

Put AI Agents to work for Service Operations

Yokohama Release

In this lab, you will get a hands-on primer with **ServiceNow's Generative AI assistant, Now Assist and Agents**. During the lab, you will hear from product experts about ServiceNow's unique Agentic and Generative AI differentiators and best practices.

Version	Date	Modified by	Notes.
1.0	January 27, 2005	Theo Simmons	Now Assist for Service Ops-Xanadu
2.0	January 29, 2025	Theo Simmons	Now Assist for Service Ops-Xanadu
2.1	February 9, 2025	Theo Simmons	Minor edits
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Lab Objectives

You will achieve the following objectives:

- Enable Now Assist and start using GenAI on Day 1!
 - Review the Now Assist and Agents turnkey configuration.

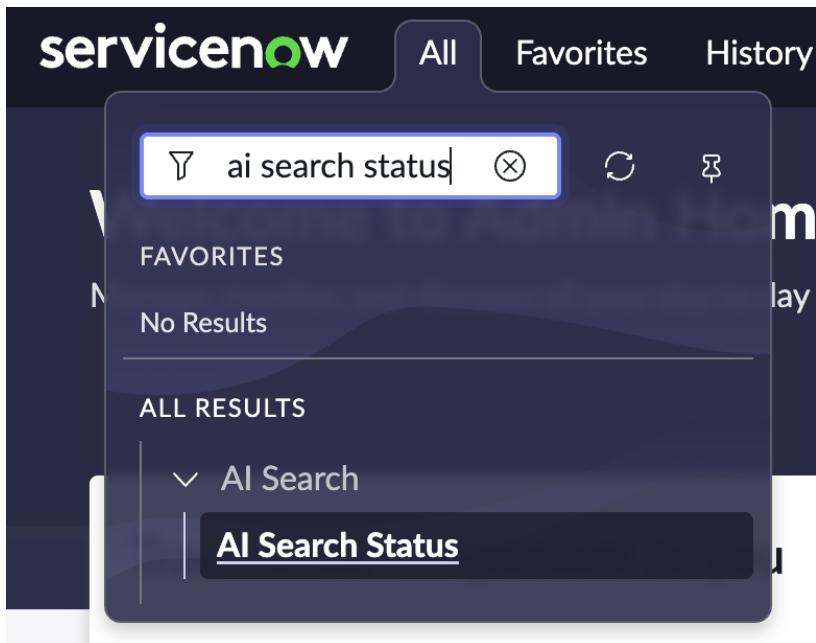
Learn how Now Assist and ServiceNow Agents improve the work world of...

- The **agent**:
 - Summarize Incidents and Change Requests
 - Generate Incident resolution notes
 - Generate Knowledge articles
 - Analyze monitoring alerts
- The **employee**:
 - Now Assist for AI Search
- And the **developer**:
 - Generate playbook and flows from prompts
 - Generate scripts in Glide Script, ServiceNow's scripting language
 - Create a custom skill using the Now Assist Skill Kit

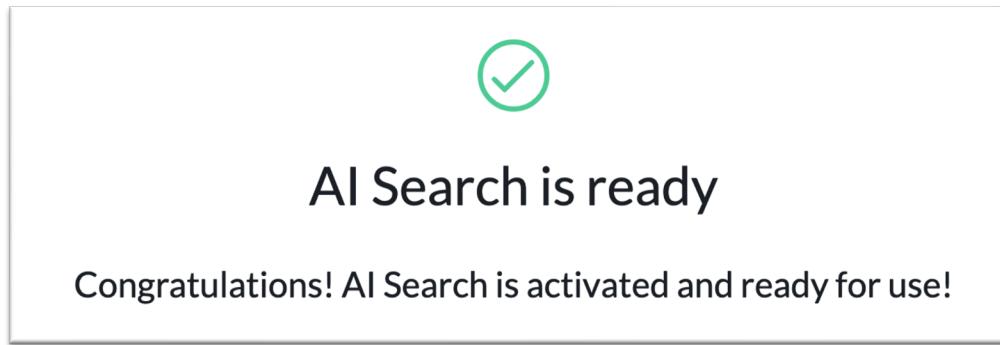
Lab Configuration

Before starting the lab, let's make sure your lab instance is ready.

1. Navigate to AI Search > AI Search Status



2. You should see a green check mark, like this:



If AI Search is NOT active, please click [here](#) to go to the Appendix and follow the steps to repair your instance.

Otherwise, skip straight to the lab.

Section 1. Start using Gen AI on Day 1

Now Assist was designed so customers could launch quickly and with minimal lift. Our talented product teams built Now Assist to be turn-key. With the click of a button, you're off to the GenAI races.

Section 1.1 Tour the Now Assist Admin Console

1. Log into the instance with the “**Magic link**” as Admin.
2. Go to **All > Now Assist Admin > Overview**. Close the intro splash screen.

The screenshot shows the ServiceNow interface. On the left, the navigation bar has a dropdown for 'Now Assist Admin' and links for 'FAVORITES' (No Results) and 'ALL RESULTS' (Admin Center, Now Assist Admin). Under 'Now Assist Admin', there are links for 'Overview', 'Features', 'Experiences', 'Analytics', and 'Settings'. The main content area is titled 'Welcome back, System !' with a sub-header 'Here's a snapshot of Now Assist.' Below this is a section titled 'Now Assist Summary' with two cards: 'Plugin status' (a pie chart showing 2 Installed and 17 Not installed) and 'Skills status' (a donut chart showing 38 Total skills, with categories: Not started 0, Draft 0, Inactive 0, Active 38).

Now, let's turn on Now Assist for Virtual Agent!

Note: This lab uses **Now Assist for IT Service Management and ITOM**, but everything we will do mirrors what you would do for customer service cases, HR cases, work orders, etc.

Put Agents to work for Service Ops

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3. Click on **Now Assist Features > Platform > View details** on the Conversational Experience. The card pictured below might be in a different position on your screen.

The screenshot shows the ServiceNow Now Assist Features interface. The left sidebar has a 'Platform' section selected. The main area is titled 'Now Assist skills for Platform' and contains three cards:

- Knowledge**: Manage all Platform skills. Includes a 'View details' button.
- Conversational experience**: All conversational skills available for global applications like global search, VA, and Portal. This card is highlighted with a red box around its 'View details' button.
- Platform skills**: Advanced skills to boost productivity in the Now Assist panel. Includes a 'View details' button.

4. Under the Conversational experience click on "**Set up Now Assist in Virtual Agent**".

The screenshot shows the 'Conversational experience' page under 'Now Assist Features > Platform'. It includes sections for Summary, Business Impact, Product, and LLM Service. A 'Summary' section describes how Now Assist skills transform information into effective resolutions. Below it, a note says 'After you activate Conversational Experience skills, you can set up Now Assist in Virtual Agent from the Conversational Interfaces console.' A red box highlights the '[Set up Now Assist in Virtual Agent](#)' link. Further down, links to 'Setup Now Assist in AI Search' and 'See the ServiceNow documentation for enabling Now Assist in AI Search.' are shown.

5. This will open a NEW tab; click on "**Now Assist in Virtual Agent** (default)".

Assistants

Manage the performance of existing LLM Virtual Agents that were created with Now Assist or create a new one.

Name ▾	Description	Status
Now Assist in Virtual Agent (default)	Default OOTB assistant	Off
Showing 1-1 of 1		

6. On the Overview screen, click “**Save and continue**”. (If a pop-up window opens, close it). **On the Now Assist skills screen**, select all available Skills and “**Save and Continue**”.

Assign Now Assist skills

A Now Assist skill delivers generative AI features. Activate and assign the Now Assist skill you want.[Learn more](#)

Conversational skills		
Manage skills		
Manage skills in Now Assist Admin. Assign at least one Now Assist skill you want. Our recommendation is to use all skills.		
Skill Name	LLM service provider	Alert
<input checked="" type="checkbox"/> Now Assist Q&A	Azure OpenAI Service, Now LLM Service	
<input checked="" type="checkbox"/> Now Assist Multi-Turn Catalog Ordering	Azure OpenAI Service	
<input checked="" type="checkbox"/> Now Assist Topics	Now LLM Service	
<input type="checkbox"/> Surfflows and actions	Azure OpenAI Service	Activate skill in Now Assist Admin
<input checked="" type="checkbox"/> Custom skills	Azure OpenAI Service	

7. Now let's add Virtual Agent with Now Assist to our portal. On the Display Experience page, select “**Employee Center**” and then click “**Save and continue**”.

Now Assist in Virtual Agent (default)

- Overview
- Now Assist skills
- Display experience**
- Information Sources
- Branding
- Chat experience
- Review

Choose how to display

Select at least one portal or integrate with your preferred messaging channels to display your Virtual Agent. [Learn more](#)

Portals 1

Select the portals where this Virtual Agent should be displayed.

Add portal ▾

CAB Workbench
Employee Center Experience
No data to display.

Instance Reservation
Knowledge Portal
Mobile Employee Service Portal
Service Portal

Allow public access for this assistant ⓘ

Choose how to display

Select at least one portal or integrate with your preferred messaging channels to display your Virtual Agent. [Learn more](#)

Portals 1

Select the portals where this Virtual Agent should be displayed.

Add portal ▾

Portal name	Experience
Employee Center	Chat widget

Allow public access for this assistant ⓘ

- On the Choose information Sources screen, click “**Save and continue**”.

Choose information sources

Select what information should be available to this assistant. [Learn more](#)

Search configuration

Each assistant has its own search configuration. If this assistant is displayed on a portal or mobile app that already has AI search, you can copy the existing configuration for a seamless experience.

[Copy existing configuration](#)

Search sources [2]

Profile: Now Assist in Virtual Agent (default)

Name	Indexed source	Conditions	
Now Assist Q&A	Knowledge Table	Knowledge base Active = true .and. Workflow = Published .and. Valid to >= 2025-01-27 .and. Active = true .and. Class != label	
Now Assist Multi-Turn Catalog Ordering	Catalog Item Table	Active = true .and. No search != true .and. Class != Wizard Launcher .and. Hide on Service Portal = false .or. Hide on Service Portal is empty .and. Availability = Desktop and Classic Mobile .or. Availability = Desktop Only .and. Visible elsewhere = true .and. Catalogs DOES NOT CONTAIN Admin Home	

9. On the Branding Screen, click “**Save and continue**”.

Choose the Virtual Agent's look and feel

Decide how your Virtual Agent should look by using default branding or create new branding in the Conversational Interface console.[Learn more](#)

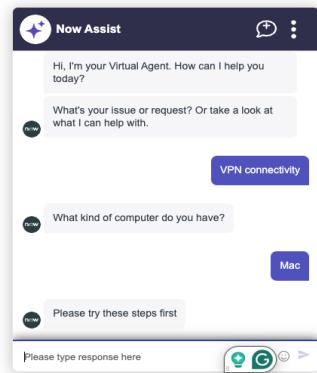
Choose default branding or create new branding in [Conversational Interface console settings](#)

Branding *

Now Assist in VA

Chat Header
Now Assist

The preview shows how branding will be applied in the chat widget experience. For details on other display experiences, [view the documentation](#)



10. On the Chat Experience screen, update the greeting and closing messages with your own text. Click “**Save and continue**”.

Define your chat experience

Manage greeting, closing, and fallback messages to enhance the end-user experience. [Learn more](#)

[Chat experience](#) [Promoted topics](#)

Settings type * Simple Advanced

Define your default chat experience.

Greeting message *

Hi {0}, how can I help you?
I'm an AI-powered virtual assistant that can handle work-related questions and requests.

⚠ The disclaimer language is designed to help provide transparency and let users know they are interacting with AI.

Closing message *

Thanks for chatting! I'll go ahead and close this conversation now. I'm here if you need anything else.

Fallback options * Live Agent Reset Conversation Record Producer

11. On the Review screen, click “**Turn on**” and then click “**Got it**”.

Review

Review your choices, test to preview the end-user experience, and turn on your Virtual Agent. [Learn more](#)

Test your Virtual Agent [Recommended]

The information you've configured is ready to test. We recommend you ask your Virtual Agent questions and check for accuracy by cross referencing Knowledge and Catalog items.

[Test your Virtual Agent](#)

Assistant details

Name
Now Assist in Virtual Agent (default)

Description
Default OOTB assistant

Linked secondary assistant(s)
None

Now Assist skills

Now Assist Q&A, Now Assist Multi-Turn Catalog Ordering, Now Assist Topics, Subflows and actions

Additional Resources

Now Assist Topics

Create or configure Now Assist topics in Virtual Agent Designer.

[View all topics](#)

Now Assist in AI Search

Enable Genius Results generated by Now Assist in portal search.

[View all portals](#)

Proactive Triggers

Use Proactive Triggers to show rich text pop-up messages in response to certain conditions such as navigating to a page or URL. When end users engage with the message, the assistant opens.

