



ServiceNow TOKYO RELEASE!

Everything you need to know.

ServiceNow What is new for Tokyo release



CONTENT



Next Experience UI



What's new in Platform Implementation



What's new in IT Service Management



What's new in IT Operations Management



What's new in HR Service Delivery



What's new in Customer Service Management



Next Experience

Modernized look and feel, and unified navigation

So glad you've landed here, Beth

Now you've got a straight shot to the moon with new menu features that make it easier to navigate around and do your best work yet!

[Check it out](#)

Review your work

Assignments

Last refreshed 2m ago

Number	Created	Status	Priority	Short description
INC0000002	2021-12-15 18:05:49	In Progress	1 - Critical	Can't access Exchange server - is it down?
INC0000003	2020-05-10 07:41:46	In Progress	1 - Critical	Wireless access is down in my area
INC0000055	2021-12-15 20:49:39	In Progress	1 - Critical	SAP Sales app is not accessible
INC0000053	2021-12-15 12:48:46	In Progress	1 - Critical	The SAP HR application is not accessible
INC0000047	2021-12-15 12:52:57	In Progress	3 - Moderate	Issue with email
TSK0000130	2022-02-23 11:29:59	Work In Progress	4 - Low	Verify that you are responsible for this computer
TSK0000075	2022-01-14 09:00:24	Open	4 - Low	See the audit results below for the discrepancies that must be addressed
TSK0000003	2022-01-13 13:00:27	Open	4 - Low	See the audit results below for the discrepancies that must be addressed
TSK0000068	2022-01-14 09:00:24	Open	4 - Low	See the audit results below for the discrepancies that must be addressed

[View all](#)

Critical tasks

4

New tasks

0

Open tasks by priority

12 Total

Priority	Count	Percentage
4 - Critical	4	33%
5 - Moderate	5	42%
3 - Low	3	25%

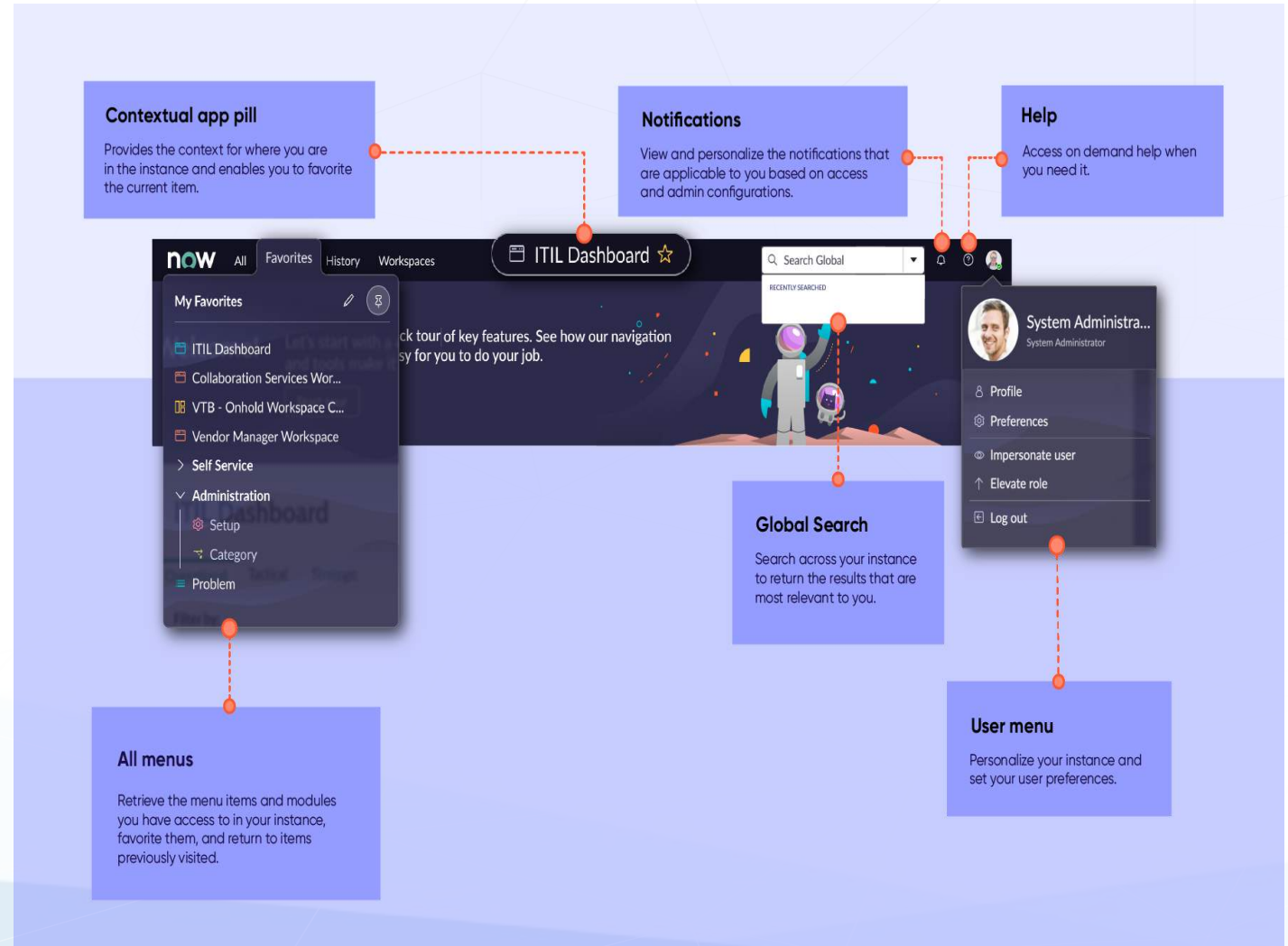
Drive workforce productivity with purpose-built workspaces

