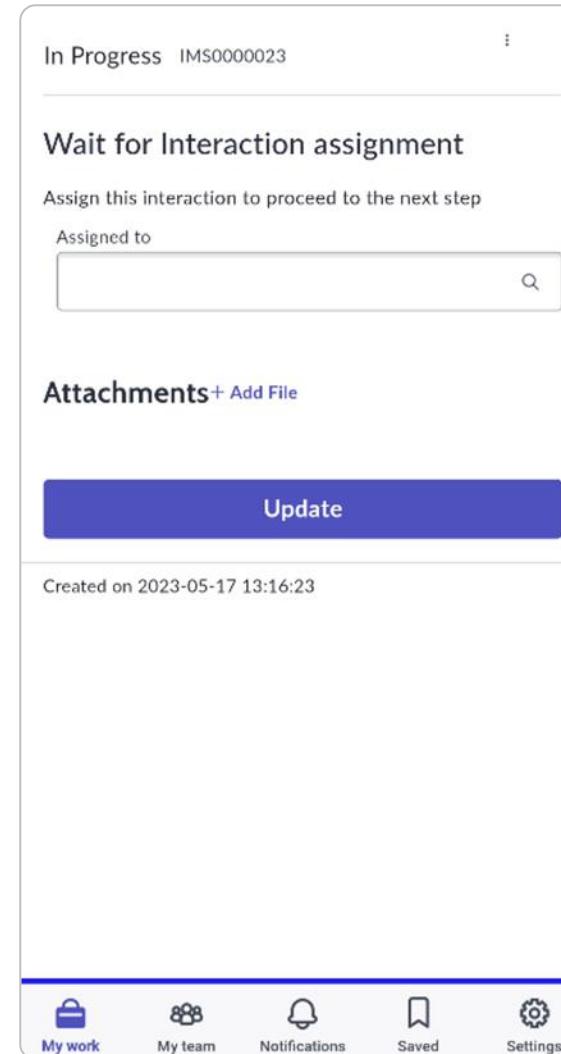
For each unique change

Run this trigger on extended table

Cancel Continue

PAD quality of life enhancements

- Migrated to a Store App
- Can create and manage Processes in App Engine Studio (AES)
- Can interact with Playbooks in the mobile app instead of the just the mobile browser



Process automation administration

- UI for Admins to cancel individual Process Executions
- A script method also added to effect just one Process (not all associated ones to that record)
- Will show in the Playbook UI it has been cancelled and the reason for doing so

The screenshot displays two main ServiceNow interface components related to process automation administration:

- Process Executions:** This card view shows details for a specific execution labeled "Test". It includes fields for Label (Test), Created (2023-05-15 15:10:40), Input Record (Incident: INC0000001), State (In Progress), and a prominent red "Cancel Process" button.
- Playbook:** This view shows the "PLAYBOOK: Demo" with tabs for Playback, Details, Related Tasks, User's Interactions, and User's T. The "Playback" tab is active, displaying activity executions and logs. One activity, "Test Instruction", is shown as "In Progress". A tooltip over the "Assign" section indicates the playbook was "Cancelled by admin" with the reason "Cancelled this playbook".

Activity Executions:

Label	Lane	State	UI Layout	Associated Record
1\$start	1	Complete	(empty)	(empty)
Test Instruction	1	In Progress	Instructional	Flow Data: Created 2023-05-15 15:10:40

Execution Logs:

Level	Message	Order
Debug	Process start - processing op 'test./start': node: 'mrreme045bc18:glide_ipaas'; session: '74056542A33221104E75CAA2241E61AB'; thread: 'Default-thread-4'	2023-05-15 15:10:44
Debug	Run activity - processing op 'test.1.1\$start': node: 'mrreme045bc18:glide_ipaas'; session: '74056542A33221104E75CAA2241E61AB'; thread: 'Default-thread-4'	2023-05-15 15:10:44
Information	Executing activity (name: 1\$start, activityId: b4e56e02b376211008c88aab249b347e, activityContextId:)	2023-05-15

Next Experience/ UI Builder



Guided tours

- Customer blocker for Next Experience now removed
- Run existing or create new tours on Next Experience and Workspace

The screenshot shows a ServiceNow 'List' view titled 'All' with a count of 9887 records. The left sidebar, under the 'Lists' tab, shows various categories like Conversation Monitoring, Tasks, SLAs, Incidents, and Problems, with 'All' selected. The main table displays columns for Number, Opened, Short description, Caller, and Priority. A specific record is highlighted: INC0014793, opened on 2022-05-06 at 05:39:03, with the short description 'Cannot sign into the company portal app'. The right side of the screen features a 'Help' panel with several sections: 'Lists in CSM/FSM Configurable Workspace', 'Sort and group records in a list', 'Filter records in a list', 'Edit columns in a list', 'Export a list', and 'Add New Content'.

Number	Opened	Short description	Caller	Priority
INC0014794	2022-05-06 06:42:49	Unable to access team file share	Charlie Whitherspoon	1 - Critical
INC0014793	2022-05-06 05:39:03	Cannot sign into the company portal app	Don Goodlife	1 - Critical
INC0014792	2022-05-06 07:18:44	The USB port on my PC stopped working	Fred Luddy	1 - Critical
INC0014791	2022-05-06 01:41:40	Urgent access to systems required	Beth Anglin	1 - Critical
INC0014790	2022-05-06 02:16:11	Unable to post content on a Wiki page	Bow Ruggeri	1 - Critical
INC0014789	2022-05-06 01:41:56	My computer is not detecting the headphone device	Bertie Luby	1 - Critical
INC0014788	2022-05-06 07:28:27	SAP Materials Management is slow or there is an outage	Bud Richman	1 - Critical
INC0014787	2022-05-06 03:07:31	Cannot sign into the company portal app	David Miller	1 - Critical
INC0014786	2022-05-06 06:13:40	Trouble getting to Oregon mail server	Bud Richman	1 - Critical
INC0014785	2022-05-06 02:50:01	Issue with Concur Service	Jerrod Bennett	1 - Critical
INC0014784	2022-05-08 07:51:05	Need access to the common drive.	David Loo	1 - Critical
INC0014783	2022-05-08 04:28:29	Manager can't access SAP Controlling application	Bud Richman	1 - Critical

Improved email in Workspace

- Ability to compose email from Activity Stream
- Ability to drag and drop addresses from To/CC
- Ability to add attachments when forwarding an email with attachments

The image displays two side-by-side screenshots of the ServiceNow workspace interface, illustrating enhanced email features.

Screenshot 1 (Top): Composing a Comment

This screenshot shows the "Compose" screen for a comment. The tabs at the top are "Comments" (selected), "Work notes (Private)", and "Email". Below the tabs is a toolbar with bold (B), italic (I), underline (U), font (Verdana), and alignment (center, right) buttons. A text area below the toolbar contains the placeholder "Type your Comments here". At the bottom of the text area is a note: "Everyone can see this comment". To the right of the text area is a "Post Comments" button.

Screenshot 2 (Bottom): Composing an Email

This screenshot shows the "Compose" screen for an email. The tabs at the top are "Comments" (disabled), "Work notes (Private)" (disabled), and "Email" (selected). Below the tabs is a "Hide email details" link. The "To:" field contains "David Miller" with a remove button. The "Cc/Bcc" button is visible to the right. The "Cc:" field contains "System Administrator" and "Damion Matkin" with remove buttons. The "Bcc:" field is empty. The "Subject:" field contains the text "INC0009009 - Unable to access the shared folder." To the right of the subject field is a small icon.

GenAI in Workspace – case summary

The screenshot shows a ServiceNow workspace interface with the following details:

- Header:** servicenow, All, Favorites, History, Workspaces, INC0000845, Search, and user profile.
- Top Bar:** Lists, INC000001, INC000002, INC000006, Details.
- Main Content:** A card titled "There is an issue with my import export set up".
 - Summary:** "Lorem ipsum dolor sit amet consectetur. Tempor risus in euismod mauris. Amet sit mollis nulla id at at nibh. Mattis nullam fringilla at morbi mattis. Nibh mi adipiscing ac aliquet nulla quam mi."
 - Buttons:** Shorten, Lengthen, Keep (highlighted with a red hand cursor).
 - Text:** Powered by ChatGPT.
- Incident Form:** Fields include:
 - Form label * State: Awaiting Info
 - Form label * Assigned To: Linda Cox
 - Form label * Incident State: In progress
 - Form label * Priority: High - 1
 - Form label * Category: Software
 - Form label * Resolution: None
 - Form label * Status: None
 - Form label * Last Update: 2020-08-31 21:35:45
- Compose:** A comment box with "Comments" and "Work notes (Private)" tabs. It says "Type your comments here" and "Everyone can see this comment". A "Post Comment" button is present.
- Activity:** A log of changes:
 - Meredith Arcand was assigned to the incident (Field changes - 2020-08-31 21:35:45)
 - Assigned to: Meredith Arcand was System Admin
 - Incident state: In progress was New
 - Priority: High - 1 was Empty
 - Category: Software was Empty
- Agent Assist:** A sidebar with a search bar and "Search as: Caller" toggle. It lists recent articles:
 - Article: Card body title (Deleted Email Recovery - By default, every email deleted from your OWA mailbox goes... updated 13h ago - 112 views)
 - Article: Card body title (Deleted Email Recovery - By default, every email deleted from your OWA mailbox goes... updated 13h ago - 112 views)
 - Article: Card body title (Deleted Email Recovery - By default, every email deleted from your OWA mailbox goes... updated 13h ago - 112 views)
 - Article: None

GenAI in Workspace – email compose

The screenshot shows the ServiceNow Agent Workspace interface. At the top, there is a navigation bar with links for All, Favorites, History, Workspaces, Studio, and a search bar labeled "Agent Workspace". Below the navigation bar, a breadcrumb trail shows the current location: Lists > INC000001 > INC000002 > INC000003 > INC000004 > Beth Anglin > Details > INC000005 > INC000006 > INC000007 > INC000008.