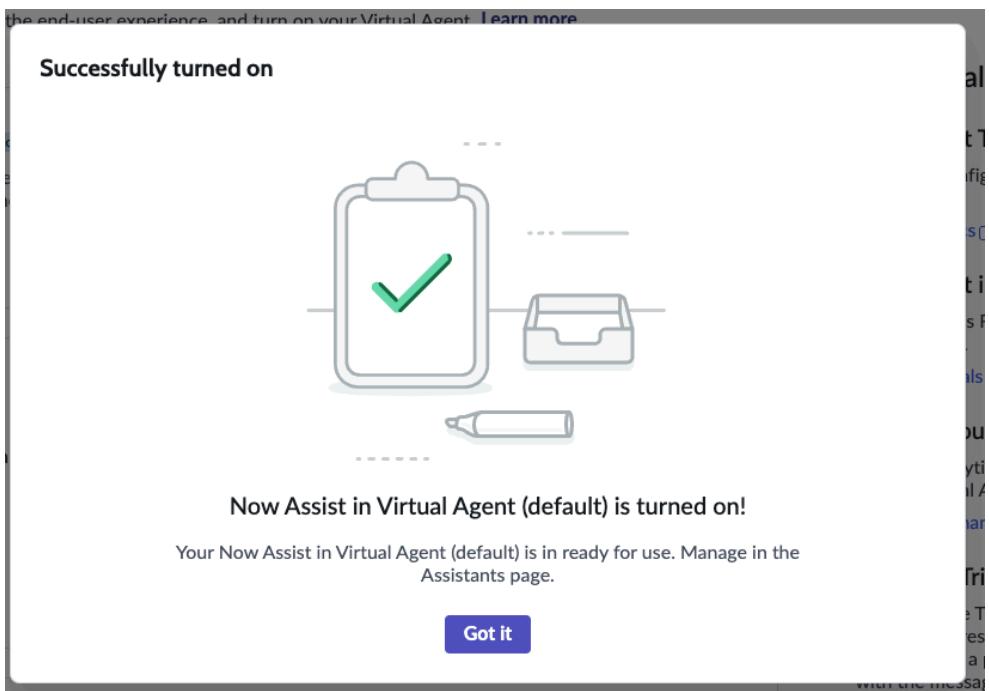
[Install from ServiceNow store](#)

Notifications

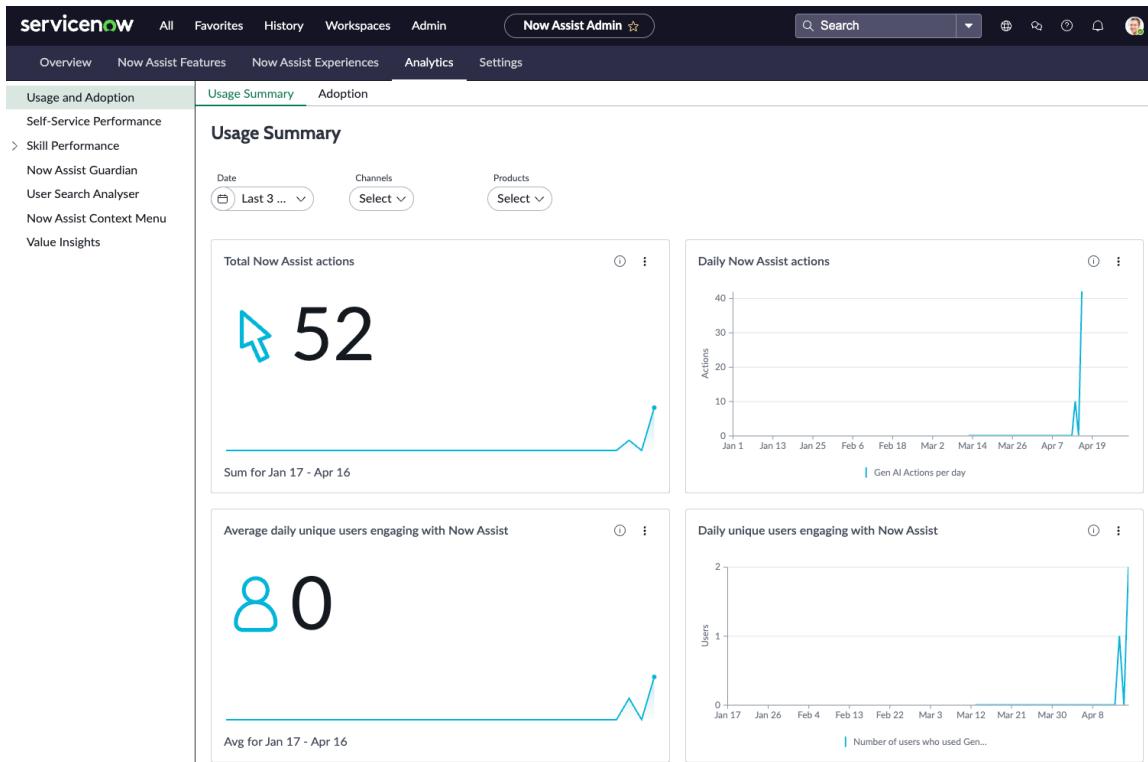
Send notifications directly to users via this assistant. Notifications can be simple informational messages for review, or actionable messages with buttons that users can select to perform certain actions.

[Manage notifications in settings](#)

[Back](#) [Turn on](#)



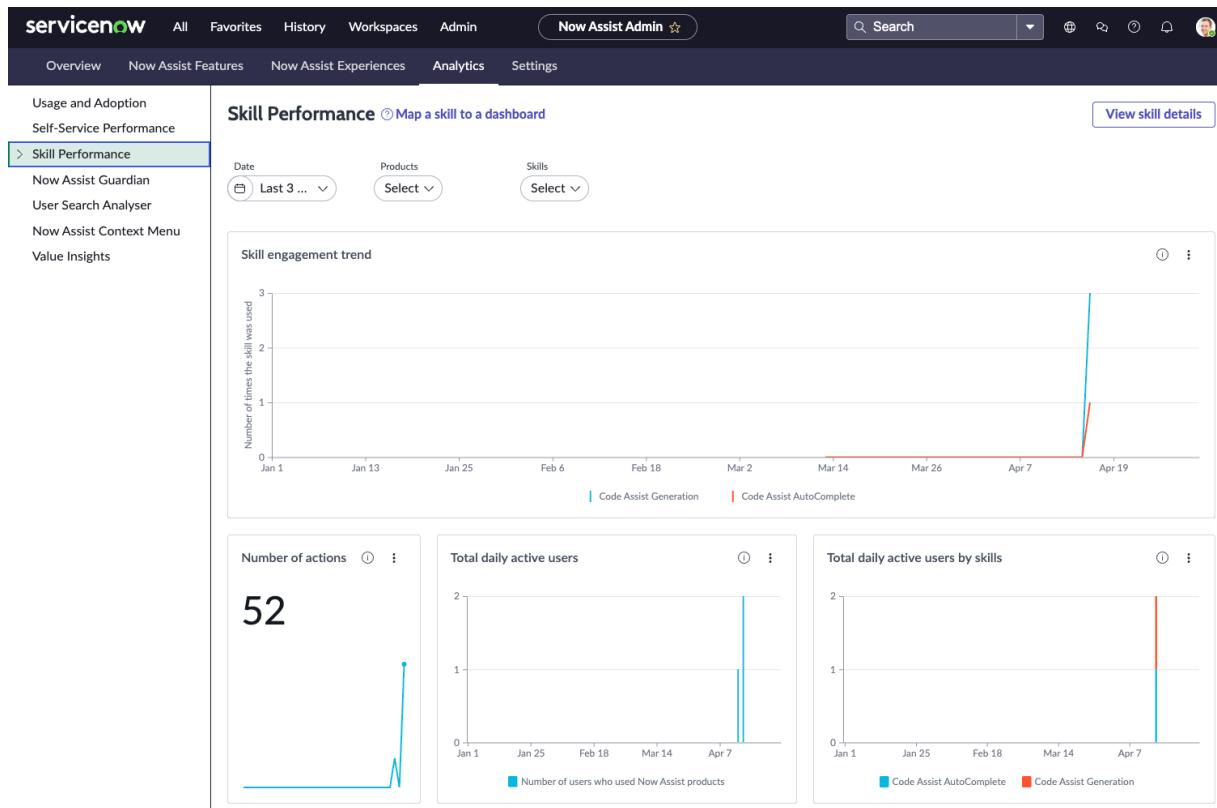
12. Navigate back to the Now Assist Admin console and click the **Analytics** tab to view the Usage and Adoption dashboards, which provide a picture of the overall health and engagement for Now Assist.



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13. In the left-hand navigation menu, click “Skill Performance”. Use the date, products, and skills filters to change the data on view.



Congratulations, you have activated Now Assist and reviewed the Admin Console.

Section 2. Now Assist for the Agent Persona

In Section 1, we learned how Now Assist can be enabled with just a few clicks. In Section 2, we will learn how Now Assist will help an agent close an issue faster by reducing the time needed to understand a case, propose a solution, and look through the work notes to generate a resolution.

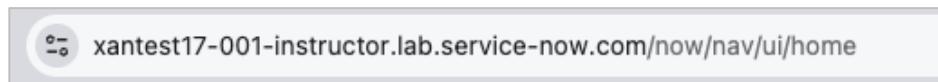
Section 2.1 Incident Summarization

Estimated time: 10 minutes

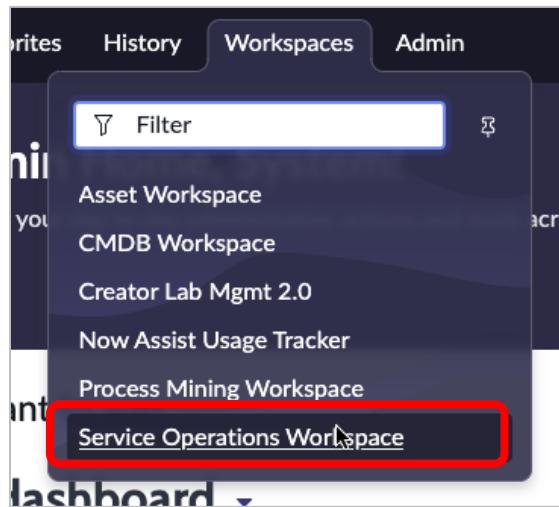
1. Please return to your lab instance by clicking on the ServiceNow logo in the upper-left corner. Alternatively, you can **remove any portal suffix from Put Agents to work for Service Ops**

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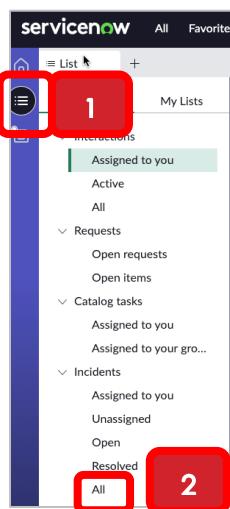
your instance URL; for example, my URL looks like this.



2. **Select the Workspace tab and select Service Operations Workspace.**
Service Operations Workspace provides a consolidated view to aid agents in managing the life cycle of task records, such as incidents, requests, and walk-ups.



3. Let's get to know Service Operations Workspace a little. We are going to search for a specific incident to work with. First, **select list view**, and then under incidents, **select All** to get a list of incidents.



4. In that list view, **select the filter funnel** on the upper right side.

The screenshot shows the ServiceNow interface with the 'Service Operations Workspace' selected. On the left, the sidebar has a 'Lists' button highlighted with a red box. The main area displays a list of incidents under the 'All' category, with 4660 records. The columns include Number, Created, Short description, Caller, Priority, and Status. One incident is highlighted: INC0021313, created on 2024-01-07 at 05:00:16, with the short description 'Blocked: Cannot print my documents'. The 'Advanced' view icon in the top right corner is also highlighted with a red box.

5. Select the advanced view at the bottom and then fill out the conditional filter to find incidents with a short description starting with "Blocked:"

Select update to run the query.

The screenshot shows the 'Advanced view' dialog box. It includes fields for 'Short description' (set to 'starts with' 'Blocked:'), 'Sort by' (with a dropdown arrow), and buttons for 'Cancel' and 'Update'. The 'Update' button is highlighted with a red box.

6. Select the incident link. Your incident number may be different from the one shown.

The screenshot shows the details of a single incident. The incident number, INC0020455, is highlighted with a red box. The incident was created on 2023-12-28 at 06:08:39 and has the short description 'Blocked: Cannot print my documents'. The caller is Talia Swan and the priority is 3 - Moderate.

7. Select the **Summarize** button to use Generative AI to summarize the incident.

The screenshot shows a ServiceNow incident detail page for ticket INC0020341. The top navigation bar includes 'List', 'INC0020341', and a '+' button. The main title is 'Blocked: Cannot print my documents'. Below the title are three tabs: 'Overview' (which is selected), 'Details', and 'Related records'. A prominent feature is a 'Now Assist' summary box containing the text 'Incident summary by Now Assist' and a 'Summarize' button. To the right of this box is a 'Compose' section with a 'Comments' icon and a text input field. The 'Summary' section contains the short description 'Blocked: Cannot print my documents'.