- 1 Empower service delivery teams with targeted tools and information
- 2 Bring together platform apps with unified engagement
- 3 Set preferred work mode, such as light or dark mode, to reduce eye strain and enhance productivity

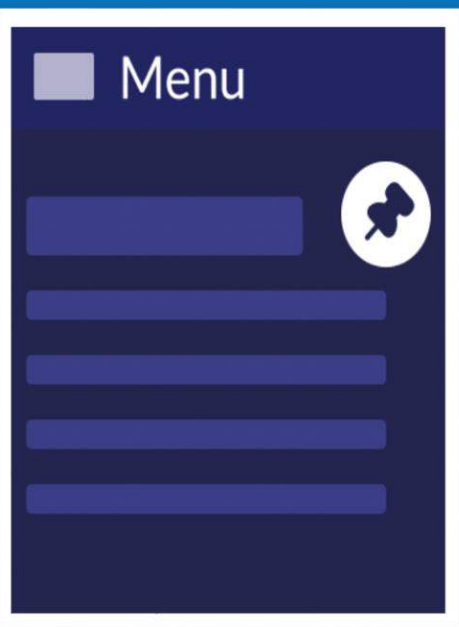
Next Experience

Unified Navigation

- **All menus:** Retrieve the menu items and modules you can access in your instance, favorite them, and return to items previously visited.
- **Contextual app pill:** See where you are in the instance and favorite the current item if desired.
- **Global Search:** Search across your instance to return the results that are most relevant to you.
- **Notifications:** View and personalize notifications applicable to you based on access and admin configurations.
- **Help:** Access on-demand help when you need it.
- **User menu:** Personalize your instance and set your user preferences.



Work your way



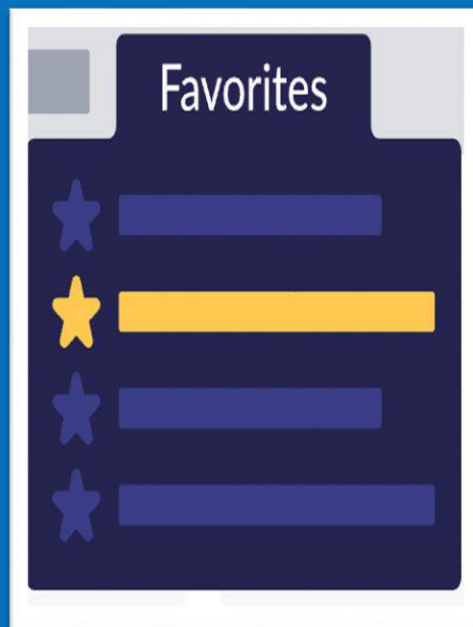
Pin or unpin your menus to maximize your working space.