The main content area displays an incident titled "SAP Financial Accounting application appears inactive". The incident details include:

- Priority: 5 - Planning
- State: New
- Category: Inquiry/Help
- Updated by: Fred Luddy
- Impact: High

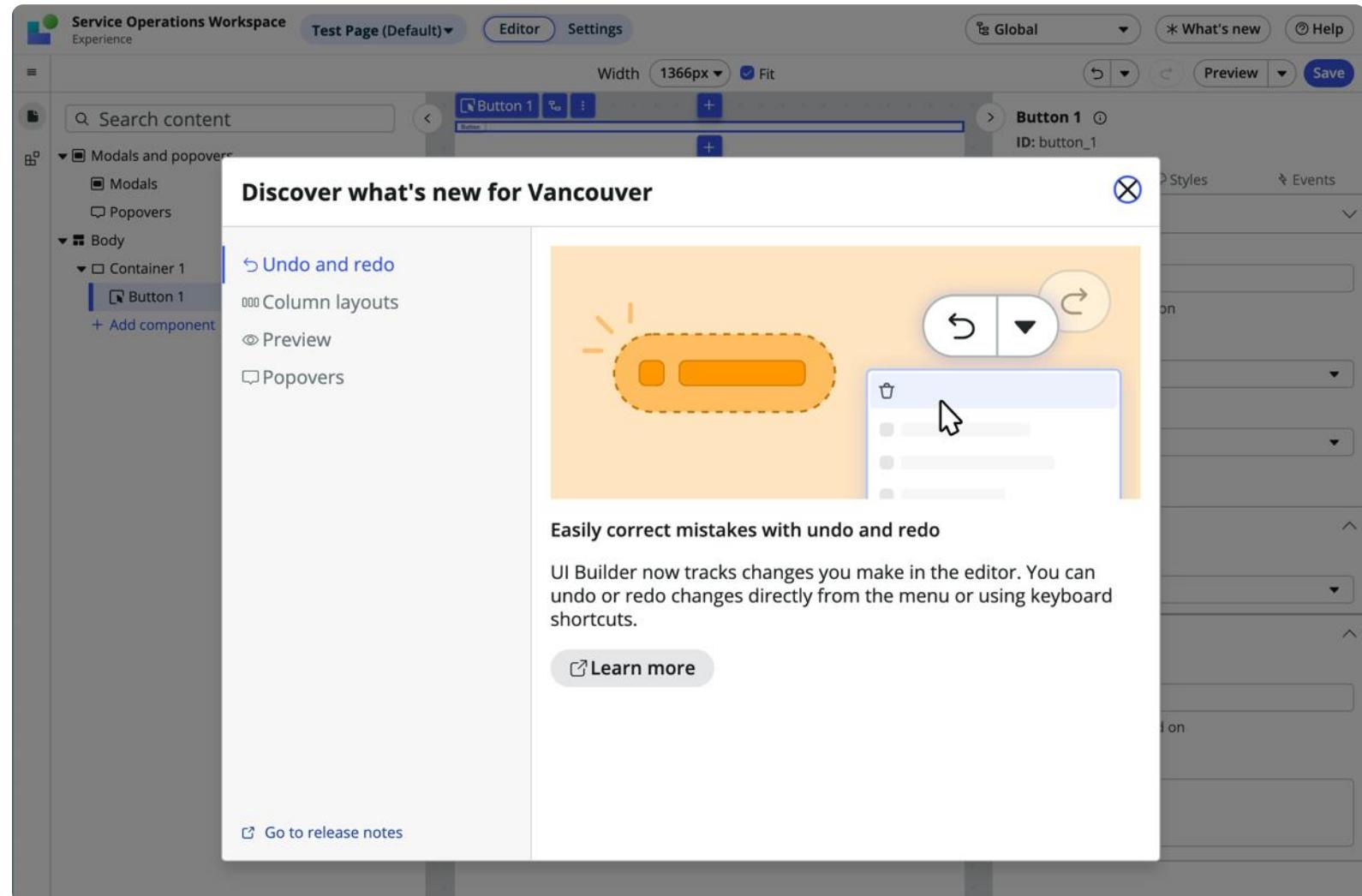
The "Compose" interface is open on the right side of the screen, showing the following fields:

- Comments: Work notes (Private)
- Email: Linda Cox (selected)
- To: Linda Cox
- Cc:
- Bcc:
- Subject: (INC000001) SAP Financial Accounting application appears inactive
- Attachments: + Add file
- Compose with AI
- Rich text editor toolbar: B I U
- Text area: Lorem ipsum dolor sit amet consectetur. INC000001 Dolor adipiscing turpis volutpat curabitur nunc ullamcorper. Nunc quam lobortis aenean non quis egestas. Nunc venenatis suscipit orci nibh fusce risus nunc facilisis. Amet in tortor mi fames nun
- Buttons: Save as draft, Send email

A red hand icon is placed over the "Send email" button. To the right of the compose interface, there is an "Email Template" sidebar with a search bar containing "email" and a list of templates, one of which is selected: "Email to Assigned to" with the subject "(INC000001) SAP Financial Accounting application appears inactive" and the note "updated 13h ago".

What's New modal

- Discover and learn about the new features added to UI Builder in the What's New modal



Improved UI Builder styling

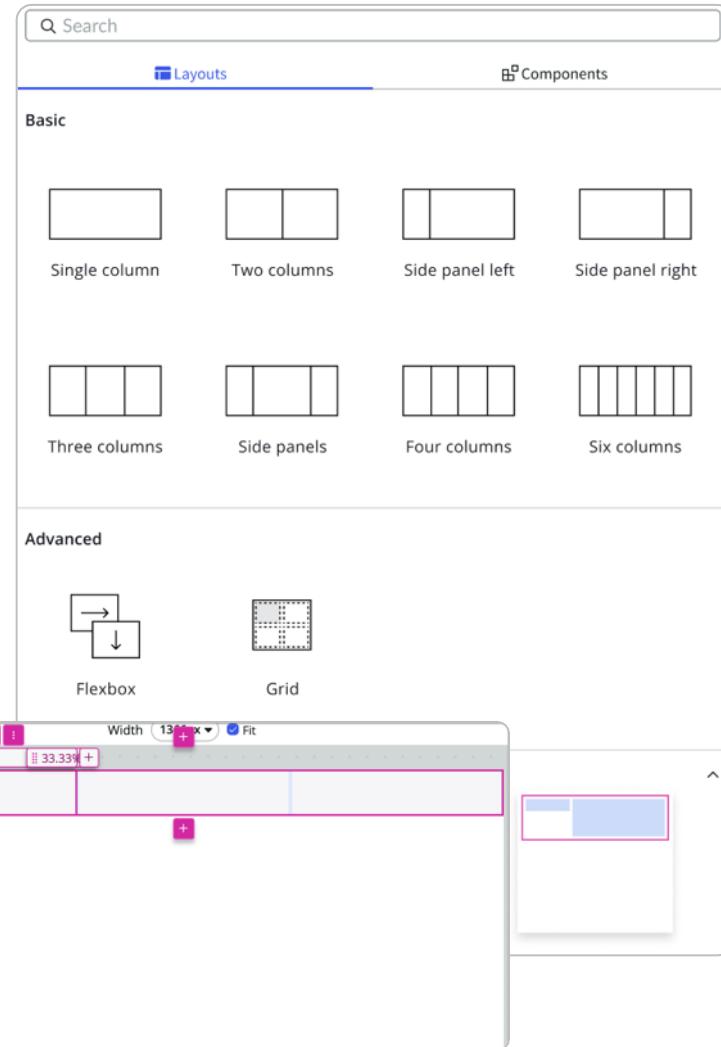
- Progressive disclosure
 - Only expose the most important and commonly used configuration options by default
- Visually intuitive controls
 - Replace text dropdowns with visual and predictable options that make sense to the low-code user

The image displays three panels from the ServiceNow UI Builder styling interface:

- Layout Panel:** Shows "Columns 1" with "ID: columns_1". It includes "Component visibility" and "Layout" sections. Under "Layout", "Columns" is set to 3, and "Gap" is set to 0. A link "Show advanced layout options" is present. Below this is a "Margin" section with a preview of a gray square with 0 padding and 0 margin.
- Margin and Padding Panel:** Shows a "Margin" section with a preview of a gray square with 0 padding and 0 margin. To the right is a list of margin values: Global (0), Auto (Xxs, Xs, Sm, Md, Lg, Xl, Xxl, 3xl). A "Use custom CSS value" button is at the bottom.
- Border and Color Panel:** Shows a "Border" section with "Thickness" (Xxs) and "Type" (Solid). It also shows "Color" (Neutral 5) and "Corner shape" (More rounded).