The summarization skill analyzes the short description, description, work notes, and related records before generating the issue, SLAs, impacted services, and actions taken up to that point.

As an agent, this is extremely helpful if there are multiple updates to the work notes and the text is dense; when a ticket is assigned to the agent, the Agent must spend 15 minutes reading all the work notes. Instead, they can read the Now Assist summarization in a minute.

Note: Your incident summarization may look slightly different from the screenshot shown below.

The screenshot shows a service request summary. At the top, there's a header with a back arrow and the text "Now Assist incident summary". Below the header, there's a "Generate record summary" button. The main content area has a section titled "Issue:" containing the text "Blocked: Cannot print my documents on 17th floor printer with new laptop". Underneath, there's a section titled "Key Actions Taken:" with two bullet points: "Unassigning self from task for agent pickup" and "Installing patch on laptop to check printer service". Below this section is a "Show more" link. At the bottom right of the main content area is a "Share" button. A note at the bottom says "Check AI-generated content for accuracy." with up and downvote icons.

8. Notice the different icons at the bottom. The thumbs up/down are used to send feedback during re-training of the Now LLM (if the customer has opted into data sharing). You can copy the text to a clipboard as well as regenerate the summary.
9. Let's add the generated summary to our work notes by **selecting the Share button.**

This is a smaller screenshot of the Now Assist interface, focusing on the "Key Actions Taken:" section. It shows the same two bullet points: "Unassigning self from task for agent pickup" and "Installing patch on laptop to check printer service". Below this is a "Show more" link. At the bottom right is a "Share" button. The background is white, and the overall layout is clean and modern.

10. **Edit the summary by adding a bulleted item** like the one below and then **select Save to work notes.**

If the customer has opted in for data sharing, then the edits to the generated response are also sent to the Now LLM for fine-tuning.

The screenshot shows a modal window titled "Share to work notes". At the top, a message reads: "Be sure to check the AI-generated summary for accuracy and make any needed edits before saving. You'll still have access to the original incident summary by Now Assist." Below this is a rich text editor toolbar with buttons for bold (B), italic (I), underline (U), font (Source Sans ...), and alignment (left, center, right). The main content area contains the following sections:

- Issue:**

Customer cannot print documents using the office printer on the 17th floor with a new laptop. Error message: 'An Error Occurred While Printing: Unable to Initialize Print Job with Code 0x86FAB2A9F12EAC3'.
- Key Actions Taken:**
 - Unassigning self from the task
 - Installing a patch on the customer's machine to check if the printer service is back online
- Service Level Agreement:**

N/A

At the bottom right of the modal is a blue "Save to work notes" button.

11. **Expand the work note activity stream** to see that your edits were copied.

The screenshot shows the "Activity" stream. At the top, it says "Activity" and has icons for filter, search, and refresh. A yellow-highlighted entry is shown, indicating a copied work note:

System Administrator
Work notes • 2024-06-13 22:24:14

Issue:

Customer cannot print documents using the office printer on the 17th floor with a new laptop. Error message: 'An Error Occurred While Printing: Unable to Initialize Print Job with Code 0x86FAB2A9F12EAC3'.

A "Show more" link is visible at the bottom of the yellow-highlighted area.

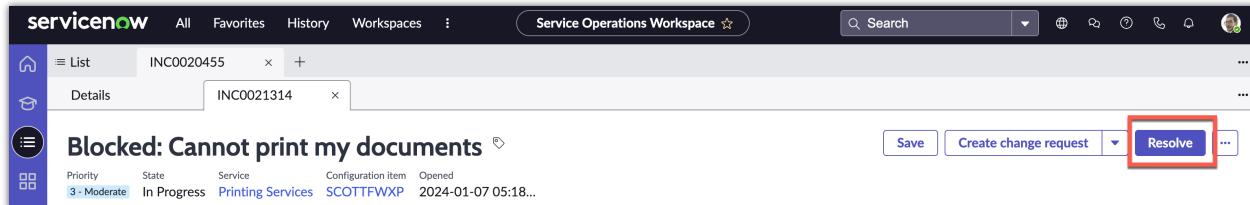
Bonus: Return to the Incident list and try the summarization skill with ANY in-progress incident. Try it a few times!

Congratulations, you have created an incident summary and posted it to the work notes! Please **don't close** the Service Operations workspace or the incident tab; we will use it in the next section.

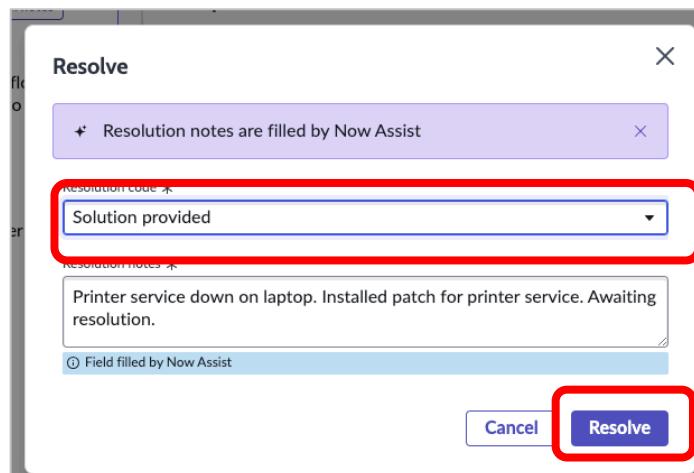
Section 2.2 Resolution Note Generation

Estimated time: 5 minutes

1. Within Service Operations Workspace, **return** to the incident from Section 2.1 with the short description, "Blocked..."
2. In the upper-right corner of the incident, locate the **Resolve** button. Click it to generate resolution notes.



3. Now Assist looks through the work notes of the current ticket and generates the potential resolution.
 - a. In the Resolve pop-up window, **select a resolution code** from the drop-down: **Solution provided**.
 - b. **Edit** the resolution note.
 - c. Click "**Resolve**" to save it to the ticket.



4. Select the details tab of the Incident. Notice that the resolution was copied to the Resolution notes field, and the state of the ticket went from New to Resolved.

Bonus: Return to the Incident list and try resolving ANY in-progress incident. Can you find another way to generate resolution notes? (Hint: look for the sparkles.)

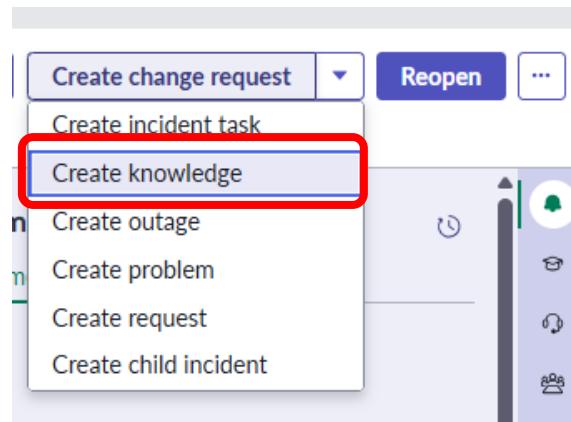
Congratulations, you have generated resolution notes and resolved an incident! Please **don't close** your browser or incident tab; we will use it in the next section.

Section 2.3 Knowledge Creation

Estimated time: 5 minutes

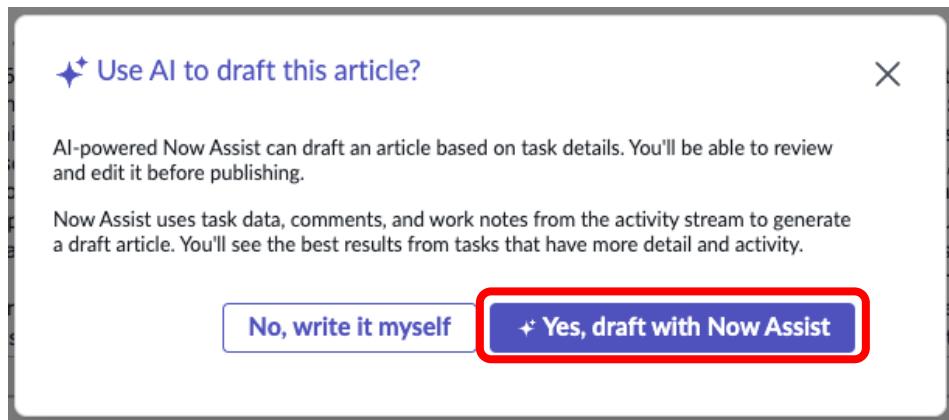
With the help of Now Assist, we reviewed and resolved an incident in record time. But what if this is a recurring issue? We can save time for the next agent by creating a draft of a knowledge article, informed by the information we provided in the incident.

1. On the same “Blocked: Cannot print my documents” Incident, let's create a Knowledge article. In the upper right-hand corner of the incident, locate the drop-down menu between “Create change request” and “Reopen”. Click **“Create Knowledge”**.

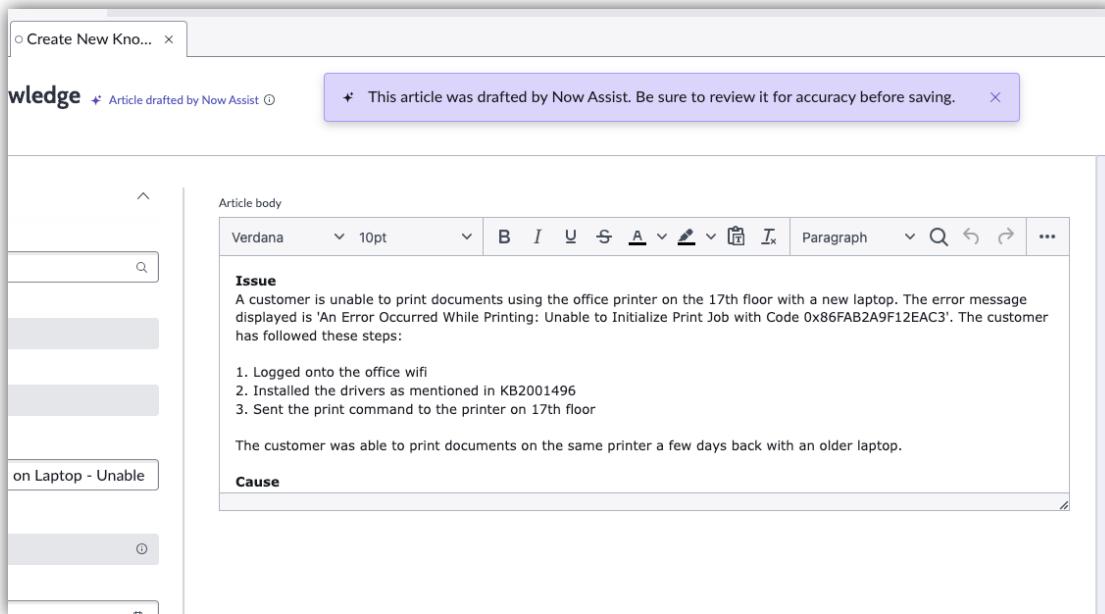


Tip: In this lab, the Generate Knowledge skill is only available when the incident is in a “Resolved” or “Closed” state. Availability filters can be updated to fit your processes.

2. A related record will be created, and a pop-up will appear. Click “Yes” and allow Now Assist to draft the knowledge article for you.



3. Review the article body. How closely does it match the details in the Incident?



4. In the “Knowledge base” field, select “IT”. Then click “Save”. The article will be created in a draft state and follow the publishing flow set up by your organization.

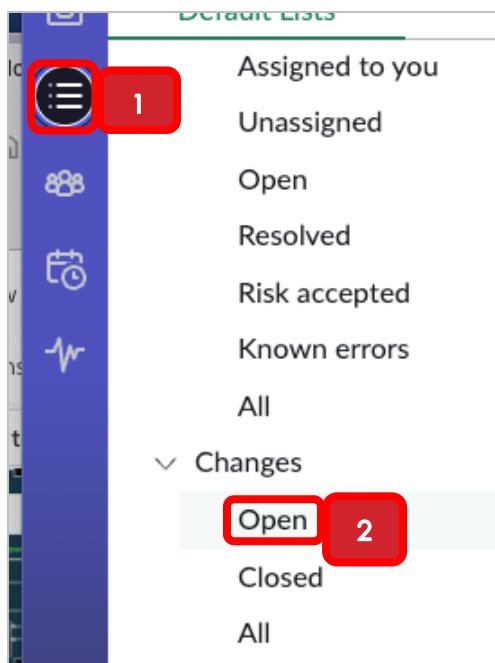
Congratulations, you have created a knowledge article! Please **don't close** your browser or the workspace, we'll continue exploring it in the next section.

Section 2.4 Change Summarization

Estimated time: 5 minutes

It often turns out that the cause of an incident was an improper change. In this section, we will see how Change Summarization can capture the important details of a Change Request and present them to stakeholders.