Find anything in the platform



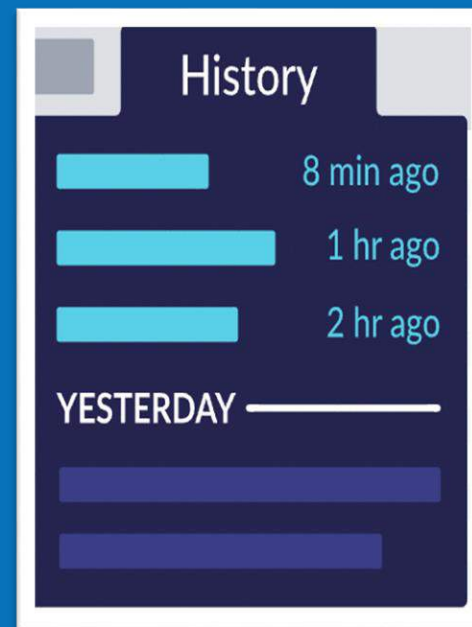
See everything available in one place, and apply filters to narrow down to what you need.

Quickly get to the places you love



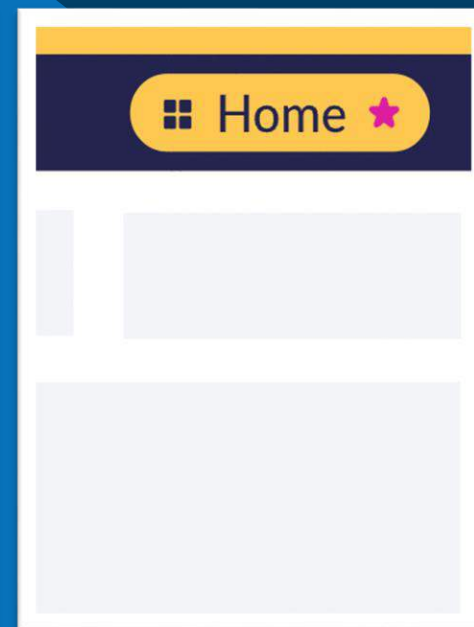
Add Favorites so you can easily get back to them later.

Switch between tasks and tools with ease



Pick up where you left off by using your browsing History.

Always know where you are



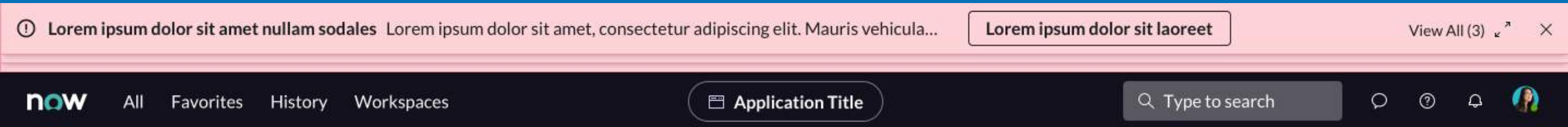
See where you are at the top of the page, and star your favorites for quick access.

Next Experience Landing Page

- **Onboarding:** Get acquainted with the Unified Navigation UI.
- **Visualizations:** See where you can start working and go to tasks.
- **Useful features:** Explore additional feature resources.



Next Experience Banner Announcements



Banner announcements enable you to communicate planned maintenance, unplanned outages, or important events like Upgrades, outages, new features to those affected or to everyone. You can target specific experiences or all experiences.