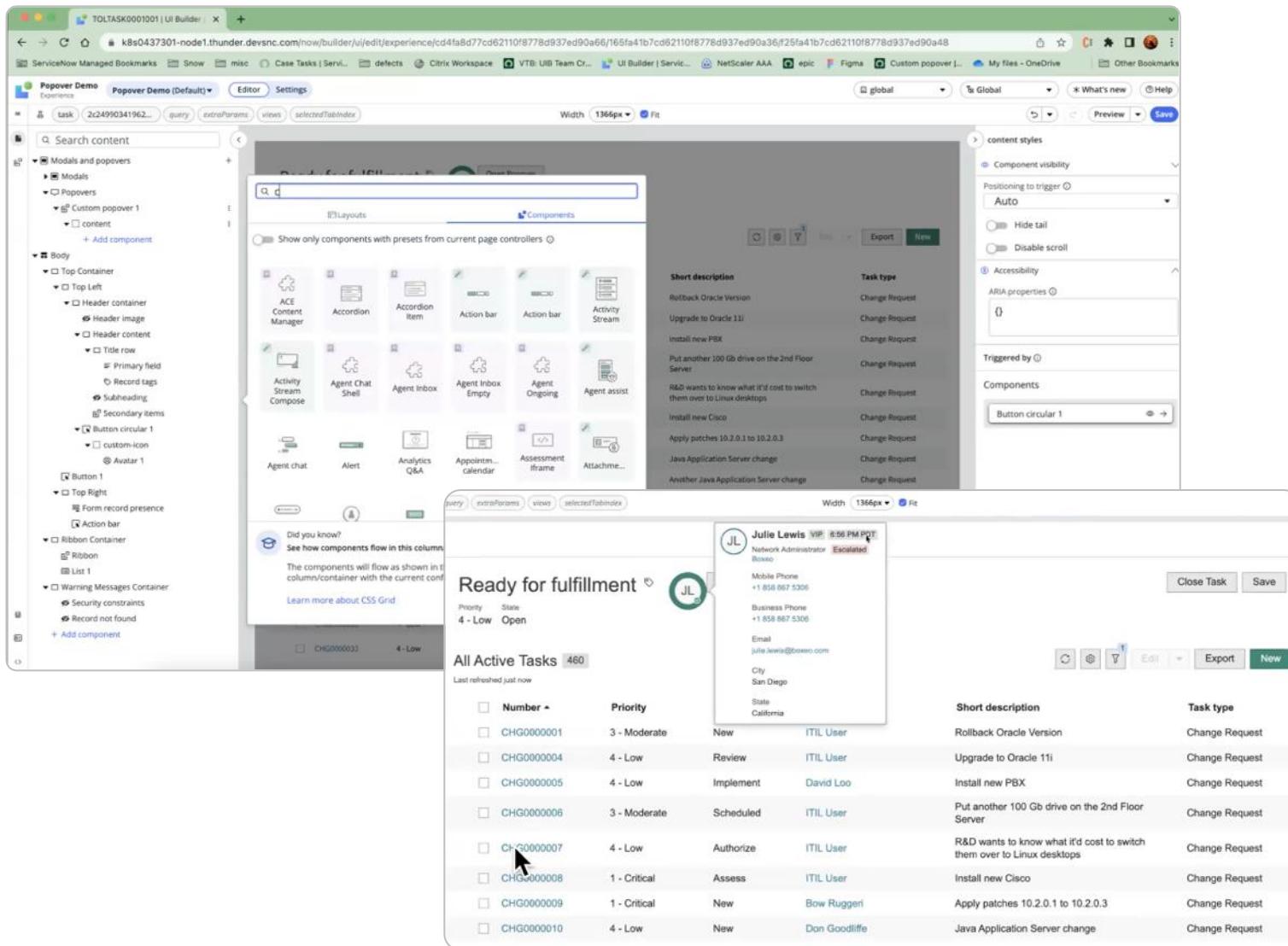
Improved Toolbox and columns

- Column layouts
 - Low-code friendly components to allow you to quickly and easily define the structure of their page
- Contextually aware toolbox
 - Promote Column layouts when you add content outside of container element
- Education
 - Help users understand the benefit of defining page layout first and adding components second



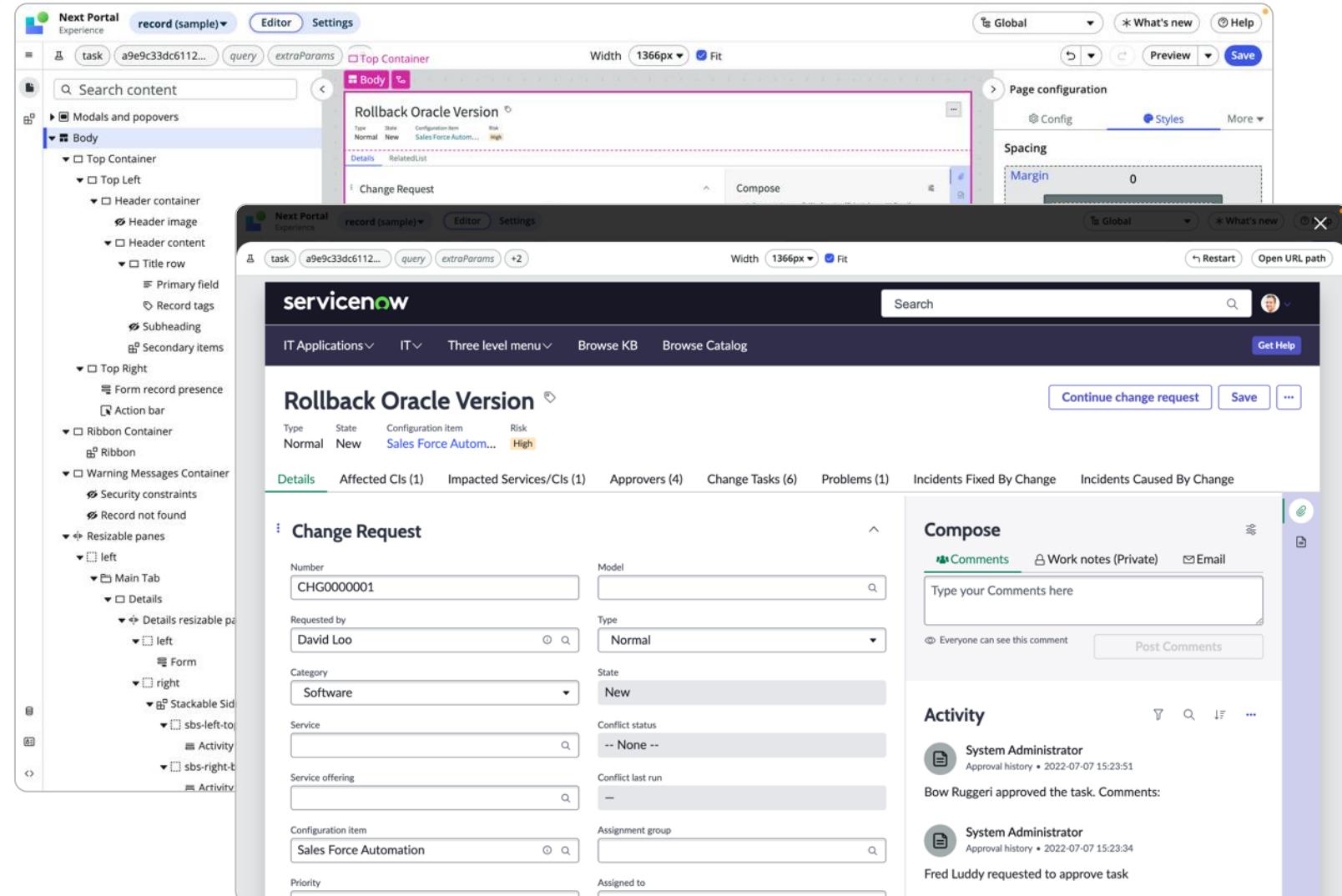
Improved UI Builder popovers

- Improved capabilities to configure popovers on variants in UIB



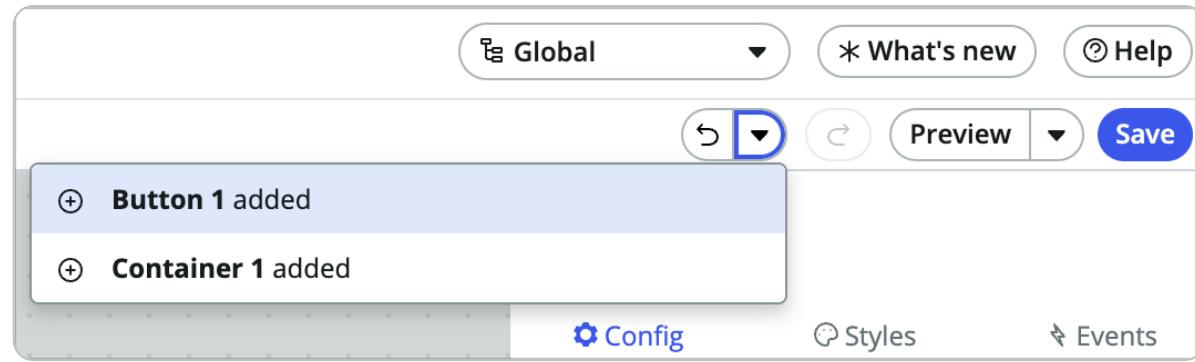
Improved UI Builder preview

- Preview a page without saving
- Directly loads the variant currently being authored
- Provides additional testing tools including setting test values and screen width/scale

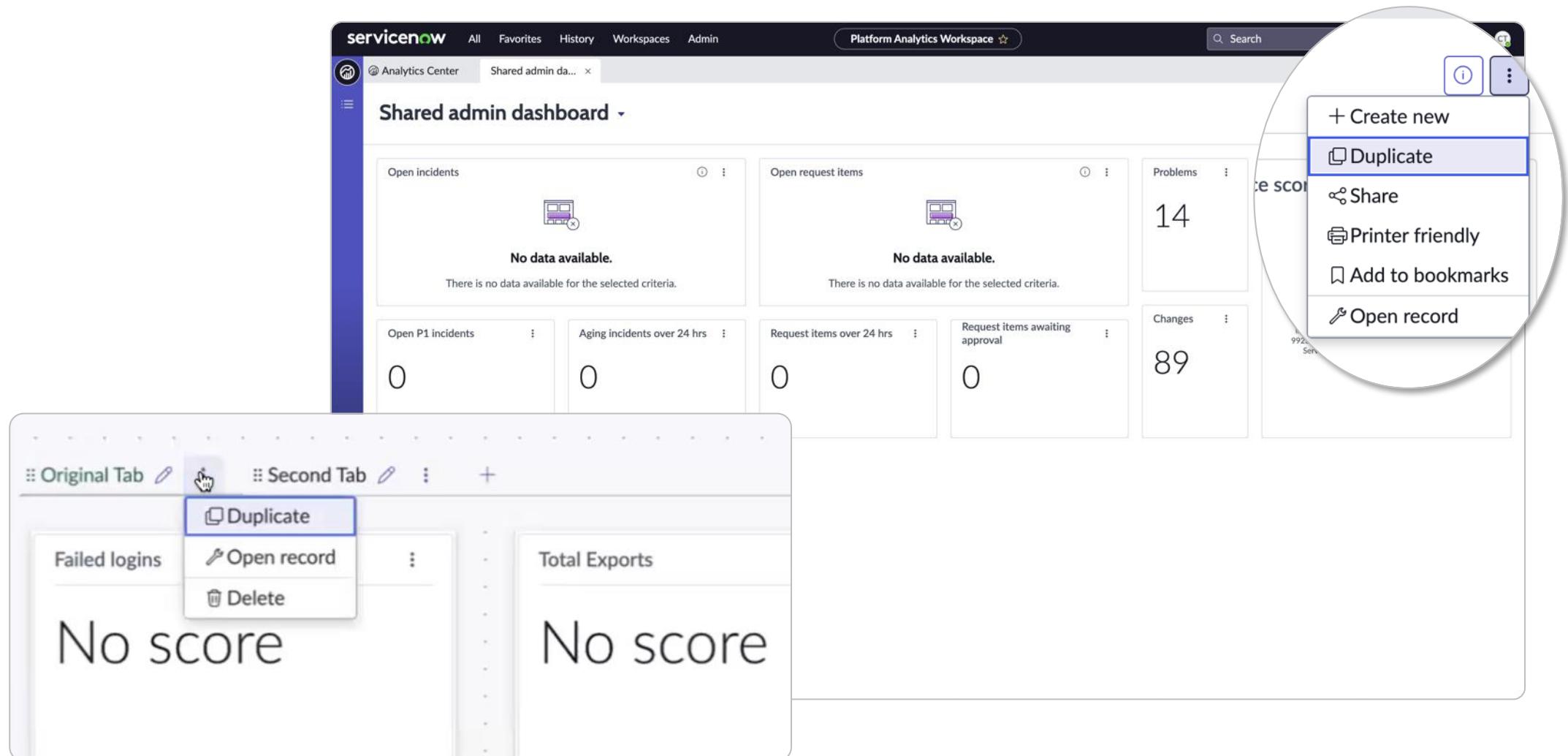


Improved UI Builder undo/redo

- Undo and redo allows users to backtrack on any action within UIB including adding, removing and editing of components and configurations
- Keyboard shortcuts
- Works across saves



Duplicate dashboards and tabs



Other things in Next Experience – saved filters

The screenshot illustrates the ServiceNow Next Experience interface, specifically focusing on saved filters.