1. **Select list view**, then scroll down to “**Changes**”. Select “Open” to get a list of all open Change Records.



- From the list of open Changes locate and click on “**CHG0044021**”.

Changes - Open 99

Last refreshed just now.

<input type="checkbox"/>	Number ▾	Short description	Model	Type	State	Risk
<input type="checkbox"/>	<input type="checkbox"/> CHG0044120	Issues logging into account	Emergency	Emergency	Implement	High
<input type="checkbox"/>	<input type="checkbox"/> CHG0044021	Items Disappear from Cart	Standard	Standard	Implement	High

- Select the “Summarize” button on the Overview to see the Summary of the Change Request

List Items Disappear from Cart

Risk Impact State Configuration item
High 1 - High Implement

Overview Details Change tasks Related records

New Scheduled Implement Review Closed Canceled

[Change Request summarized by Now Assist](#)

[Share to work notes](#)

Objective:
The change request aims to resolve an issue where items added to a user's wish list disappear after logging out or refreshing the page, causing inconvenience and making it difficult to keep track of desired products. Justification: If the wish list is only being saved temporarily during the session, it will disappear once the session ends, leading to a poor user experience.

Plan:
The implementation plan involves tying the wish list to the user's account in the backend database, ensuring that the wish list is pulled from the database and displayed when the user logs in. The test plan includes testing across browsers and devices to ensure compatibility, especially with local storage and cookies, and testing the transition between logged-out and logged-in states. The backout plan involves ensuring that the frontend correctly retrieves and displays the wish list from either the backend or local storage when the page is refreshed or the user logs in/out.

Risk:
The risk involved in the implementation of this change request is high due to the potential for compatibility issues across different browsers and devices, as well as the need for proper session handling and persistent storage of wish lists. The conflict status of this change request is No Conflict.

Applied Policies:
1 policies were applied to this change request. The latest applied change policy is N/A, for which the action taken was N/A.

Affected Cls:

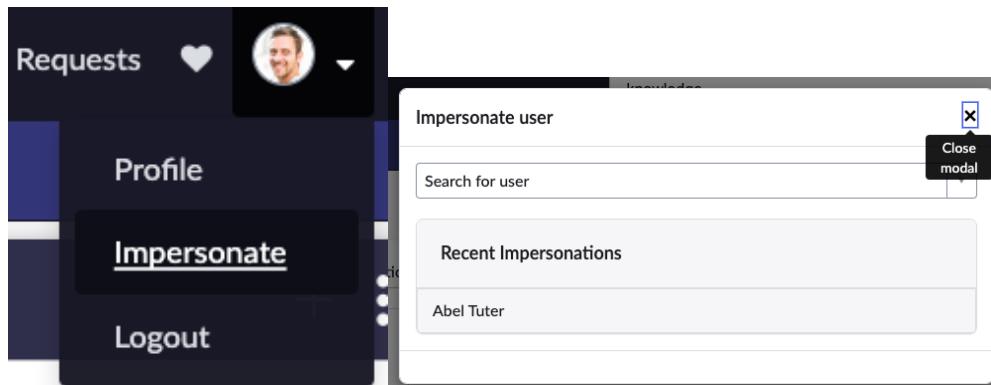
Congratulations! You have summarized a change request and completed Section 2 – Now Assist for the Agent persona.

Section 3. Now Assist for the Employee Persona

In Section 3, you will learn how Now Assist enhances AI Search and changes how companies use chatbots.

Section 3.1 Superpowered Search

1. IMPORTANT: Select the profile picture in the upper right-hand corner and impersonate a user: **Abel Tuter**. The window will reload.



- Next, open the employee center by navigating to **All > Self-Service > Employee Center**. Alternatively, in your browser's address bar, append "/esc" to the end of the instance URL. For example:



- In the search box, type "**Where can I obtain updates and new releases for Mac OS X**" and select enter.

Now Assist uses AI Search to pull the top-ranked knowledge article, then sends it to the Now LLM to generate an answer to the original question. This is a huge time-saver, as employees only need to read part of the knowledge article; we use Now LLM to provide a succinct answer.

Notice the "Was this suggestion helpful" option; when you click the thumbs up or thumbs down, feedback is sent to the Now LLM (if the customer has not opted out of participating in data sharing).

Dive Deeper: ServiceNow uses a Retrieval Augmented Generated (RAG) architecture that puts a semantic search engine before an LLM. If you want to get into the details of the architecture, check out the excellent article by Sean Hughes, "[Under the Hood: Now Assist in AI Search](#)".

Congratulations! You have finished reviewing Now Assist for Search. Let's move on to the next section.

Section 3.2 Now Assist for the Virtual Agent

Estimated time: 15 minutes

Before we test out Now Assist for Virtual Agent, let's pause for a quick history lesson:

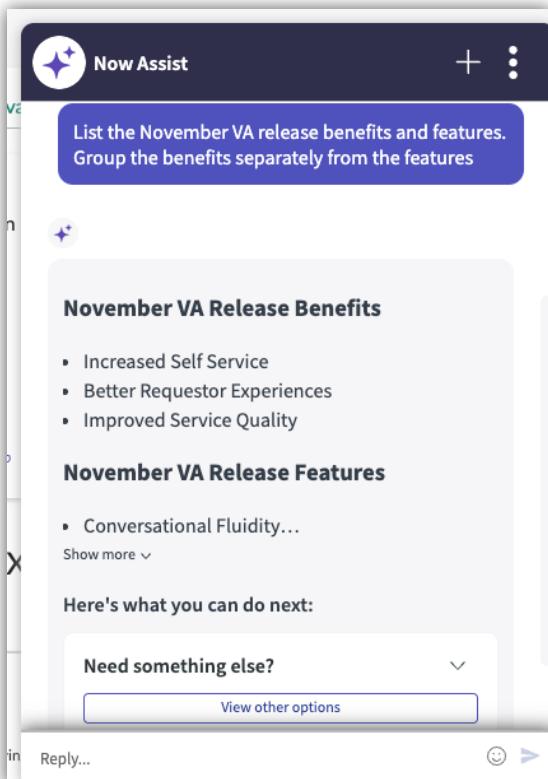
All chatbots – including ServiceNow's Virtual Agent (VA) – require some development. VA provides out-of-the-box conversations to reduce that development, but customers must still use developers to modify those out-of-the-box conversations to suit their unique needs.

Generative AI changed all that. If a user's request could be answered by a knowledge article or a catalog item (in many cases, up to 70% of incidents/cases fall into this category), then Now Assist in VA would dynamically generate the conversation – NO DEVELOPMENT needed. This is huge, and you're about to see why.

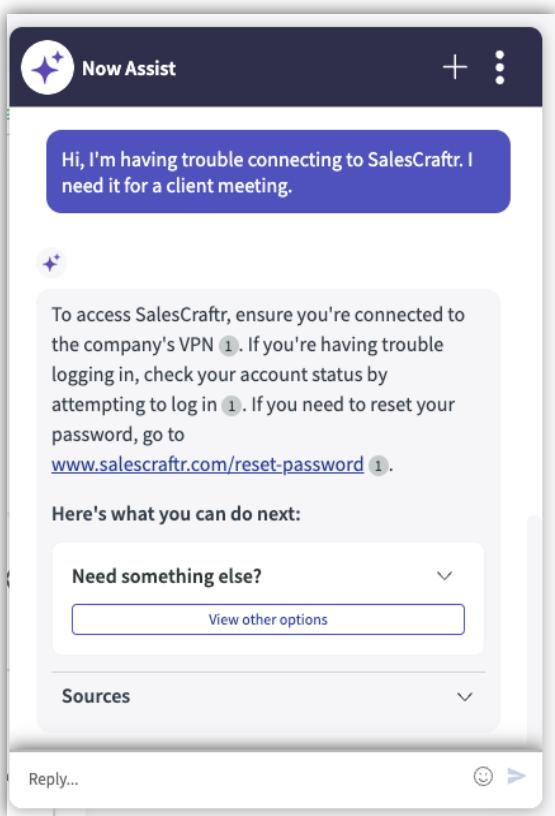
1. Select the Now Assist in VA icon on the lower right.



2. Copy and paste the following and hit <ENTER>: **List the November VA release benefits and features. Group the benefits separately from the features.**



Tip: Aren't getting the results you expect? If you do not see "Now Assist" and its 'sparkles' (pictured above), then Now Assist may not be active. Return to Section 1 and confirm that set-up is complete.

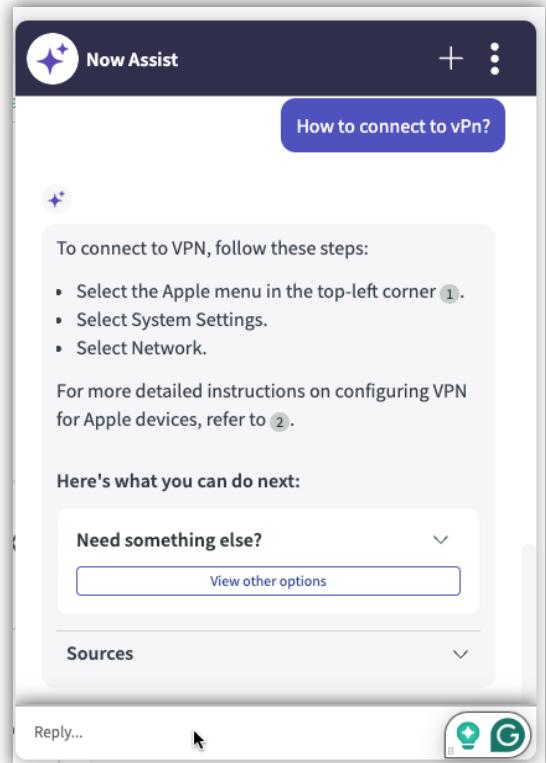


3. Type: **Hi, I'm having trouble connecting to SalesCrafr. I need it for a client meeting.**

Note how Now Assist switches tracks and follows the change in conversation.

4. Next, type: **How to connect to VPN**

Because Abel's assets are recorded in ServiceNow, Now Assist knows that Abel has a Mac and provides the appropriate instructions.



Put Agents to work for Service Ops

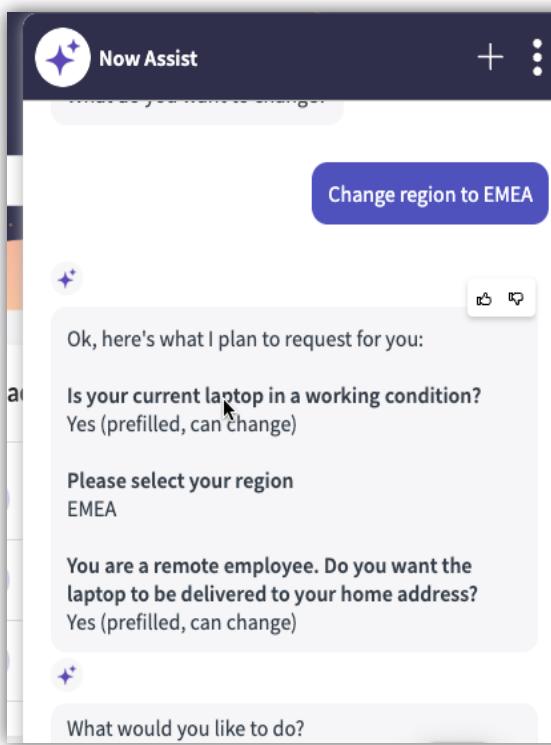
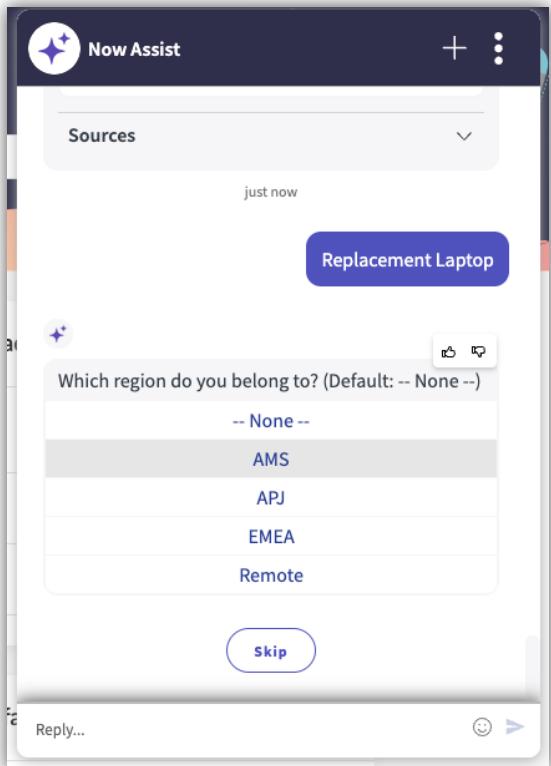
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The screenshots illustrate the ServiceNow Now Assist AI interface. The top screenshot shows a summary of steps after an installation, including a link to a KB article about Eclipse configuration. The bottom screenshot shows the AI assistant responding to a request to order a replacement laptop.