You can configure the following aspects of banner announcements:

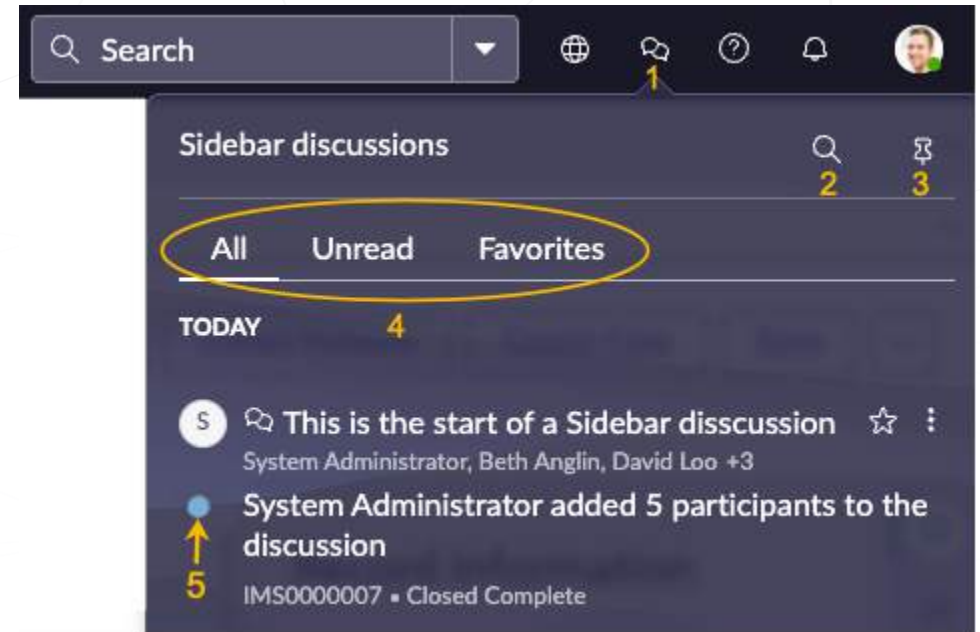
- Use colors and icons to communicate the type of announcement and the importance of the banner announcement.
- Provide a link for information or to complete a task.
- Schedule banner announcements for a specific time.

Sidebar Workspaces

Using Sidebar, agents can have real-time collaboration with others based around a Workspace task-based or interaction-based record. These Sidebar discussions facilitate the exchange of information and knowledge to help resolve issues faster and with higher-quality outcomes. In the Tokyo release, only one discussion can be created per record at a time.

Sidebar is supported in these workspaces:

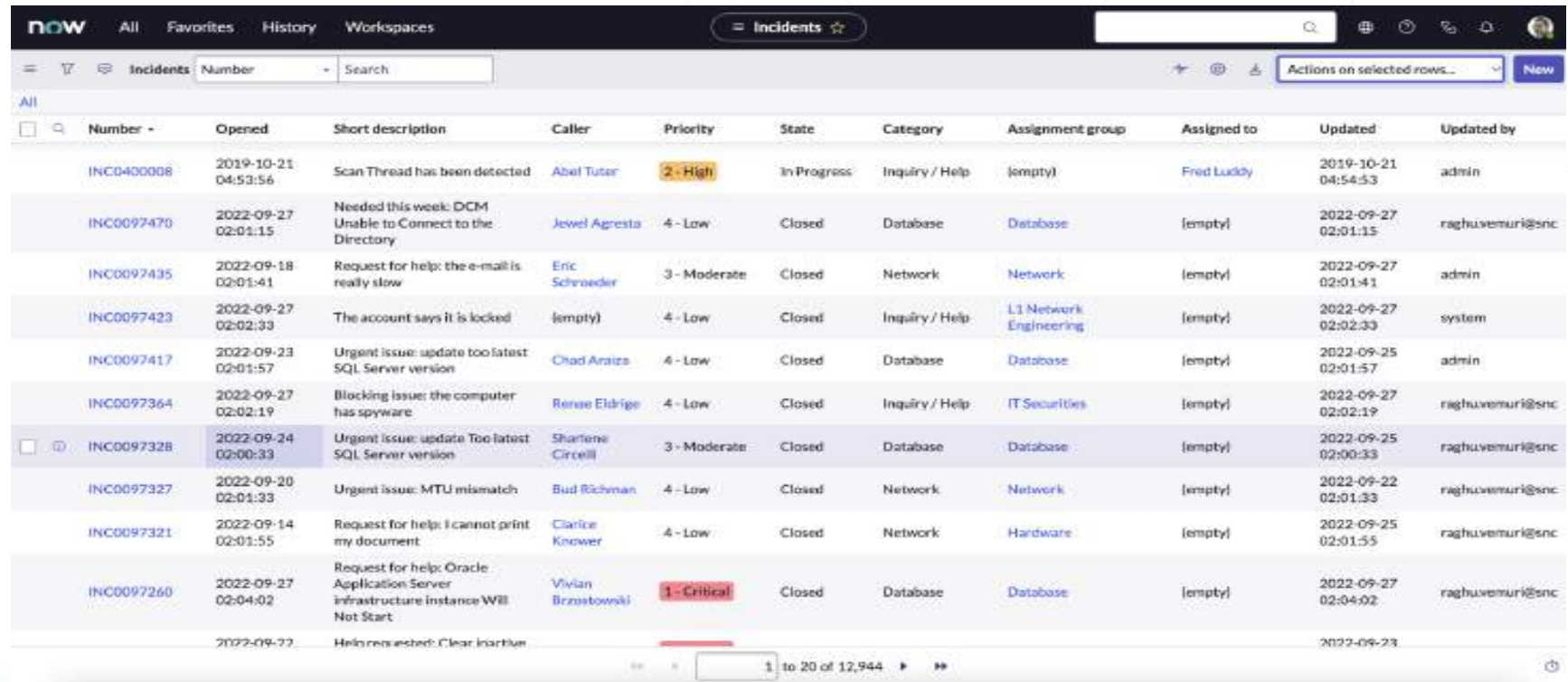
- CSM Configurable Workspace
- CSM Manager Workspace
- HR Agent Workspace
- ITSM Manager Workspace
- Vendor Management Workspace