Left Panel (Filter Library):

- Header: servicenow All Favorites
- Navigation: Workspaces Admin Who can see your viewing activity? Search
- Section: Filter [3] Last refreshed 15m ago
- Table Headers: Name, Active, Certified, Description, Requested by, Created by, Created, Updated
- Data Rows:
 - Assignment group: true, false, (empty), admin, 2023-05-03 03:57:29, 2023-05-03 03:57:29
 - Category - Input multi select: true, false, (empty), admin, 2023-05-03 03:57:47, 2023-05-03 03:57:47
 - Demo Saved Filters: true, false, (empty), admin, 2023-05-03 07:59:46, 2023-05-03 07:59:46
- Sidebar:
 - List: Lists My Lists
 - Export: Scheduled Exports
 - Library: Filter

Right Panel (Modal Dialog):

Select filter from library

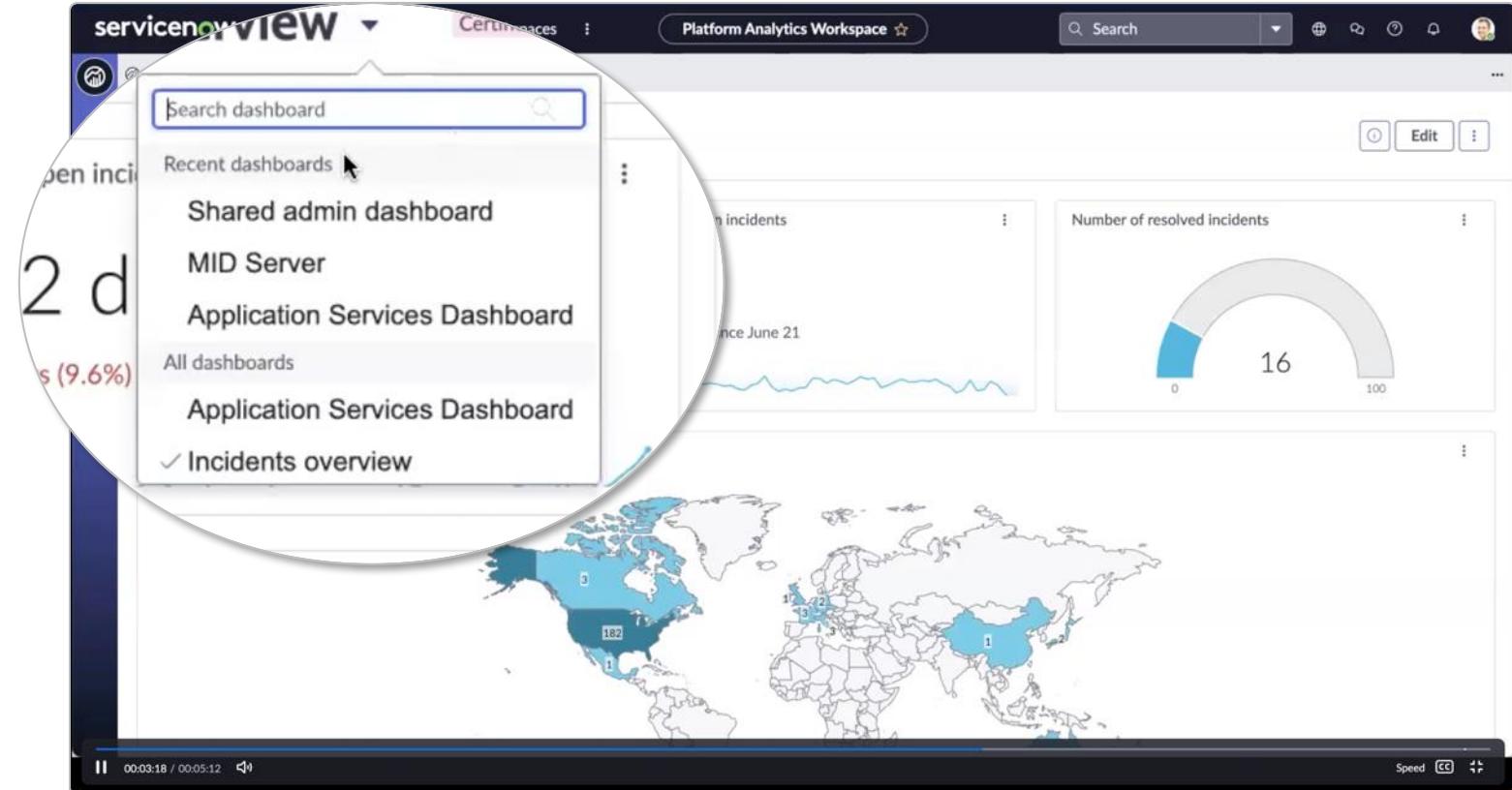
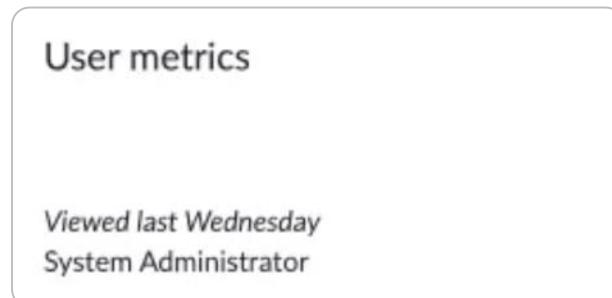
Filter by name or description **Search** **Close dialog**

<input type="checkbox"/> Name ▲	Description	Certified
<input type="checkbox"/> Assignment group		false
<input type="checkbox"/> Category - Input multi select		false
<input type="checkbox"/> Demo Saved Filters		false
<input type="checkbox"/> Demo_Saved_Filters		false

Showing 1-4 of 4 **1** **10** rows per page **Cancel** **Add to Dashboard**

Other dashboard improvements

- Users with appropriate roles can create dashboards and visualizations
- Filter management “Recent” and “Shared with me”
- Unique URLs enable bookmarking/sharing
- Card view displays recently viewed info



Q&A Break

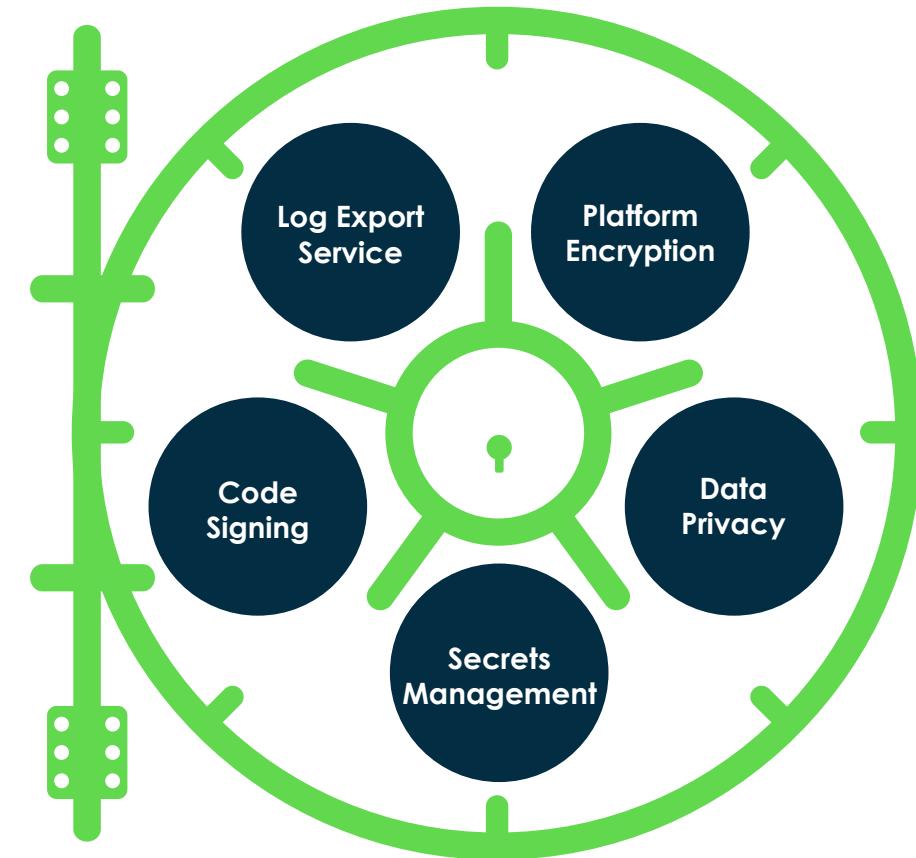


Platform security



ServiceNow Vault

- Increase trust using a set of premium privacy and security controls to protect sensitive data, enable privacy and monitor for appropriate use
- Comply with mandates and protect sensitive data using encryption
- Enable data privacy by classifying and anonymizing specific data fields
- Securely store and control access to credentials
- Validate authenticity and integrity of software on the MID Server
- Improve security threat monitoring with seamless integration of ServiceNow system logs into enterprise security analytics system



What's new in ServiceNow Vault

- Zero trust – location-based access
- Ability to use the user's current geolocation (country) to enforce various security controls using adaptive authentication policies



Zero trust
access

Zero trust – location-based access

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The image consists of three screenshots from the ServiceNow platform:

- Left Screenshot:** A status report titled "HTTP Status 403 – Access Denied". It shows a "Message" field with "Access Denied" and a "Description" field with "http.403".
- Middle Screenshot:** A "Location Filter Criteria - Trusted Locations" configuration page. It includes fields for "Name" (set to "Trusted Locations") and "Description". A list of locations is shown, each with a red "X" icon to its left:
 - China
 - Japan
 - United States
 - Australia
 - United Kingdom
 - Singapore
- Right Screenshot:** An "Enable multi-factor authentication (MFA)" guide. It provides instructions and a QR code for pairing a mobile device:
 - Download an authenticator app that supports Time Based One-Time Password (TOTP) on your mobile device.
 - Open the app and scan the QR code below to pair your mobile device.