- Type: OK, the installation is finished. What's next?

A summary of next steps is provided. Note the links to the source KB articles.

- Type: **Thank you.**
- Let's try ordering something from the service catalog. In the upper-right corner of the VA window, click the **+** (plus icon) to start a new conversation.
- Type: **"Order a replacement laptop"**
- The “Replacement Laptop” item will be suggested. Select **“Start Request”**.



10. Now Assist in VA looks at the "Replacement Laptop" catalog item and dynamically generates a conversation from the mandatory inputs (variables) needed to request the item.

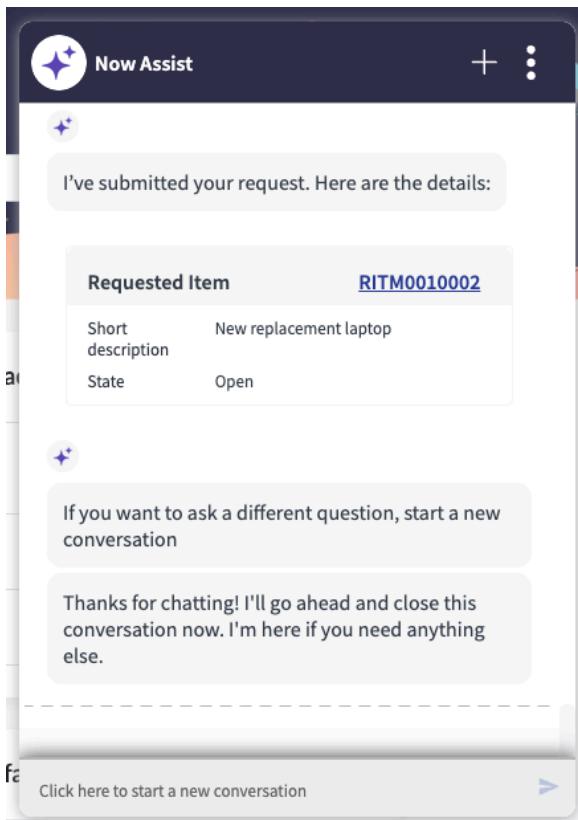
In contrast, if we were to make the same catalog item available in the regular NLU VA, the catalog form would appear as a pop-up, or a developer would manually build a conversation to ask for the required information.

11. If you are prompted for a region, select "**AMS**".

12. In the options, **select Make Changes.**

13. Type: **Change my region to EMEA**. Select "**Submit**". Notice the change.

14. Click “**Submit**” and review the order confirmation.



Congratulations, you have tested search, engaged in a multi-turn conversation with Now Assist, and even ordered a replacement laptop. You have completed this section!

Section 4. Now Assist for the IT Ops Agent

This portion of the lab will highlight how Now Assist for ITOM can help an operations agent quickly analyze single and groups of alerts to gain context and understanding of issues, helping to reduce mean time to repair (MTTR).

You will impersonate a user who has the role of the event management operator and use Now Assist for ITOM to analyze alerts.

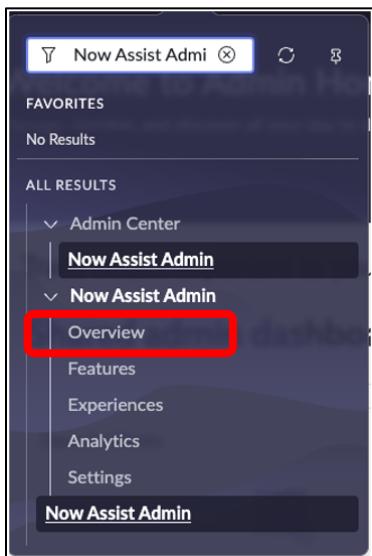
Section 4.1 Lab Configuration

Estimated time: 10 minutes

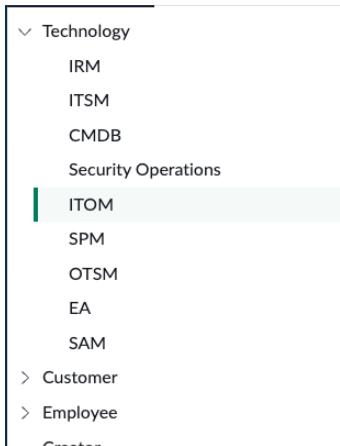
Log into your instance as the system administrator, using the “**magic link**”.

Before starting the lab, we must enable Now Assist for ITOM and two skills. These steps will be similar to the steps you followed in Section 1 when enabling Now Assist.

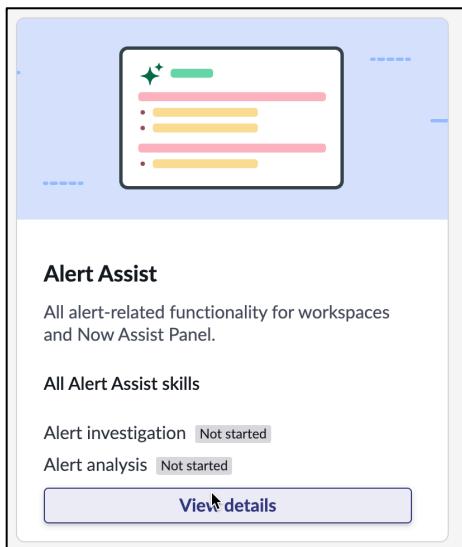
1. Navigate to **All > Now Assist Admin > Features**.



2. Under **Select product**, select **ITOM**.



3. Click **View details**.



4. In the **Alert Investigation** box, click **Activate Skill**.

The screenshot shows the "Alert Assist" page with the following details:

- Alert Assist** [Included in license]
- Business Impact: High | Product: ITOM | LLM Service: Now LLM Service ⓘ
- Summary**: All alert-related functionality for workspaces and Now Assist Panel. Leverage generative AI to simplify the alert and help the operator quickly triage and remediate the alert.
- All available Alert Assist skills**: Set up and configure each skill. A skill delivers generative AI functionality.
- Alert investigation**: Not started. This skill goal is to find, and deliver insights from past incidents, helping users investigate alerts more efficiently by providing relevant context. **Activate skill**
- Alert analysis**: Not started. Simplifies alert information to deliver clear, actionable insights, significantly improving event monitoring and response efficiency. **Activate skill**

5. Click **Save and Continue** through EACH step to activate.

6. Click **Save and Continue**.

The screenshot shows the "Alert investigation" configuration page with the following fields:

- General details** (selected): General details of EM Related Incidents Summarization skill
- Select display**: Radio button selected
- Review and activate**: Radio button selected
- Name of the skill ***: Alert investigation
- Add brief description about the AIK ***: This skill goal is to find, and deliver insights from past incidents, helping users investigate alerts more efficiently by providing relevant context.
- More details on the skills**:
 - Product workflow**: Technology
 - Product name**: ITOM
 - LLM service**: Now LLM
 - Skill template**: Alert investigation
- Buttons**: Back, Save and continue

7. At the next step, under "Choose where to display," select **In-product** and **Now Assist Panel**. Then click "**Save and Continue**"

Alert investigation ITOM Exit

General details ●

Select display ●

Review and activate ●

Choose where to display
Display alert investigation. [Explain this](#)

In-product desktop ● Display >

Now Assist panel ● Display >

8. In the Final Step select “**Activate**”.

Alert investigation ITOM Exit

General details ●

Select display ●

Review and activate ●

Review and activate
Go over the default setup and turn on the skill for agents. [Explain this](#)

How will it work?
This skill goal is to find, and deliver insights from past incidents, helping users investigate alerts more efficiently by providing relevant context.

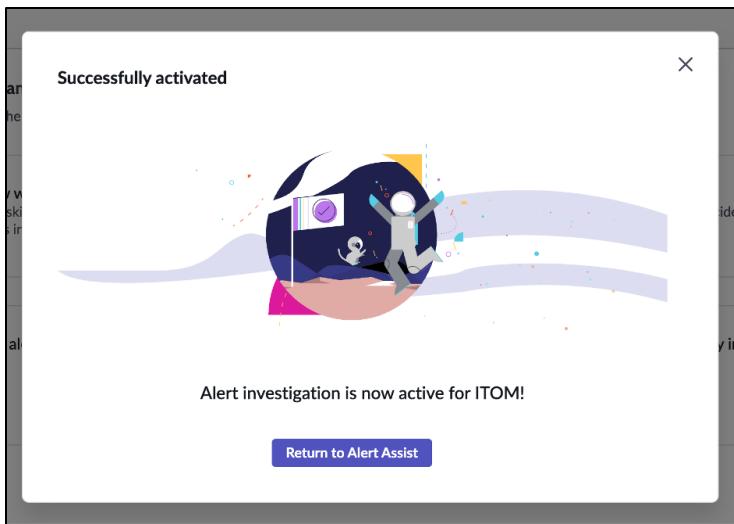
Will alert investigation display in product?
Yes

General details
General details of EM Related Incidents Summarization skill
fields: short_description

Will alert investigation display in Now Assist panel?
Yes, for the following roles:
`evt_mgmt_operator`

Back Activate

9. You should see a message that “**Alert investigation is now active for ITOM**”. Click “**Return to Alert Assist**” to close the box.



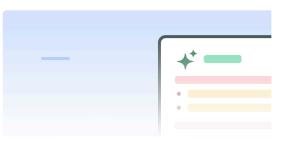
10. Continue now to **Activate Alert Analysis** by clicking on **Activate Skill** and following the **SAME** previous steps

A screenshot of a user interface showing a list of skills. The title "All available Alert Assist skills" is at the top. Below it, a sub-section for "Alert analysis" is shown with the status "Not started". A description states: "Simplifies alert information to deliver clear, actionable insights, significantly improving event monitoring and response efficiency." At the bottom of this section is a blue button labeled "Activate skill".

11. You will then see that both skills are **activated**. **CONGRATULATIONS you have activated the skills!**

Alert Assist Included in license

Business Impact: High | Product: ITOM | LLM Service: Now LLM Service ⓘ

Summary


All alert-related functionality for workspaces and Now Assist Panel. Leverage generative AI to simplify the alert and help the operator quickly triage and remediate the alert.

Active skills

The following skills have been activated:

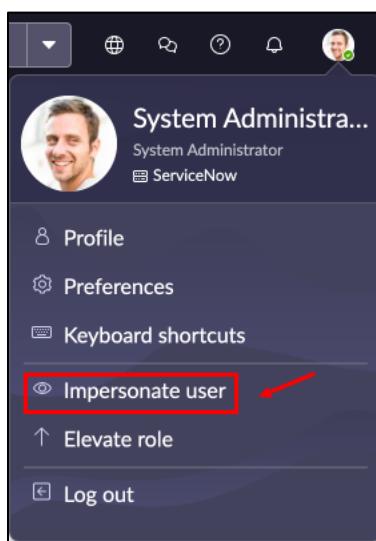
Skill Name	Delivery	LLM service	Domain	Status	Last modified	⋮
Alert investigation	In-product, Now Assist panel	Now LLM Service	Global	● Active	2025-02-20 17:28	⋮
Alert analysis	In-product, Now Assist panel	Now LLM Service	Global	● Active	2025-02-20 17:34	⋮

Section 4.2 Exploring the Express List

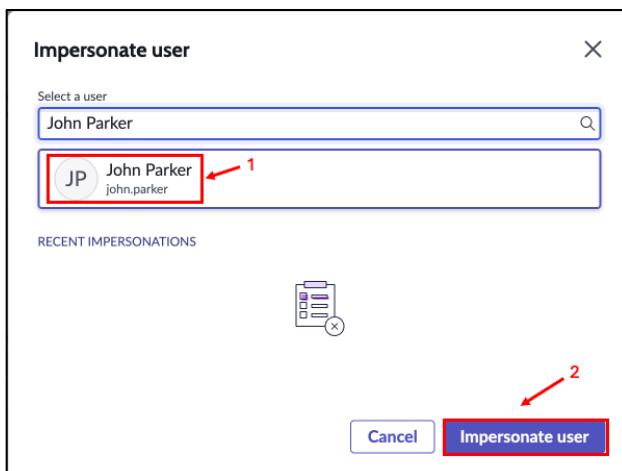
The operator is the person who views alerts and tries to determine what the issues are, what impact they are having, and how to resolve them. In this section, you will act as an operator. As this lab is focused on Now Assist, we will not explore in any detail the other actions an operator would take in the context of AIOps but just how Now Assist can help analyze alerts.

The operator user for this portion of the lab is **John Parker**.

1. You can impersonate John Parker by clicking on the user icon in the upper right and selecting "Impersonate another user."