List View

Users with the appropriate roles can configure various aspects of lists. Configuration changes apply to all users.

- With list configuration, you can add, remove, and reorder list columns. You can configure calculations to appear under columns. You can also hide controls and define access conditions by role for existing list controls.
- You can configure a list to choose which columns appear in a list, create list views, and create fields on the table.



	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0400008	2019-10-21 04:53:56	Scan Thread has been detected	Abel Tutor	2 - High	In Progress	Inquiry / Help	(empty)	Fred Luddy	2019-10-21 04:54:53	admin
	INC0097470	2022-09-27 02:01:15	Needed this week: DCM Unable to Connect to the Directory	Jewel Agresta	4 - Low	Closed	Database	Database	(empty)	2022-09-27 02:01:15	raghuvemuri@snc
	INC0097435	2022-09-18 02:01:41	Request for help: the e-mail is really slow	Eric Schneider	3 - Moderate	Closed	Network	Network	(empty)	2022-09-27 02:01:41	admin
	INC0097423	2022-09-27 02:02:33	The account says it is locked	(empty)	4 - Low	Closed	Inquiry / Help	L1 Network Engineering	(empty)	2022-09-27 02:02:33	system
	INC0097417	2022-09-23 02:01:57	Urgent issue: update too latest SQL Server version	Chad Araiza	4 - Low	Closed	Database	Database	(empty)	2022-09-25 02:01:57	admin
	INC0097364	2022-09-27 02:02:19	Blocking issue: the computer has spyware	Renee Eldrige	4 - Low	Closed	Inquiry / Help	IT Securities	(empty)	2022-09-27 02:02:19	raghuvemuri@snc
<input type="checkbox"/>	INC0097328	2022-09-24 02:00:33	Urgent issue: update Too latest SQL Server version	Sharlene Circelli	3 - Moderate	Closed	Database	Database	(empty)	2022-09-25 02:00:33	raghuvemuri@snc
	INC0097327	2022-09-20 02:01:33	Urgent issue: MTU mismatch	Bud Richman	4 - Low	Closed	Network	Network	(empty)	2022-09-22 02:01:33	raghuvemuri@snc
	INC0097321	2022-09-14 02:01:55	Request for help: I cannot print my document	Clarice Knowler	4 - Low	Closed	Network	Hardware	(empty)	2022-09-25 02:01:55	raghuvemuri@snc
	INC0097260	2022-09-27 02:04:02	Request for help: Oracle Application Server infrastructure instance Will Not Start	Vivian Brzostowski	1 - Critical	Closed	Database	Database	(empty)	2022-09-27 02:04:02	raghuvemuri@snc
		2022-09-27	Help requested: Clear installation							2022-09-28	