Or enter this code in your app:
PCBFKO A4QQMC L3ESEK UJJJGX

Enter the code generated by the Authenticator app below
6-digit verification code

What's new in ServiceNow Vault

- Zero trust – location-based access
 - Ability to use the user's current geolocation(country) to enforce various security controls using adaptive authentication policies
- Zero trust – policy-based session access
 - Ability to dynamically reduce the privileges of a user in a session based on the policy defined by the security administrator



Zero trust – policy-based session access

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The screenshot illustrates the implementation of zero-trust policy-based session access in ServiceNow.

Session Access Role Configuration: A screenshot of the "Session Access Role Configuration" page. It shows a role named "Reduce admin access" with the following details:

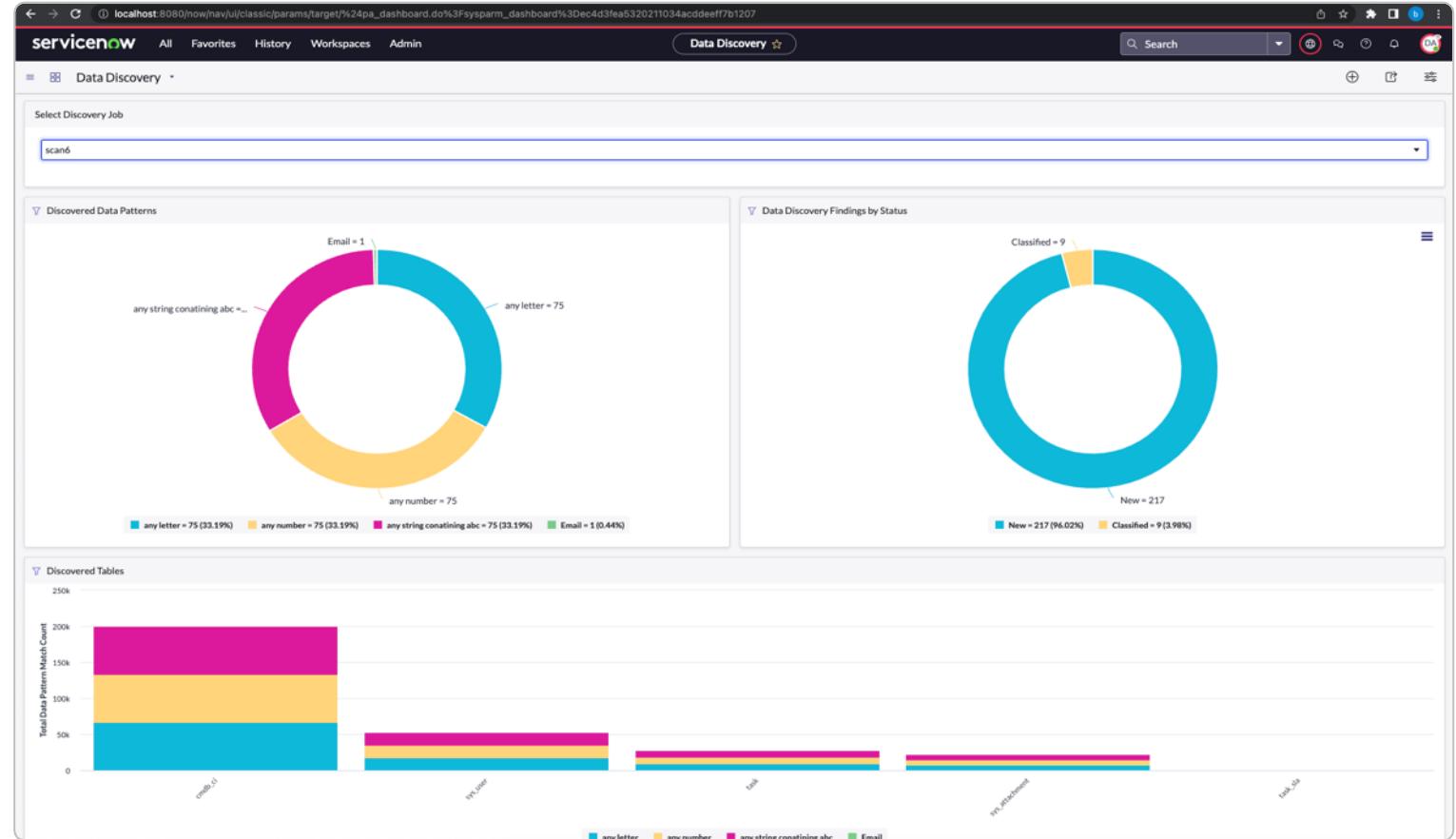
- Name: Reduce admin access
- Description: Reduce admin access if the user is logging in from untrusted network
- Action: Remove Roles
- Role List: admin

The "Policy" field is set to "IsFromNonTrustedNetwork".

User Session: A screenshot of a user session on the ServiceNow homepage. A prominent message bar at the top states: "Based on security policies defined by the administrator, some of your privileges have been removed from this session. Please get in touch with your administrator for more information." Below this, the main dashboard features sections for "Request Something", "Knowledge Base", and "Get Help", along with "Current Status" and "My Assessments and Surveys" cards.

What's new in ServiceNow Vault

- Zero trust access
- Data Discovery



What's new in ServiceNow Vault

- Zero trust access
- Data Discovery
- Phone number E164 and Email field is available to be selected in Encrypted Field Configuration with CLE Enterprise

The screenshot shows the ServiceNow interface for creating an encrypted field configuration. At the top, the title bar reads "servicenow All Favorites History Workspaces Admin Table - TOI demo". Below the title bar, there is a message about tables and records.

The main area has two tabs: "Columns" and "Controls". The "Columns" tab is active, showing a table of "Dictionary Entries". One row, "PhoneE164", is highlighted with a red box. This row has columns for "Column label" (PhoneE164), "Type" (Phone Number (E164)), "Reference" ((empty)), "Max length" (40), "Default value" (40), and "Display" (false).

The "Controls" tab is shown below, with a sub-section titled "Encrypted Field Configuration". It includes fields for "Type" (Column), "Table" (TOI demo [toi_demo]), "Crypto module" (toi_demo_module), and "Method" (Single Module). A red box highlights the "Column" field, which contains "phonee164". Other controls include "Active" (checked), "Algorithm equality preserving" (unchecked), and buttons for "Update" and "Delete".

Other platform security updates



Access Analyzer

- Helps diagnose why a user, group or role can or cannot access resource(s)
- Shows the various access controls that are applied to resources
- Allows to drill into a specific operation to understand access details

The screenshot displays the ServiceNow Access Analyzer interface. At the top left is a search bar with the query "access". Below it, the "FAVORITES" section shows "No Results". The "ALL RESULTS" section is expanded, showing the "Access Analyzer" category with a sub-item "Analyze Access" selected. Other categories like "Process Automation" and "Flow Administration" are also listed. The main content area shows a table titled "Access Controls" with the following data:

ACL name	Operation	Results	Role	Condition	Script	Updated on	Updated by
incident.comments	Write	Blocked	● Blocked	● Skipped	● Skipped	Nov 22, 2022 15:16:10	Abel Tutor
incident.comments	Write	Blocked	● Passed	● Passed	● Blocked	Nov 13, 2022 13:54:01	Abel Tutor
incident.comments	Write	Blocked	● Passed	● Passed	● Blocked	Oct 11, 2022 09:45:11	Abel Tutor
incident.comments	Write	Blocked	● Blocked	● Skipped	● Skipped	Oct 11, 2022 09:22:04	Abel Tutor
incident.comments	Write	Blocked	● Passed	● Passed	● Blocked	Oct 19, 2022 10:33:49	Abel Tutor

Below the table, there are sections for "How to read evaluation results?", "Access control rules (ACLs)", and descriptions for "Blocked", "Skipped", and "Maybe" status indicators.

Security attributes

- Reduce complexity of defining security controls
- Alleviates challenges of auditing security controls
- Not intended to eliminate scripted ACLs, rather reduce the need to solve complex subject criteria with a scripted ACL

The image displays two screenshots of the ServiceNow platform illustrating the configuration of security attributes and the creation of access control rules.

Top Screenshot: Security Attribute - Group

This screenshot shows a list of security attributes under the "Group" category. The attributes listed are:

Name	Label	Description	Active	Type	Is dynamic	Is system	Lookup Table
Group	Group	User is member of the specified group	true	true false	true	true	Group [sys_user_group]
GroupExplicit	Group Explicit	User is an explicit member of the specif...	true	true false	true	true	Group [sys_user_group]
Impersonating	Impersonating	User is impersonating another user	true	true false	true	true	
InteractiveSession	Interactive Session	Current session interactive	true	true false	false	true	
LoggedIn	Logged In		true	true false	false	true	
NetworkCriteria	Network Criteria		true	true false	false	true	
Role	Role		true	true false	false	true	
RoleExplicit	Role Explicit		true	true false	false	true	

Bottom Screenshot: Access Control - New Record

This screenshot shows the configuration of an access control rule. The "Conditions" section is expanded, showing the following configuration:

- Access Control Rules allow access to the specified resource if all four of these checks evaluate to true:
 1. The user has a role.
 2. Conditions in the Condition field evaluate to true, or conditions are empty.
 3. The script in the Script field (advanced) evaluates to true, or sets the variable "answer" to true, or is empty.
 4. Users that do not satisfy the Security Attributes or the Subject Conditions will be denied access to records matching this ACL.
- The four checks are evaluated independently in the order displayed above.

The "Requires role" section lists a single role: "itil".