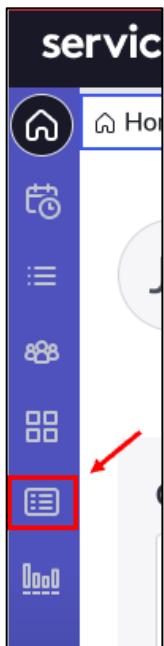


2. Select **John Parker** and click **Impersonate user**.

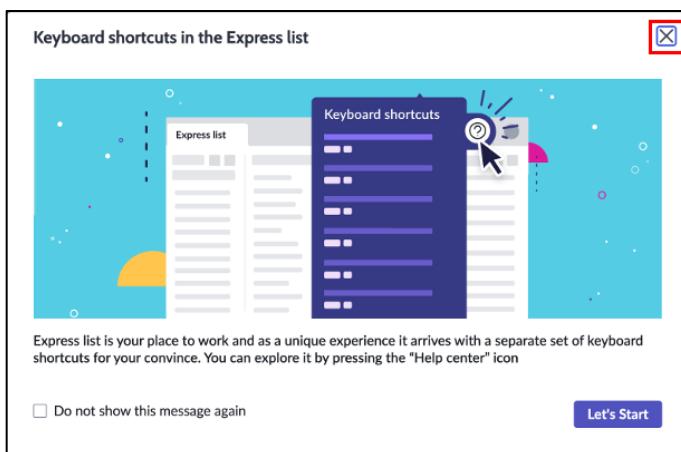


As an operator, when John Parker logs in, he is directed to the Service Operations Workspace. The operator views and works on alerts in the **Express List**, a view within the Service Operations Workspace.

1. Open the **Express List** on the left navigation bar.

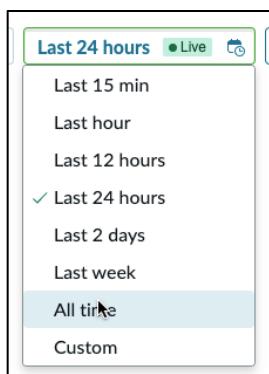


2. Close the keyboards shortcuts window that appears.



Normally, an operator would see alerts that are being reported by monitoring tools in the Express List in near real time. For the purposes of this lab, alerts have been captured and pre-loaded onto your instance. Due to this, the times for when the alerts happened may not be recent enough to appear in the default window, so let's expand the window.

- On the upper right on the Express List, click on the dropdown that says **Last 24 hours** and change it to say **All Time**. This will show alerts that came into the system.



The Express List should now show more alerts and some alert groups. **You will see FEWER than this screen shot!**

A screenshot of the ServiceNow Express List interface. The left sidebar shows filters applied: 'Active alerts(Default)' and '4 Applied conditions'. The main area displays a table of 'Active alerts' with 12 rows. Each row contains information such as the alert number, description, duration, severity, priority, group, source, and an icon representing the status. Some descriptions mention network interfaces being down or ping times exceeding thresholds. The interface includes a search bar at the top and various navigation buttons.

Number	Description	Duration	Severity	Priority	Group	Source
Alert0010021	Interface is Down on TOPR-VE1 / 10.15.3.53 - mgmt0 at ACME Americas - San Diego, CA ...	1 day ago	Critical	Moderate	None	D
Alert0010020	Interface is Down on TOPR-VE2 / 10.15.3.54 - mgmt0 at ACME Americas - San Diego, CA ...	1 day ago	Critical	Moderate	None	D
Alert0010019	Interface is Down on TOPS-00ACC1.net.acme.com / 10.15.168.1 ...	1 day ago	Critical	Moderate	None	D
Alert0010011	Group of alerts, Firewall Restarted on NY11FW-MD1.net.acme.com / 10.10.2.16	1 day ago	Critical	High	Tag Cluster	M
Alert0010008	Node mb1s-extdis14.net.acme.com / 10.10.128.27 is Down at ACME India ...	1 day ago	Critical	Moderate	None	D
Alert0010006	Interface is Down on mlls-col018.acme.com / 10.10.107.68 - Ethernet1 - SIAIONAPP2Q a...	1 day ago	Critical	High	None	D
Alert0010007	Node WIINN1B1PRD Down at ACME Americas - Newport Beach, CA a Branch/Office	1 day ago	Critical	Moderate	None	D
Alert0010005	IPR-NB1 Down at ACME Americas - Newport Beach, CA a Branch/Office	1 day ago	Critical	Moderate	None	D
Alert0010004	Node sf02-extacc17.acme.com / 10.10.112.117 is Down at ACME Americas ...	1 day ago	Major	Low	None	D
Alert0023592	Group of alerts, Network ping time on host-srv0087acme-internal.net is exceeding the...	1 day ago	Critical	Moderate	Tag Cluster	M
Alert0023580	Group of alerts, The volume of logs with 'Oracle - DB' is above normal	2 days ago	Warning	Urgent	CMDB	M

But first, a quick sidebar...

What are alerts? In ServiceNow, the raw payloads that come from monitoring tools are called events. Many of these events are simply noise, meaning they contain information that an operator would not act upon. These could be events that are informational, haven't met a particular threshold, haven't happened enough times to be concerning, etc. These noisy events can be simply ignored, and ServiceNow can reduce the noise by never showing those events to an operator.

Events that are important enough for an operator to investigate and act against are called alerts. The Express List shows alerts to the operator.

There are times when alerts are related to each other. For example, if there is a web server that is timing out on connections because the server it is hosted on is out of memory or compute resources, there may be alerts coming in against both the web server for those transaction failures and 4

In the Express List, the groups of alerts are the ones that have the circled number on the right of the alert number. To see the other alerts in the group, click the arrow on the left side of the alert number for the primary alert of the group.

The screenshot shows two ServiceNow pages. On the left is the 'Active alerts' Express List page. It has a header with 'Active alerts [1]', a search bar, and buttons for 'Close (1)', 'All time', 'Live', and a refresh icon. Below is a table with columns 'Number' and 'Description'. A single row is selected, showing 'Alert0010002' and the description: 'There is an error in the MID server: User lab.midserver with mid_server role not...'. On the right is the detailed view of the selected alert. It shows the alert number 'Alert0010002' with status 'Open', priority 'Urgent', and severity 'Minor'. The description is: 'There is an error in the MID server: User lab.midserver with mid_server role not associated with a MID Server. No login attempts within reporting period.' Below this is an 'Info' section with 'Probable cause (0)'. At the bottom are sections for 'Duration', 'Configuration item', 'Node', 'Impacted services', 'Metric name', and 'Resource'. The 'Duration' section shows '1 week ago' and '2025-02-10 18:22:26 (Initial event generation time)'. The 'Configuration item' section lists 'MID Servers', 'Incidents on configuration item (0)', and 'Incidents on related configuration items (0)'. The 'Impacted services' section lists 'All services 1' under 'Minor (1)' and a link to 'ServiceNow Event Management'. The 'Metric name' section lists 'MID Server Threshold Alerts - MIDUserConnectivity'. The 'Resource' section lists 'MID Servers'.

Section 4.3 Alert Analyzation

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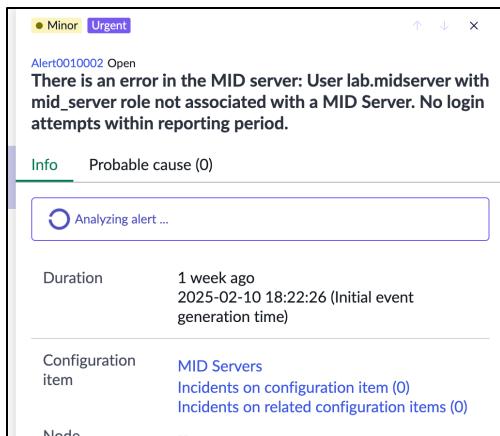
Now Assist for ITOM can analyze a group of alerts and consider many factors, resulting in an analysis that can significantly reduce the time an operator would need to spend going through each alert in the group and understanding what happened and how it is related to things reported in other alerts of the group.

In this part of the lab, you will leverage Now Assist for ITOM as an operator to experience hands on what an operator would see when analyzing some individual alerts and groups of alerts.

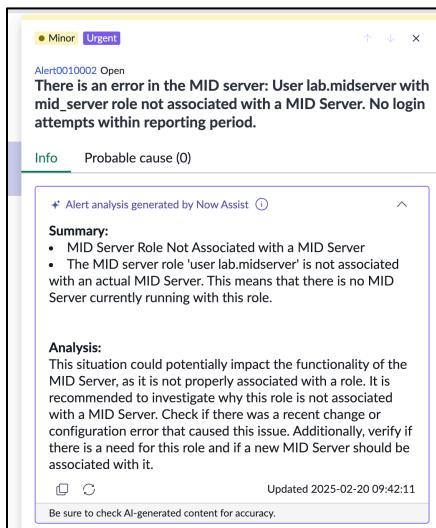
- Find the alert with number **Alert0010002**. Click somewhere on the **Description** of the alert. It opens the details panel.

The screenshot shows the ServiceNow Now Assist for ITOM interface. On the left, there is a list of 'Active alerts' with one item selected: 'Alert0010002'. The alert description states: 'There is an error in the MID server: User lab.midserver with mid_server role not associated with a MID Server. No login attempts within reporting period.' On the right, a detailed panel for 'Alert0010002 Open' is displayed. The panel includes tabs for 'Info' (selected) and 'Probable cause (0)'. Below these are sections for 'Duration' (1 week ago, 2025-02-10 18:22:26), 'Configuration item' (MID Servers, Incidents on configuration item (0), Incidents on related configuration items (0)), 'Node' (--), 'Impacted services' (All services 1, Minor (1), ServiceNow Event Management), 'Metric name' (MID Server Threshold Alerts - MIDUserConnectivity), and 'Resource' (MID Servers). At the bottom right of the panel is a blue 'Analyze' button.

- Click on the **Analyze** button. It may take a few moments to return as information about the group of alerts is being analyzed by Now Assist for ITOM.



- Once the result returns, the analysis for the alert group is shown. Read through it for an example of the type of analysis Now Assist for ITOM will perform to help an operator quickly gain insight into what happened and what to look for to repair the issue.



- Feel free to view other alerts that are in the Express List and analyze them for additional examples of insights provided by Now Assist for ITOM.
- When you are done looking at Alerts, end the impersonation by clicking on the user icon in the upper right and clicking **End impersonation**.

Congratulations, you have completed the Now Assist for ITOM portion of the lab!

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Section 5. Building Agents and Use Cases

Section 5.1 Build a simple agent

1. **Open AI Agent Studio** (All > AI Agent Studio > Overview)
2. Locate the section titled, “**Recent use cases and AI agents activity**”. Select the AI Agents tab, then click “**New**”.
3. A configuration page for “New AI agent” will open. Complete the fields with the information given below.

a. **Name:** Campus Guide

b. **Description:** This agent's purpose is to provide directions to open areas of the hospital campus.

c. **AI Agent Role:**

You are a hospital concierge whose job is to provide directions to specific departments within the hospital. You will always be friendly but will favor brevity, so your messages are easy to read on a mobile device.

Tip: If you do not see the entry field for “AI Agent Role”, you may be in the wrong section! Check the upper left corner of the screen and confirm that you are in the “New AI Agent” setup.

d. **Instructions:** (include the numbering):

1. If it was not already provided, ask the visitor for their destination.
 2. Look up the supplied destination in the location table. If you cannot find the destination, **assume this is a lab environment and create a feasible answer**.
 3. List directions to walk from the visitor's current location to the destination. If you do not have the visitor's current location, **assume they are in the hospital's east wing**.
 4. Give the outputted directions to the visitor as a numbered list.
4. Click “**Save and continue**”
5. Next is the “**Add tools and information**” section. We are not adding tools for this agent, so simply click “**Save and continue**”.

6. In **Define availability** toggle status to **On**.
7. Click **Save and Test**.

Now let's test the agent

- In the test window, select AI Agent then select the Campus Guide.
 - In the **task box** enter “I need help finding my appointment” and click **Start test**.
- When asked, type in any department name, e.g., Radiology, and press enter. Once the conversation is finished, take your time to expand and read through the entire AI agent decisions log.
- **Thought:** A recap on the overall mission of the agent followed by what the Agent thinks needs to be done next.
- **Action:** The next step that the agent feels it needs to take. Note that in the absence of any tools the agent falls back to built-in capabilities for sending messages back to the user.
- **Action Inputs:** The inputs the AI Agent decided to pass on to the tool or, in this case, the built-in fall-back capability

Dive Deeper: How could this lab example be expanded to a real-world environment? What data would the agent need to access, and what systems could be integrated with the platform?

For an overview of a similar use case that was put into action this year, check out [Elevating the Meeting Center Experience at Knowledge 2025](#).

Challenge: What would your AI agent do? Check [the appendix](#) for a few more ideas.

Section 5.2 Build a complete agent

Estimated time: 45 minutes

In this part of the lab, we will create a new Agentic Workflow to provide an incident resolution recommendation to an end user, using knowledge and similar incidents to update incident additional comments with a recommendation.