List View - Personlize

The screenshot displays the ServiceNow Incidents list view. The table contains the following data:

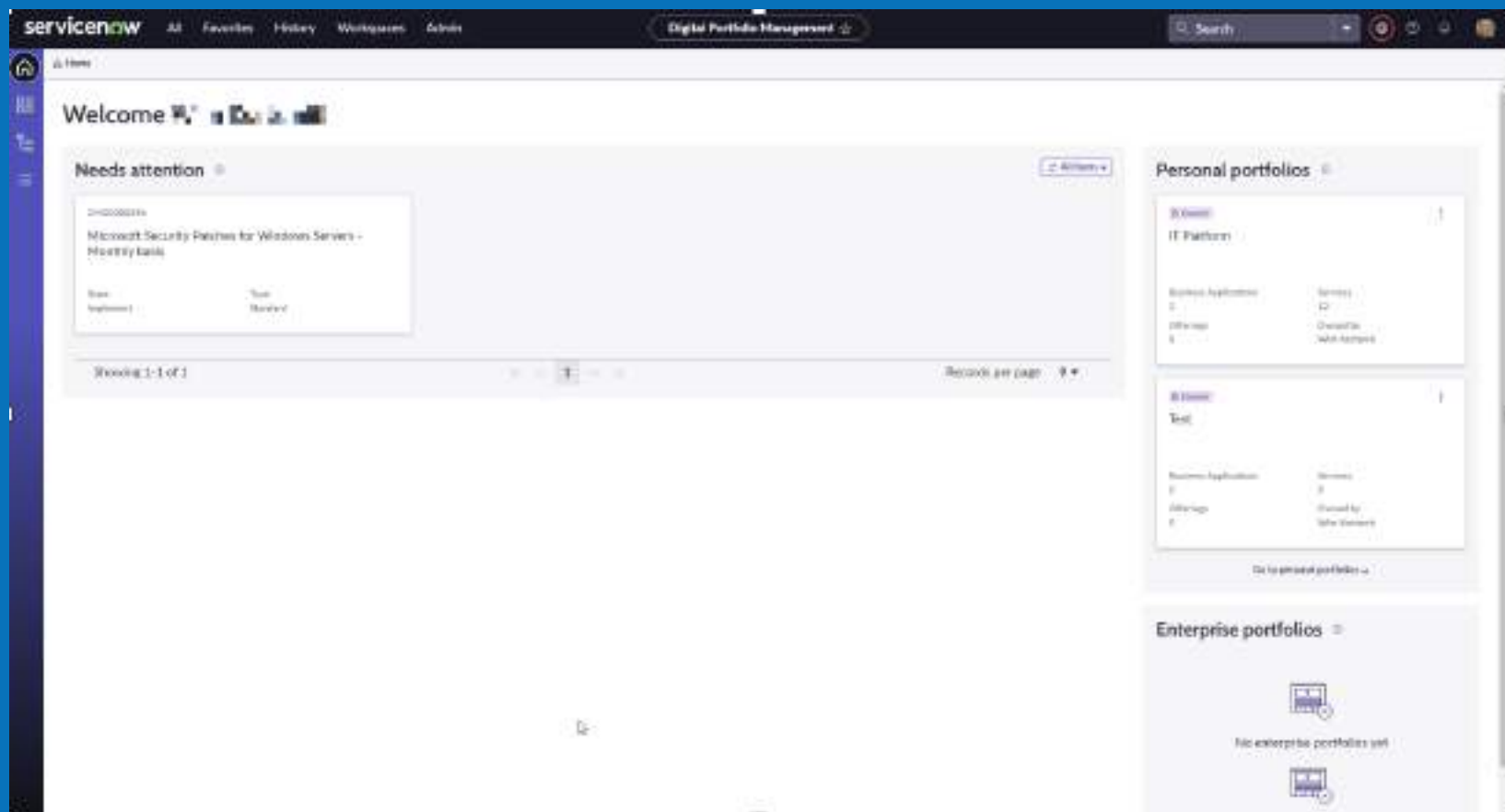
Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0400008	2019-10-21 04:53:56	Scan Thread has been detected	Abel Tutor	2 - High	In Progress	Inquiry / Help	(empty)	Fred Luddy	2019-10-21 04:54:55	admin
INC0097470	2022-09-27 02:01:15	Needed this week. DCM Unable to Connect to the Directory	Jewel Agresta	4 - Low	Closed	Database	Database	(empty)	2022-09-27 02:01:15	
INC0097435	2022-09-18 02:01:41	Request for help: the e-mail is really slow	Eric Schroeder	3 - Moderate	Closed	Network	Network	(empty)	2022-09-18 02:01:41	
INC0097423	2022-09-27 02:02:33	The account says it is locked	(empty)	4 - Low	Closed	Inquiry / Help	L1 Network Engineering	(empty)	2022-09-27 02:02:33	
INC0097417	2022-09-23 02:01:57	Urgent issue: update too latest SQL Server version	Chad Anaitz	4 - Low	Closed	Database	Database	(empty)	2022-09-23 02:01:57	
INC0097364	2022-09-27 02:02:19	Blocking issue: the computer has spyware	Renee Eldrige	4 - Low	Closed	Inquiry / Help	IT Securities	(empty)	2022-09-27 02:02:19	
INC0097328	2022-09-24 02:00:33	Urgent issue: update Too latest SQL Server version	Sharlene Circelli	3 - Moderate	Closed	Database	Database	(empty)	2022-09-24 02:00:33	
INC0097327	2022-09-20 02:01:33	Urgent issue: MTU mismatch	Bud Richman	4 - Low	Closed	Network	Network	(empty)	2022-09-20 02:01:33	
INC0097321	2022-09-14 02:01:55	Request for help: I cannot print my document	Clarice Knowler	4 - Low	Closed	Network	Hardware	(empty)	2022-09-14 02:01:55	
INC0097260	2022-09-27 02:04:02	Request for help: Oracle Application Server infrastructure instance Will Not Start	Vivian Brzostowski	1 - Critical	Closed	Database	Database	(empty)	2022-09-27 02:04:02	
	2022-09-27	Help requested: Clear incident							2022-09-27	