The "Security Attribute Condition" section is configured with the following condition:

- Condition: All of these conditions must be met
 - Group is Incident Management
 - OR
 - New Criteria

HR application scenario for security attributes

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OOB HR scripted ACL

```
if (GlideImpersonate().isImpersonating())
&&
gs.getProperty('com.snc.hr.core.core.impersonat
eCheck') == 'true')
    answer = false;
else {
    var roles = gs.getUser().getRoles();
    if (roles.indexOf(hr.ROLE_HR_CASE_WRITER)
> -1)
        answer = true;
}
```

With security attributes

Security Attribute
HR_Example

Application Global

* Label: HR Example

* Name: HR_Example

Type: compound

Description:

Condition: All of these conditions must be met

AND Role Explicit is sn_hr_core.case_writer OR AND

HR Impersonate Detected is false OR AND

or

New Criteria

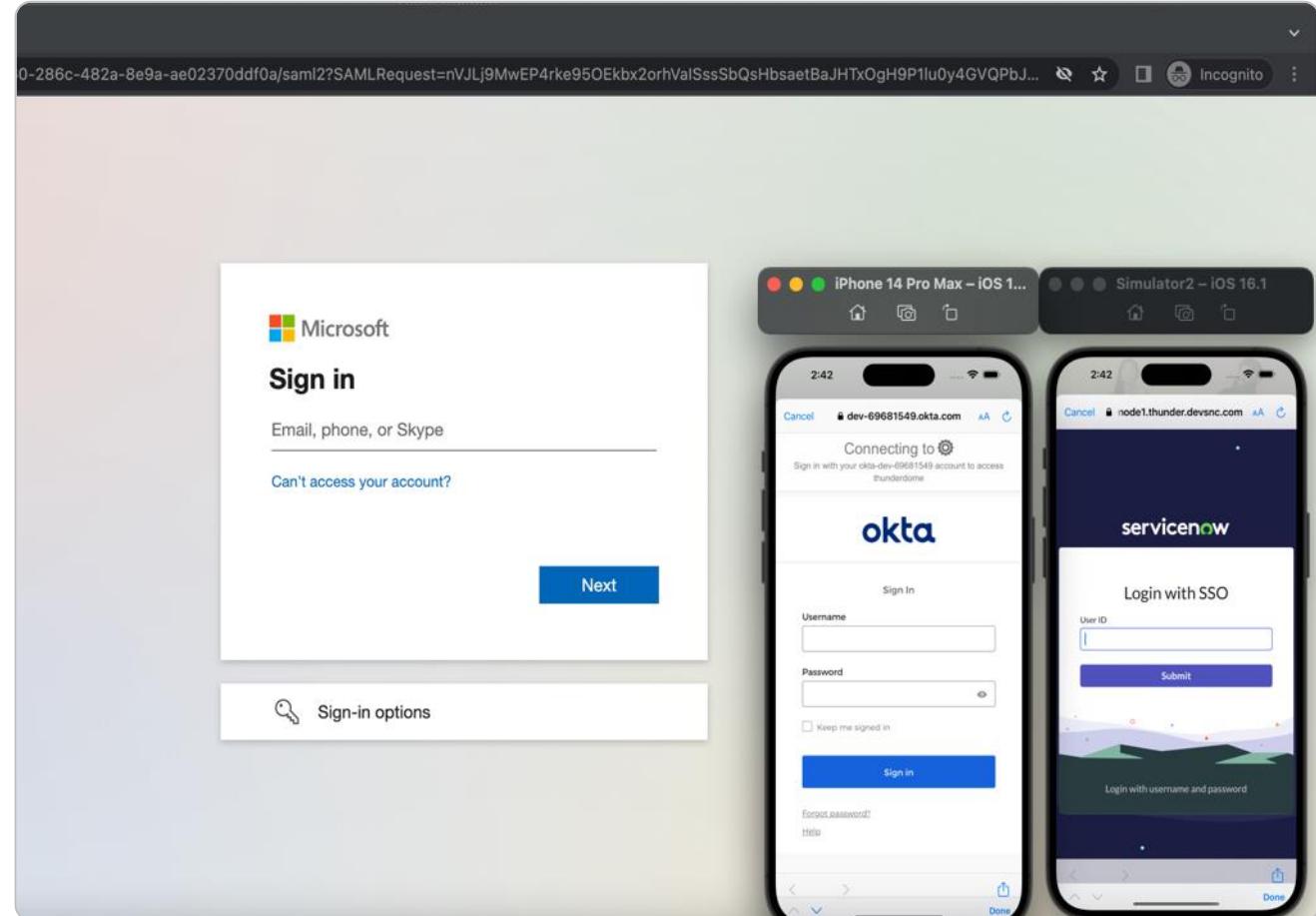
Controls

Name	Operation	Type	Active	Updated by
------	-----------	------	--------	------------

Independent login UX for mobile apps and web

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- Developers can define independent login experience for web and native mobile apps
- Developers can configure different IDPs for Web SSO login and native mobile app SSO login



Search



Show parent for attachments

- Easier way to understand which results are attachments and their parent records

Search Applications Configuration

Search application configurations allow users to specify AI Search as the search engine for supported Now Platform applications. Select a search experience f

* Name	[AIS] Next Experience Search Configuration
* Search Engine	AI Search
* Search Profile	Next Experience Search Configuration

51 results for **updates** ⓘ

Knowledge | KB0000012
Where can I obtain **updates** and new releases?
Category: How To | Updated: 2022-12-05 23:46:33
... obtain **updates** and new releases for Mac OS X? To find **updates** and new releases f even full releases, of the operating system. To download the full version ...

Attachment | DOCX document
Updates and new releases.docx ⓘ

Attachment | DOCX document
Mac OS guide for updates.docx ⓘ

Catalog Item
Update Log

Search Results Limit 10

* Genius Results Limit 1

Enable Typo Handling

Enable Exact Match

Show parent for results that are attachments

Tab count indicators

- Indicates number of results for each search source
- Sources with no results are grayed out

The image displays two screenshots of the ServiceNow search interface, illustrating how tab count indicators work.

Top Screenshot: A search for "iphone". The top navigation bar shows tabs for "All (4)", "Knowledge (2)", and "Catalog Item (2)". The "All" tab is active and highlighted with a green underline. Below the tabs, a search bar contains "iphone" and a dropdown menu shows "Most relevant". The main search results area displays "4 results for iphone":

- A "Suggested result" for an "Apple iPhone 13" with a price of \$799.00.
- An item from the "Service Catalog | Mobiles" category.

Filters on the left include "KB Category" (All selected), "FAQ", and categories for "Knowledge Base", "Catalogs", and "Categories". A message at the bottom right asks if the suggestion was helpful, with "Yes" and "No" options.

Bottom Screenshot: A search for "email". The top navigation bar shows tabs for "All (79)" and "Incidents (8)". The "All" tab is active and highlighted with a green underline. Below the tabs, a search bar shows "results for email". The main search results area displays:

- An item for "Email Notifications" under "Catalog Item".

On the right, a "More" button is expanded to show additional search sources:

- Knowledge (11)
- Catalog Items (10)
- Companies (0)

Or-based multi-select facets

- Provides more flexibility to users
- Easy to configure for admins
- Data type validation (e.g., dates are single select only)

The screenshot shows the ServiceNow interface for configuring facets and managing assignment groups.

Facet Configuration:

- Name:** KB Category
- Label:** KB Category
- Facet Field:** kb_knowledge.kb_category
- Type:** Multi Select Or (selected)

Assignment Group:

- Title:** Assignment Group
- Description:** Contains any selected
- Items:** Software (checked), Hardware (checked), Service Desk (unchecked), Network (unchecked), Openspace (unchecked)
- Clear (2):** A button to remove the selected items.

Search styling

- \$now-sp-display-type--secondary—color = Title
- \$now-sp-display-type--tertiary—color variables = summary/description

The screenshot shows a ServiceNow search interface with the following details:

- Header:** Home > Search. A search bar contains the placeholder "***".
- Navigation:** All (160) (underlined), Knowledge (42), Catalog Item (118). A sorting dropdown shows "Most relevant ▾".
- Filters:** A sidebar titled "Filters" lists "KB Category" options: All (selected), How To, Outlook 2010, Windows, Email, Announcements, Android, Apple, and Dell.
- Results:** 160 results for "***".
- Item 1:** Service Catalog | Business Application Lifecycle Management. Title: **Register a Business Application**. Description: Register a new business application into Application Portfolio Management.
- Item 2:** Service Catalog | Can We Help You? Title: **Password Reset**. Description: Request a reset of a password for a service or an application.
- Item 3:** Service Catalog | Can We Help You? Title: **Report Performance Problem**. Description: Request assistance with a performance issue you are having with a service or an application.

Random cool stuff



New data type – Geo Point

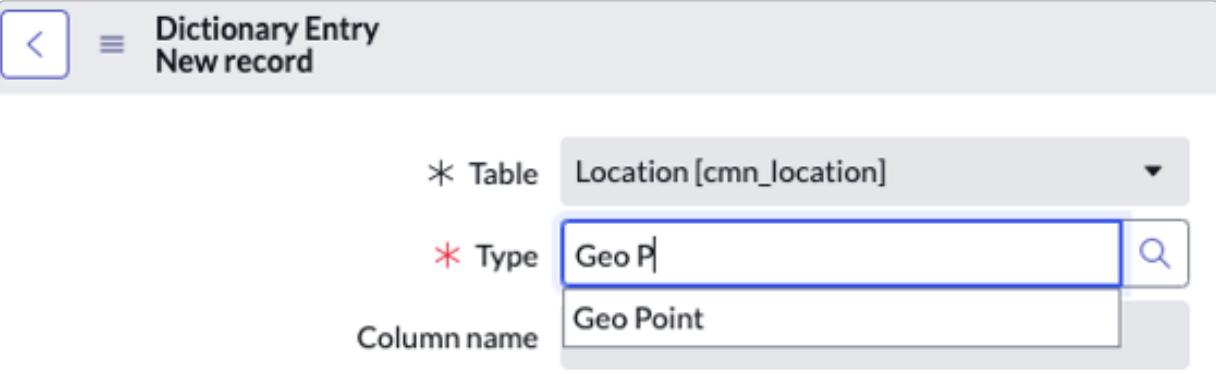
- Can now store dual floating point numbers in a single field
- Great for storing geo location data
- Precision of 6 decimal places (~11 cm)

Dictionary Entry
New record

* Table Location [cmn_location]

* Type Geo P

Column name Geo Point



Geolocation
(-76.615726, 39.287069)
(-104.869909, 39.673271)
(-84.014584, 33.661936)
(-122.321254, 47.618900)
(-77.300618, 38.849008)



Decision tables – testing

The screenshot shows the ServiceNow Decision Builder interface for a "Discount Calculator" application. On the left, the "Inputs" section defines two variables: "Company" (Choice type) and "Product Category" (String type). Below this is the "Decision table" section, which contains a 3x2 grid of conditions:

	Company	Product Category
1	Apple	Laptop
2	Samsung	Phone
3	Dell	Monitor

Below the table are buttons for "Add new decision row" and "Show more". A "Test" button is highlighted with a large circular callout.