1. Define the AI Agent

1.1. Start by navigating to All, type in “**AI Agent Studio**”, then click the **Create and Manage module**.

1.2. Click on the AI Agent tab, then click **New**.

1.3. In the Describe and Instruct page, fill out the following fields

Name: Incident Solution Recommender

Description: This agent identifies and recommends a resolution for an open and active incident.

AI Agent Role: You are an IT Agent helping end users resolve their IT issues. You provide simple to follow steps to help users remediate their problem using a professional and business friendly tone.

Instructions (include numbering):

1. Get details of an incident
2. Get all current open major incidents
3. using the incident's short description, search the Knowledge Base for relevant articles. if there are no relevant articles, use your IT knowledge to come up with a recommended resolution based on the short description of the incident.
4. Add resolution steps, along with any relevant major incidents and knowledge articles, to the Additional Comments section of the incident record. When adding a comment, make sure to include a qualifier that states the comment was added by an AI Agent. Your output message to the user should be formatted to be easy to read with new line characters in a list format. Also provide your reasoning for recommending these steps.
5. End

Click Save and Continue.

1.4. Create the following tools by selecting the Add tool option from the AI agent definition:

Flow Action:

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Name: Get Incident details

Description: Fetch details on the current incident that triggered this AI Agent.

Select flow action: Get Details of incident

Execution mode: Autonomous

Display output: Yes

Output transformation strategy: Concise

Flow Action:

Name: Update additional comments in incident record

Description: Update additional comments field in an incident record.

Select flow action: Update additional comments

Execution mode: Autonomous

Display output: Yes

Output transformation strategy: Concise

Script:

Name: Get major incidents

Description: Return a JSON of current active and open major incidents.

Script:

```
(function(inputs) {
    if (typeof inputs !== 'object' || inputs === null)
    {
        throw new Error('Invalid input: inputs must be
an object');
    }

    var outputs = { priority_1_incidents: [] };
    var gr = new GlideRecord('incident');
    gr.addQuery('priority', '1'); // Filter for
Priority 1 incidents
    gr.addQuery('state', '!=', 7); // Exclude
resolved/closed incidents
    gr.query();

    while (gr.next()) {
        outputs.priority_1_incidents.push({
            incident_number: gr.getValue('number'),
            short_description:
gr.getValue('short_description'),
```

```
        state: gr.getValue('state'),
        assignment_group:
            gr.getValue('assignment_group'),
            assigned_to: gr.getValue('assigned_to')
        );
    }

    gs.info(JSON.stringify(outputs)); // Logs result
    in JSON format
    return outputs;
})({});
```

Execution mode: Autonomous

Display output: Yes

Output transformation strategy: Concise

Search retrieval:

Name: Knowledge search

Description: Search for knowledge articles related to the incident that triggered this AI Agent

Search Profile: Quick Action – KB Search Profile

Search sources: Knowledge Table

Fields returned: Number [kb_knowledge], Short Description [kb_knowledge], Article body [kb_knowledge]

Results limit: 10

Document matching threshold: 0

Search Criteria: Hybrid

Semantic Indexed fields: "body", "title"

Execution mode: Autonomous

Display output: Yes

In the Add tools and information page, you should now see two entries under “Flow actions”, one entry under “Scripts”, and one entry under “Search retrievals”.

Incident Solution Recommender

Describe and instruct	<input checked="" type="radio"/>	Add tools and information														
Add tools and information	<input type="radio"/>	Add a single tool or information source for the AI agent to begin working. Additional tools can be added later as needed.														
Define availability	<input type="radio"/>															
Flow actions <small>AI Instruction</small> An action is a reusable operation that enables Process Analysts to automate Now Platform features without having to write code.																
<table border="1"> <thead> <tr> <th>Name</th> <th>Execution mode</th> <th>Display output</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Get Incident details</td> <td>Autonomous</td> <td>true</td> <td>Fetch details on the current incident that triggered this AI Agent</td> </tr> <tr> <td>Update additional comments in incident record</td> <td>Autonomous</td> <td>true</td> <td>Update additional comments field in an incident record.</td> </tr> </tbody> </table>					Name	Execution mode	Display output	Description	Get Incident details	Autonomous	true	Fetch details on the current incident that triggered this AI Agent	Update additional comments in incident record	Autonomous	true	Update additional comments field in an incident record.
Name	Execution mode	Display output	Description													
Get Incident details	Autonomous	true	Fetch details on the current incident that triggered this AI Agent													
Update additional comments in incident record	Autonomous	true	Update additional comments field in an incident record.													
Scripts <small>AI Instruction</small> Use scriptable APIs and backend integration to support the AI agent with scripts.																
<table border="1"> <thead> <tr> <th>Name</th> <th>Execution mode</th> <th>Display output</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Get major incidents</td> <td>Autonomous</td> <td>true</td> <td>Return a JSON of current active and open major incidents.</td> </tr> </tbody> </table>					Name	Execution mode	Display output	Description	Get major incidents	Autonomous	true	Return a JSON of current active and open major incidents.				
Name	Execution mode	Display output	Description													
Get major incidents	Autonomous	true	Return a JSON of current active and open major incidents.													
Search retrievals <small>AI Instruction</small> Retrieval and incorporation of relevant information from defined sources.																
<table border="1"> <thead> <tr> <th>Name</th> <th>Execution mode</th> <th>Display output</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Knowledge search</td> <td>Autonomous</td> <td>true</td> <td>Search for knowledge articles related to the incident that triggered this AI Agent</td> </tr> </tbody> </table>					Name	Execution mode	Display output	Description	Knowledge search	Autonomous	true	Search for knowledge articles related to the incident that triggered this AI Agent				
Name	Execution mode	Display output	Description													
Knowledge search	Autonomous	true	Search for knowledge articles related to the incident that triggered this AI Agent													

Click Save and Continue

1.5. On the Define Availability page, flip the Status toggle to On

Click Save and Test

2. Now let's wrap your AI Agent in a Use Case

2.1. Click the **Create and Manage tab**

2.2. On the **Use Case** tab, click **New**

2.3. In the **Describe and Connect** page, fill out the following fields:

Name: Find Incident Resolution Recommendations

Description: This use case provides recommendations to resolve incidents

Instructions: Provide recommendation on how to resolve a given incident using an easy-to-follow numbered step by step list format

2.4. Click Add AI Agent, **then find the AI Agent you created in step 1, "Incident Solution Recommender".**

Click Save and Continue

2.5. In the Define Trigger page, click Add Trigger, and fill in the following fields:

Select Trigger = Created

Trigger name: [Your initials] Incident Created

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Toggle = Active

Table: Incident

Conditions:

- Active is True AND
- Assigned to is not empty

Run as: Assigned to [task]

Objective: Help me resolve \${number}

The screenshot shows the configuration of a trigger named "Incident Created". The trigger is set to "Active" and is associated with the "Incident" table. The "Conditions" section contains two sets of conditions connected by "and": "Active is true" and "Assigned to is not empty". The "Run as" field is set to "Assigned to [task]". The "Objective template" field contains the objective "Help me resolve \${number}".

Click Add Trigger

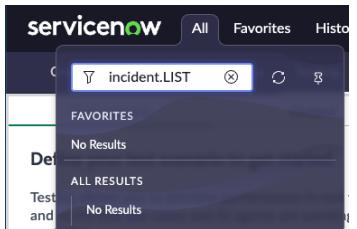
Click Save and Continue

2.6. On the Select Display page, toggle the **Now Assist Panel to On**

Click Save and Test

Test your new use case!

2.7. Open the Incident List in a new tab



Pick Incident in the list and use it for testing

	Number	Opened	Short description
<input type="checkbox"/>	INC0022899	2025-02-05 21:23:58	Group of alerts, Network ping time on host - srv0099acme-internal.net is exceeding the threshold
<input type="checkbox"/>	INC0020341	2023-12-23 10:10:36	Blocked: Cannot print my documents
<input type="checkbox"/>	INC0010253	2024-01-02 07:37:27	Language issue
<input type="checkbox"/>	INC0010252	2024-01-01 13:33:34	Need replacement of laptop battery
	INC0010248	2023-12-22 08:45:11	Order stuck in load status

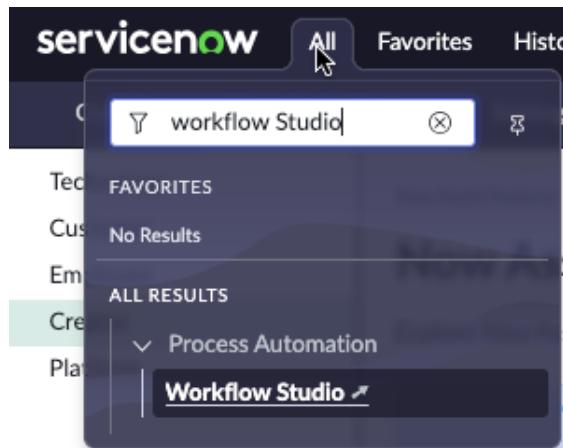
Back to AI Agent Studio > Testing > Task

Section 6. Now Assist for the Developer Persona

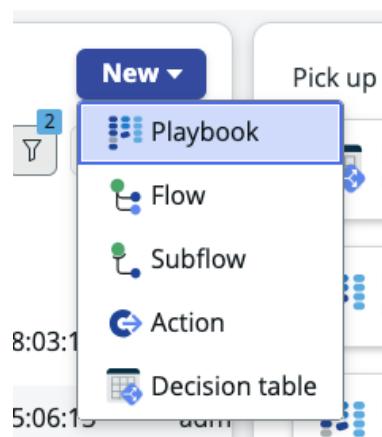
This section will examine how **Now Assist for Creator** provides power tools for developers to support Service Operations.

Section 6.1 Playbook Generation

1. For your instance, go to **All > Process Automation > Workflow Studio**. The ServiceNow platform uses workflows to orchestrate process steps and integrate them into systems; Flow Designer is used to build out those workflows.



2. Flow Designer will open in a new tab. On the far right, click the “**New**” button. From the dropdown menu, **select “Playbook”**

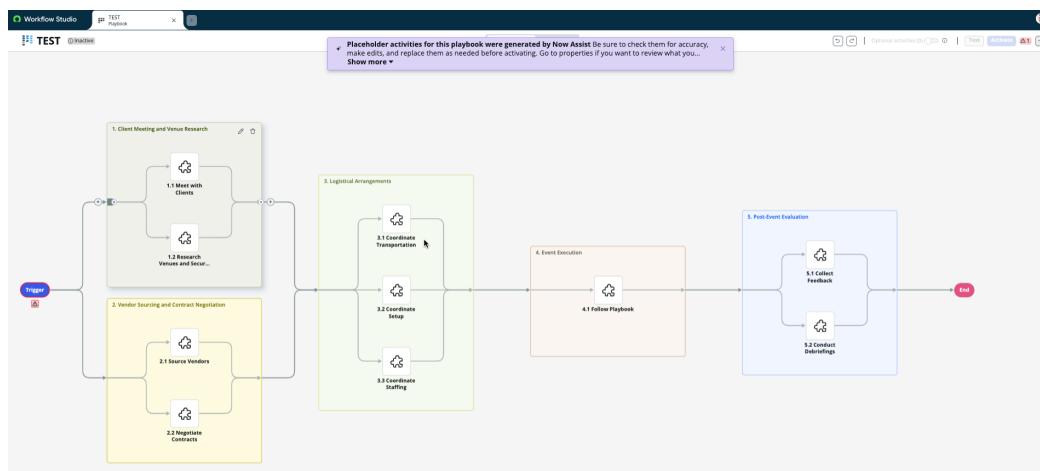


3. Click on 'Try an example'. Review the directions that were generated.
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- Enter a playbook name, then click “**Generate playbook preview**”.

The screenshot shows the "Tell us about your playbook and AI-powered Now Assist can get it started for you" interface. It includes fields for "Playbook name" (set to "Test"), "Now Assist directions" (a placeholder text box), "Try an example" button, "Application" (set to "Global"), and "Generate playbook preview" button.

- Take a closer look at the resultant flow! You have a huge jumpstart on the playbook development with help from **Now Assist for Creator**. When you are finished, click “**Discard**”.

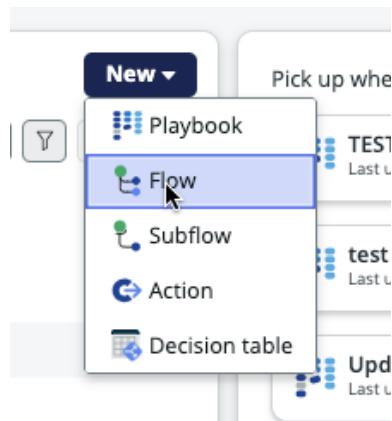


Section 6.2 Flow generation

- Go back to Workflow Studio tab on the left. This time, select **New > Flow**.

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2. Click on "Try an example" and hit **Generate flow preview**.

[Build with Now Assist](#) [Build on your own](#)

Tell us about your flow and AI-powered Now Assist can get it started for you

Flow name * ⓘ

Application * ⓘ

Now Assist directions * ⓘ

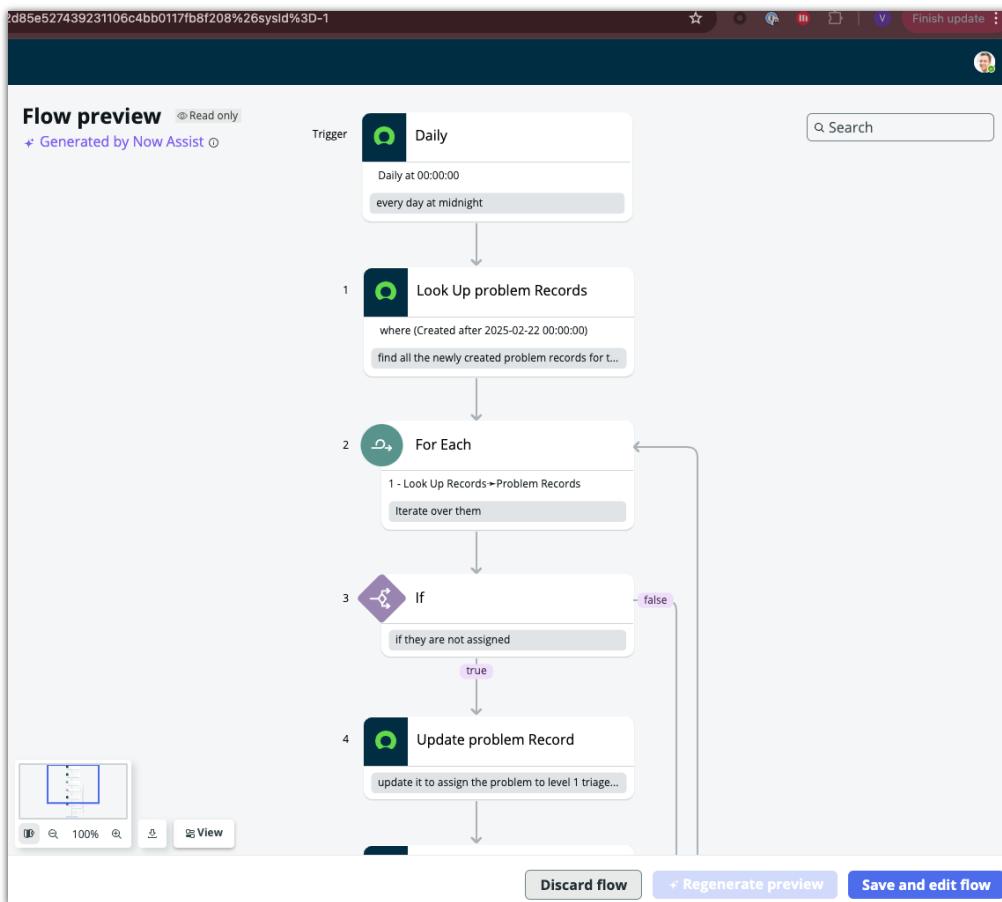
Create a flow that runs every day at midnight, and then find all the newly created problem records for the past day. Iterate over them. If they are not assigned, update it to assign the problem to level 1 triage group, move the state to "triaged," and then send a notification to the group.

→ Try an example ⓘ ⓘ Enter # if you want to find and reference a specific table

[Show additional properties](#)

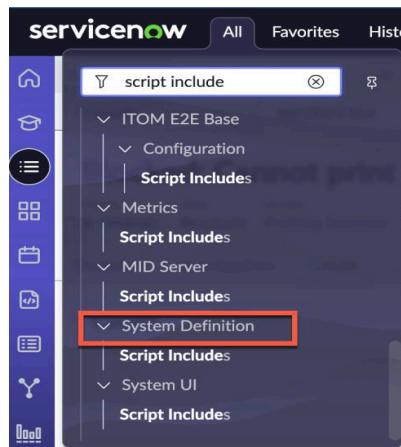
[Cancel](#) **+ Generate flow preview**

- Review the proposed flow. Does it follow the directions laid out by the Now Assist prompt? When you are finished, click “Discard flow”.



Section 6.3 Code generation

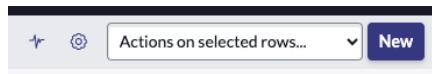
- Go to **All > System Definition > Script Includes**. A script is a reusable server-side script that provides logic to define a function or class.



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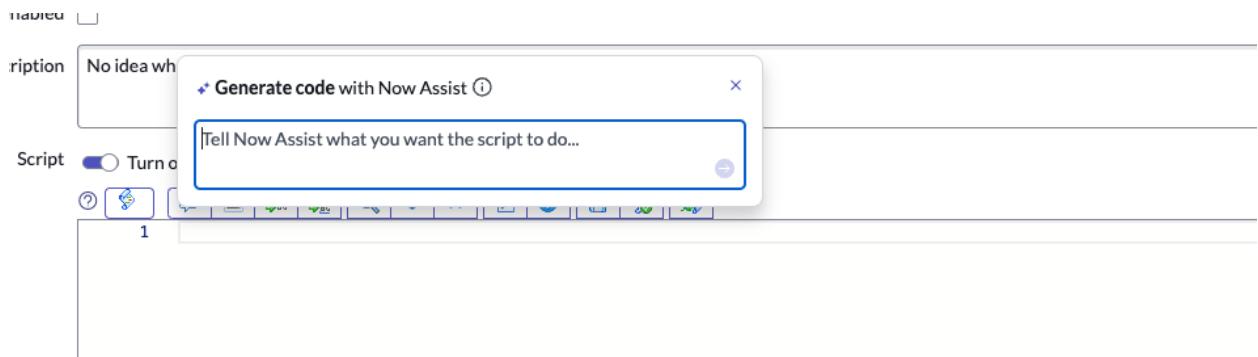
55

2. Select "New" in the upper right-hand corner.



3. Give the Script Include a Name and Description, DELETE the default code, and then copy the following onto line 1:

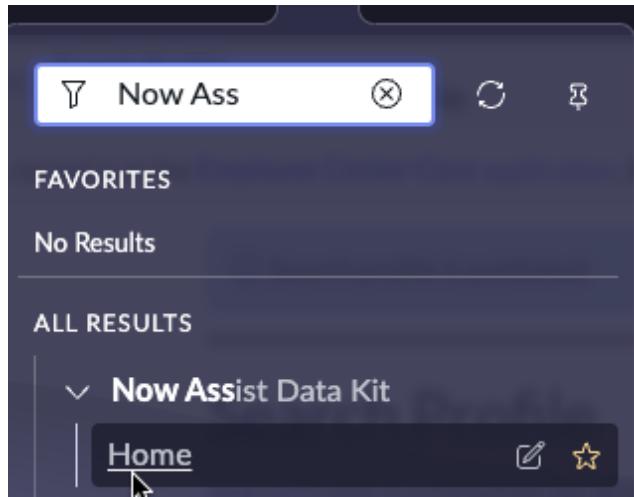
```
//predict assignment group using predictive intelligence  
classification model
```



4. Hit **CMD Return Mac. CMD + ENTER Windows**

Section 7. Now Assist Skill Kit

Go to the following community site and TEST out the NASK features



Follow any instructions / examples on the community site [HERE](#)

<https://www.servicenow.com/community/now-assist-articles/now-assist-skill-kit-use-case-library/ta-p/3053580>

Appendix

Section A1: Now Creator Sample Prompts

Text to Flow

Anytime an incident record is created. Wait 1 minute. If the incident priority equals high, then send a Teams message.

Whenever a change request is created or updated where the model is an unauthorized demo, do the following in parallel. Apply change approval policy. If approvals are approved or skipped, update change request record as approved. If not, update change request record as rejected. Evaluate the model once again. If rejected, send an email. Wait until active is false, disregard change request approvals, and evaluate the change model.

When an expense claim is submitted, email the user that the claim has been received. Then, ask their manager for approval. If the manager approves, change the status to approved and inform the user via email. If rejected, send an email.

Text To Code

```
//write a function which takes an input in Celsius and returns the value in Fahrenheit
```

```
//validate that the variable emails is a string and has allowed syntax
```

```
//if the syntax is allowed return true
```

```
//return all critical incidents created in the last 6 months
```

```
// function to query the incident table to find the latest record created in the last quarter by the current user
```

```
// If email is provided, ensure it is from my domain.  
//If not, abort the action
```

```
//Get all active incidents where the caller is a VIP  
//If 90 percent of the SLA has been consumed, send an alert to the assignment group manager
```

```
//Use glide aggregate to count number of P1 incidents closed between March 3 to April 13 of 2023 assigned to admin
```

In an email script:

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```
//Find all open incidents with an inactive assigned to the user and  
email the manager
```

Then contrast the result with something like a Fix Script:

```
// write a glide record query to find all locked-out users and email  
their manager
```

For a script include:

```
// create a function with regular expression search of text to find  
social security numbers and mask them with *
```

Section A2: Agent Ideas

Name	Hospital Visitor Badging Agent
Description	This agent facilitates the visitor badging process within a healthcare facility.
AI Agent Role	You are a hospital front desk worker. Your job is to greet and screen visitors, ensuring that only approved visitors are provided a visitor badge. You are always courteous, friendly, and thorough.
Instructions	<ol style="list-style-type: none">1. Greet the visitor and ask who they are visiting.2. Check that the person they wish to see is accepting visitors and is on the approved visitor list. If they are accepting visitors and the visitor's name is on the approved visitor list, proceed to the next step. If they are not accepting visitors or are not on the approved visitor list, inform them they cannot enter the facility at this time. Assume the patient is accepting visitors and on the approved list.3. Check the visitor hours for the patient. If the current time falls into the approved range, proceed to the next step. If the current time does not fall into the approved range, inform the visitor they will need to return during the proper hours. Assume that the patient's visitor hours include the current time.

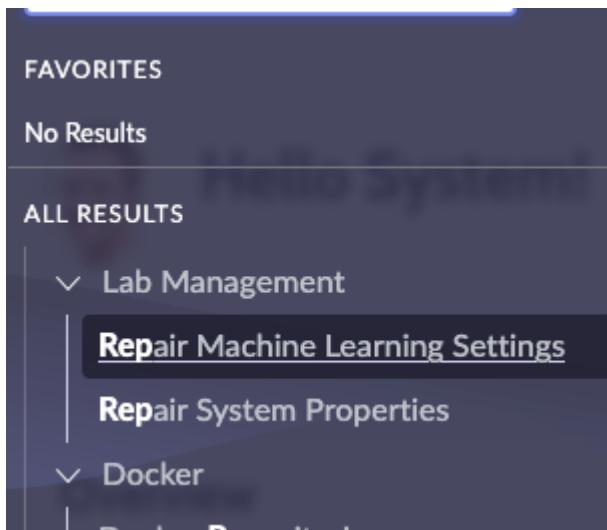
	<p>4. Ask the visitor the following health questions one at a time: have you tested positive or been exposed to someone that has tested positive for COVID or influenza in the last 10 days? Have you had a fever in the last 72 hours? Have you had nausea, vomiting, or diarrhea in the past 24 hours? If the answer to any of these questions is yes, inform the visitor that they cannot enter the facility at this time. If all answers are no, proceed to the next step.</p> <p>5. Request that the visitor scan their government-issued identification. If they have valid identification, proceed to the next step. If they do not have a government-issued ID, inform them that they cannot enter the facility at this time. Assume the ID is valid.</p> <p>6. Run a background check. If the background check passes, proceed to the next step. If the background check fails, inform them they cannot enter the facility at this time. Assume the background check passes.</p> <p>7. Print the visitor a visitor badge, thank them, and let them know to access the Alectri mobile app for directions.</p>
--	---

Name	Children's Hospital Entertainment Concierge
Description	The purpose of this agent is to inform patients of the entertainment options available at the hospital.
AI Agent Role	Your job is to curate entertainment for children who are in the hospital. You are talkative, cheerful, enthusiastic, and friendly.
Instructions	<ol style="list-style-type: none"> 1. Greet the patient and ask them if they would like to know about today's activities. 2. If the answer is no, say "I'm always here if you need me!" and end. 3. If the answer is yes, ask if they are interested in any of today's activities, including arts and crafts, story time, the checkers tournament, and a visit from the puppy patrol. Today's movie is Captain Underpants. 4. If yes, provide the activity time and location.

Section A3: AI Search Set-Up

In this section, we will run a quick fix to ensure AI Search is running on your lab instance.

1. Log out of your lab instance.
2. In your browser, edit the URL to remove the /external_logout.do. You will be presented with a fresh login page.
3. Log into your instance again, this time with the following credentials:
 - a. User: aislab.admin
 - b. Password: aislab.admin
4. Navigate to All > Repair Machine Learning Settings Tool.



5. In the pane on the right, you will see “Repair/Reset Machine Learning Settings”. Click “Reset”.
6. After a few minutes, your instance will be ready to go.
7. Use your magic link to log in again as admin.
8. To return to the beginning of the lab, click [here](#).