TEST DECISION TABLE

What to test: Draft

How to execute: Return first decision that matches

Inputs:

- Company: Apple
- Product Category: Laptop

Result:

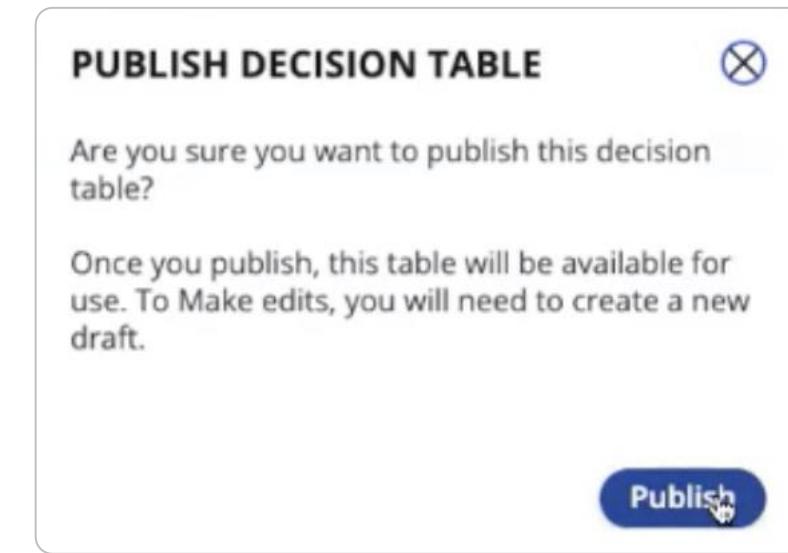
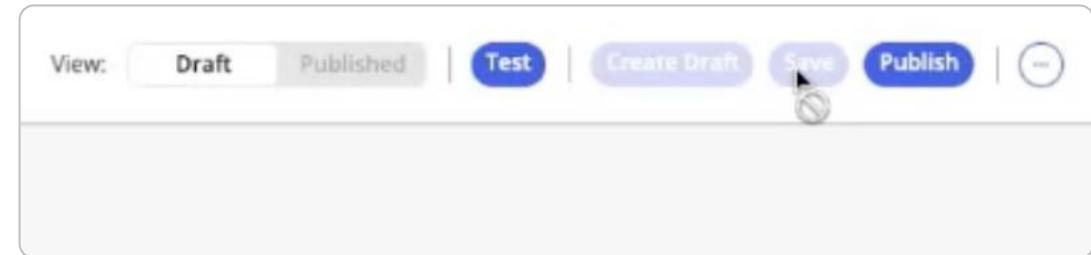
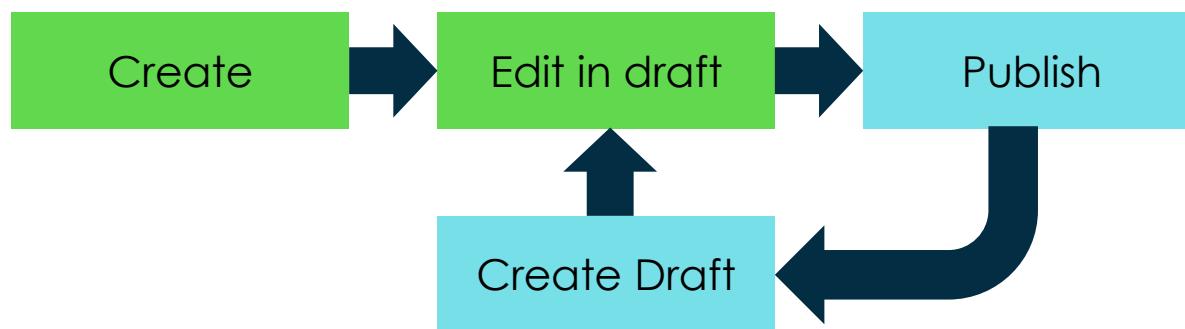
- Discount: 10

Test



Decision tables – publishing

- Enabled/disabled at creation
- Roles required
 - decision_table_admin
 - decision_rule_author
 - decision_result_editor



Redesigned Application Manager

The screenshot shows the ServiceNow Application Manager interface. At the top, there's a navigation bar with links for All, Favorites, History, Workspaces, and Admin. The main title is "Application Manager". Below the title is a search bar with a magnifying glass icon and a "Search" button. To the right of the search bar are buttons for "Activity Log", "Switch to Classic UI", "Request Plugin", and "Open Store". A small green "ES" icon is also present.

The main content area is titled "Application Manager" and has a sub-instruction: "Install, update and manage all of your licensed applications and plugins for the instance." Below this is a section titled "Search your licensed applications and plugins" with a search input field and a "Search" button.

Underneath the search section are three tabs: "Available for you" (which is selected), "Updates", and "Installed". A message states: "Applications and plugins part of your license, that are ready to be installed on your instance." To the right of this message is a "Sort: Recently Released" dropdown.

On the left side, there's a sidebar titled "Filters" with sections for "Listings" (checkboxes for Applications, Plugins, Free Trials, Products), "Offered By" (checkboxes for Partners, ServiceNow), and "Product Family" (checkboxes for IT Service Management, Automation Engine, Governance, Risk, and Compliance, Strategic Portfolio Management).

The main content area displays a grid of "Store Applications (990)". Each application card includes a thumbnail, the app name, a brief description, and its app ID. The cards shown are:

- UX Commons (ServiceNow): CMDB controller for sn-node-map component. App id: sn_app_ux_commons.
- AES Mobile Templates (ServiceNow): Build custom low-code mobile apps with AES templates. App id: sn_aes_mobile.
- AES Catalog Builder Wizard (ServiceNow): Build low-code record producer apps in AES using a wizard interface. App id: sn_aes_catalog_wzd.
- App Collaboration Component (ServiceNow): Provides a developer collaboration framework in AES. App id: sn_app_collab_ue.
- AES Notification Builder Component (ServiceNow): Create and edit email notifications quickly generated by AES. App id: sn_aes_notification.
- Collaboration Request (ServiceNow): Make and evaluate developer collaboration requests in AES. App id: sn_collab_request.

Redesigned Application Manager

The screenshot displays two views of the ServiceNow Application Manager. The left view shows the main Application Manager interface with a sidebar for filtering applications by type, offered by, and product family. The right view is a detailed page for the 'AES Mobile Templates' application, showing its summary, details, compatibility, key features, and release notes. Both pages feature a modern design with dark backgrounds and light-colored cards for different sections.

Application Manager
Install, update and manage all of your licensed applications

Search your licensed applications and more

Available for you Updates Installed

Applications and plugins part of your license, that are ready to be installed

Filters

- Applications
- Plugins
- Free Trials
- Products

Offered By

- Partners
- ServiceNow

Product Family

- IT Service Management
- Automation Engine
- Governance, Risk, and Compliance
- Strategic Portfolio Management

AES Mobile Templates
App ID: sn_aes_mobile
Latest Version: 22.2.1 | Industry: All | Category: Other Now Platform App Engine

Summary
Build custom low-code mobile apps with AES templates.

Pricing Free Rating Not rated

Get Started
Once you install, we'll guide you through setup and configuration.
We recommend testing in a lower instance environment.

Details

Version 22.2.1 (Latest)

Compatibility and Impact

Release Compatibility Tokyo Custom Table Count 0

Key features

Provides a de...
App id: sn_aes_mobile

Release Notes

See App Engine Studio product for release notes. This app is a dependency of App Engine Studio.

Redesigned Application Manager

The image displays three screenshots of the ServiceNow Application Manager interface, illustrating its redesigned features.

Top Screenshot: Shows the main Application Manager page with a search bar and navigation links for Activity Log, Switch to Classic UI, Request Plugin, and Open Store.

Middle Left Screenshot: Shows the details for the **AES Mobile Templates** app (App ID: sn_aes_mobile). It includes a summary section, pricing information (Free), and tabs for Details, Compatibility and Impact, Key features, and Release Notes. A sidebar provides filtering options for Listings, Offered By, and Product Family.

Middle Right Screenshot: Shows the details for the **AES Catalog Builder Wizard** app (App ID: sn_aes_catalog_wzd). It includes a summary section, pricing information (Free), and tabs for Details, Compatibility and Impact, Key features, and Release Notes. A sidebar provides filtering options for Listings, Offered By, and Product Family.

Bottom Screenshot: Shows an **Review Installation Details** dialog for the AES Catalog Builder Wizard. It lists dependent applications and plugins (UX Framework, @devsnrc/sn-gw-wrapper, etc.) and offers two installation options: "Install now" (selected) or "Install later".

Multiple active VA conversations

- Portal specific conversations with specific subject matter, context, and notifications

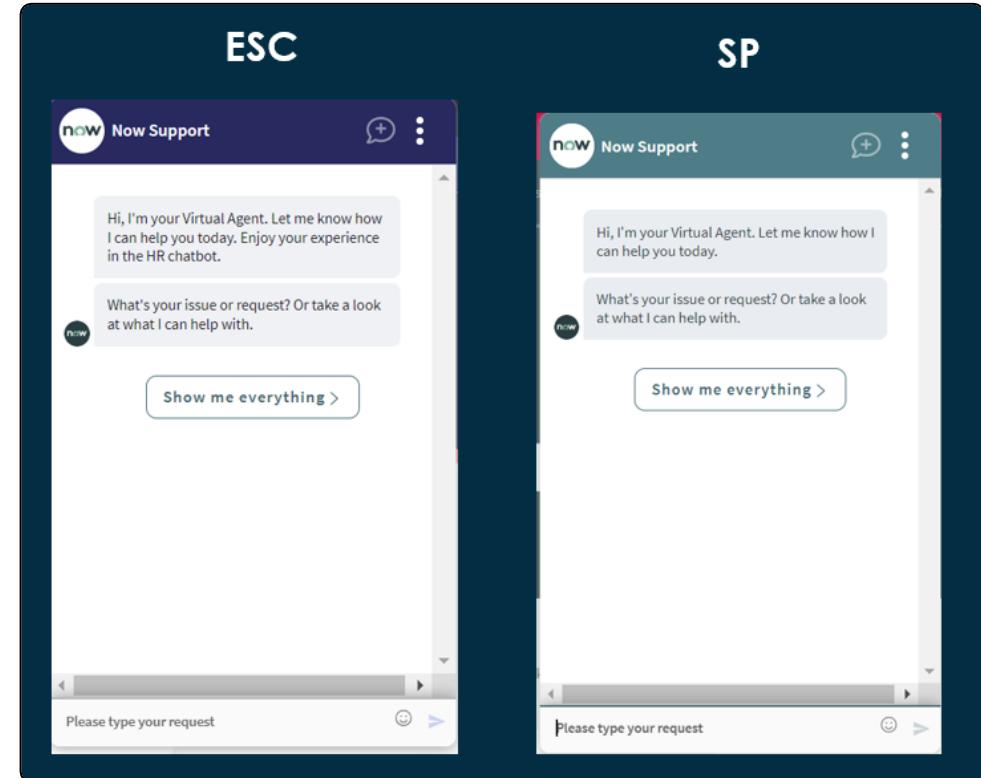
Multiple Active Conversations

Create consumer account contexts to define the content area for Mobile Virtual Agent conversations and the fallback behavior for the webclient.

Consumer Account Context

Name	Short description	Default consumer account context
ESC	ESC	false
sp	Service Portal	true

Showing 1-2 of 2 1 20 rows per page



Virtual Agent dialog acts

- Detecting natural language to move VA conversations forward or modify past responses instead of just erroring out

The screenshot shows a virtual agent test interface. On the left, a simulated conversation is displayed between a user and a virtual agent named "now Now Support". The user says "Select destination to travel" and "Paris". The virtual agent asks "Is it high priority?". The user responds with the test phrase "I'd like to change travel destination to Madrid". The virtual agent confirms with "You'd like to change destination to Madrid, correct?" and offers options "Yes" and "No". The user picks "Yes". The virtual agent concludes with "Please pick an option.". On the right, the "Analyze test phrases" tab is selected, showing the analyzed test phrase: "I'd like to change travel destination to Madrid". Below it, under "YOUR TEST PHRASE INVOKED", the analysis details are shown: 100% Intent TravelDestination, Model Book flight, Topic Travel Destination Test, entity @PERSON value Abel. Under "PREDICTED DIALOG ACTS", it shows 100% Dialog Act MODIFY destination.

Application resource limits

- Can enforce resource limits now and monitor system health
- Devs/admins can add application resource limits for individual apps or app groups:
 - API Transactions (REST),
 - Event Handlers
 - Interactive Transactions (Browser)
 - Scheduled Jobs

The screenshot shows the ServiceNow Application Insights Resource Limits page. It has two main sections: 'UI Requests' and 'API Requests'. Both sections have a table with columns: Application group, Resource limit (%), Max utilization in range (%), Limit audits in range, Violations in range, and Enforced?.

UI Requests

Application group	Resource limit (%)	Max utilization in range (%)	Limit audits in range	Violations in range	Enforced?
Taco Limit	50	0	0	0	Yes
Vulnerability Response	15	6	373	0	Yes
Change Mngt	30	0	0	0	Yes
Agent Workspace	20	0	0	0	Yes
Admin Center	35	0	0	0	No
Benchmark Client	20	0	0	0	Yes
AI Search	30	0	0	0	No
Misc Apps	50	0	0	0	Yes

Showing 1-8 of 8 1 10 rows per page

API Requests

Application group	Resource limit (%)	Max utilization in range (%)	Limit audits in range	Violations in range	Enforced?
AI Search	30	0	0	0	No
Vulnerability Response	25	0	0	0	Yes

Priorities for event processing

- Introduction of priority in sysevents
- Evenly distribute load across processors

The screenshot shows the ServiceNow Event Registry interface. At the top, there are navigation icons (list, search, etc.), a title bar with "Event Registry", a dropdown for "Event name", and a search bar. Below the title bar, the path "All > Queue = DemoQueue" is displayed. The main area is a table with the following data:

Event name	Table	Description	Queue	Priority
DemoEvent1	Search	Search	=DemoQueue	Search
DemoEvent2			DemoQueue	10
DemoEvent3			DemoQueue	50

One more thing...



Text to code

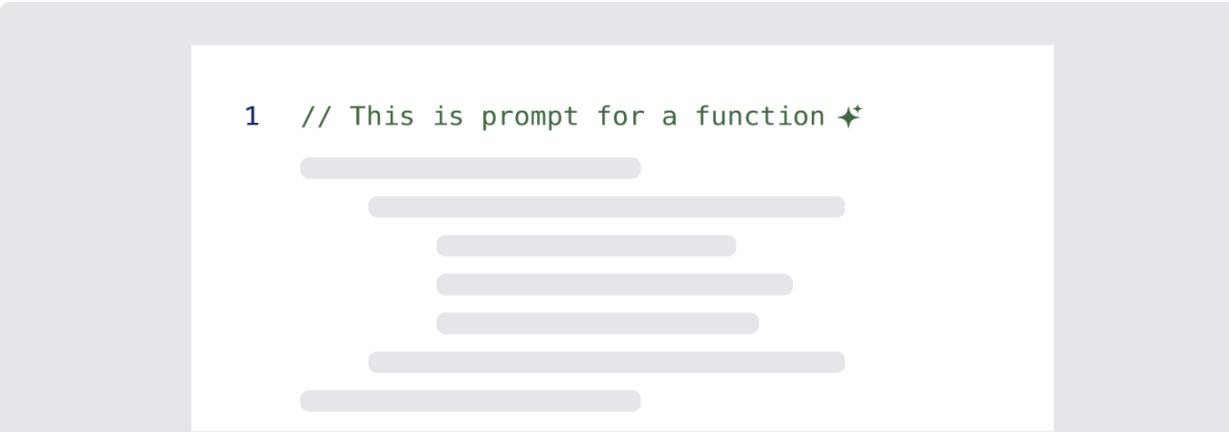
- Begin with a guided tour to learn how to use the feature.

Code faster with Now Assist for Code



With a simple prompt, you can now easily create snippets and quickly complete in-progress code.

```
1 // This is prompt for a function ↗
```

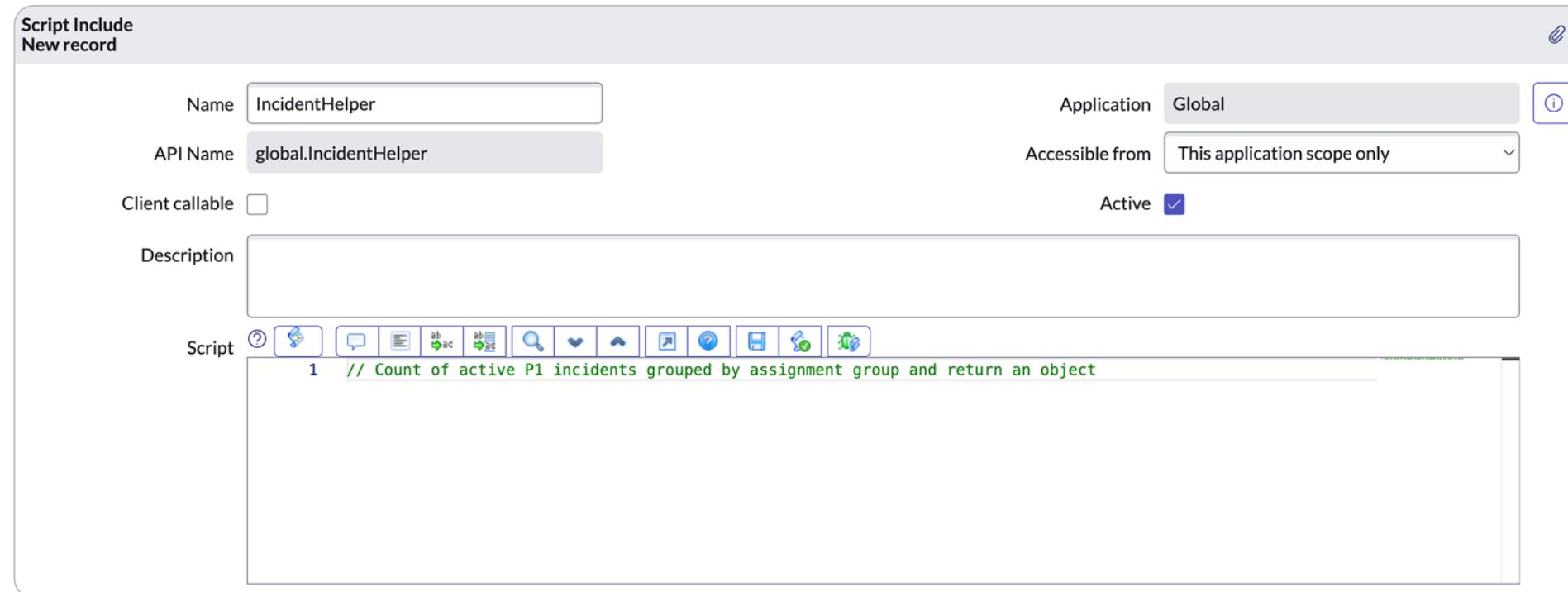


Need help? Ask for a Now App demo or contact this team from the Help Center.

[Begin Tour](#)

Text to code

- Prompt with text to code: natural language comments, docstrings



Text to code

- Accept with Tab, reject with Esc

The screenshot shows the 'Script Include' editor in ServiceNow. The title bar says 'Script Include' and 'New record'. The main form has the following fields:

- Name:** IncidentHelper
- Application:** Global
- API Name:** global.IncidentHelper
- Accessible from:** This application scope only
- Client callable:**
- Active:**
- Description:** (empty)
- Script:** (with toolbar icons for copy, paste, find, etc.)

The script content is:

```
1 // Count of active P1 incidents grouped by assignment group and return an object
function getP1Incidents() {
    var gr = new GlideAggregate('incident');
    gr.addQuery('priority', 1);
    gr.addQuery('active', true);
    gr.groupBy('assignment_group');
    gr.addAggregate('COUNT');
    gr.query();
    var incidents = {};
    while (gr.next()) {
```

Text to code

- Reduce time to write scripts and consequently time to go-live

The screenshot shows the ServiceNow Script Include editor for a script named "IncidentHelper". The script is global and accessible only within its application scope. It is active and client callable. The description field is empty. The script itself is a function named "getP1Incidents" that uses GlideAggregate to count active P1 incidents grouped by assignment group.

```
1 // Count of active P1 incidents grouped by assignment group and return an object
2 function getP1Incidents() {
3     var gr = new GlideAggregate('incident');
4     gr.addQuery('priority', 1);
5     gr.addQuery('active', true);
6     gr.groupBy('assignment_group');
7     gr.addAggregate('COUNT');
8     gr.query();
9     var incidents = {};
10    while (gr.next()) {
11        var count = gr.getAggregate('COUNT');
12        var assignmentGroup = gr.getValue('assignment_group');
13        incidents[assignmentGroup] = count;
14    }
15    return incidents;
16}
17
```

What's next?

1

Upgrade your PDI

2

Check out the docs

3

Explore Vancouver

On-demand webinars



Check out our on-demand webinars at
www.servicenow.com/events/on-demand-webinars.html

Q&A

Thank you for joining us

Chuck Tomasi

Sr. Developer Advocate
ServiceNow

Lauren McManamon

Sr. Developer Advocate
ServiceNow

Pranav Bhagat

Sr. Developer Advocate
ServiceNow

Earl Duque

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