The context menu for incident INC0097328 shows the following options:

- Incidents
- My Open Incidents
- My Closed Incidents
- Incident Assignment Mapping
- Incident
- Create New
- Assigned to me
- Open
- Open - Assignment
- Open - Incident Task
- Reopened
- Closed
- All
- Overview
- Critical Incidents: Map
- My Open Incidents

The bottom of the screen shows a pagination bar indicating '1 to 20 of 12,944' items.

Digital Portfolio Management



- Needs attention
- Personal Portfolios
- Enterprise Portfolios

Business Application Run

servicenow All Favorites History Workspaces Admin Digital Portfolio Management Search

Personal portfolios > IT Platform > ServiceNow

ServiceNow Business Application

IT Application owner Business owner Application category IT Service Management SaaS Install status In Production Technology risk (empty) Overall risk (empty)

Plan Build **Run** Risk Info

Business application performance

Sort date: 2022-08-06 Filter: End date: 2022-09-04 Filter

Number of incidents	Number of problems	Number of changes
55	0	7

Deployments

All deployments

Name	Business criticality	Operational status	Used for	Technology risk
ServiceNow Sandbox	4 - Not critical	Operational	Test	(empty)
ServiceNow Training	4 - Not critical	Operational	Training	(empty)
ServiceNow QA	4 - Not critical	Operational	QA	(empty)
ServiceNow Production	2 - Somewhat critical	Operational	Production	(empty)

Technology risk by deployment


Deployment: ServiceNow Sandbox

Maximum models for technology risk

Build new models for technology risk

Needs attention

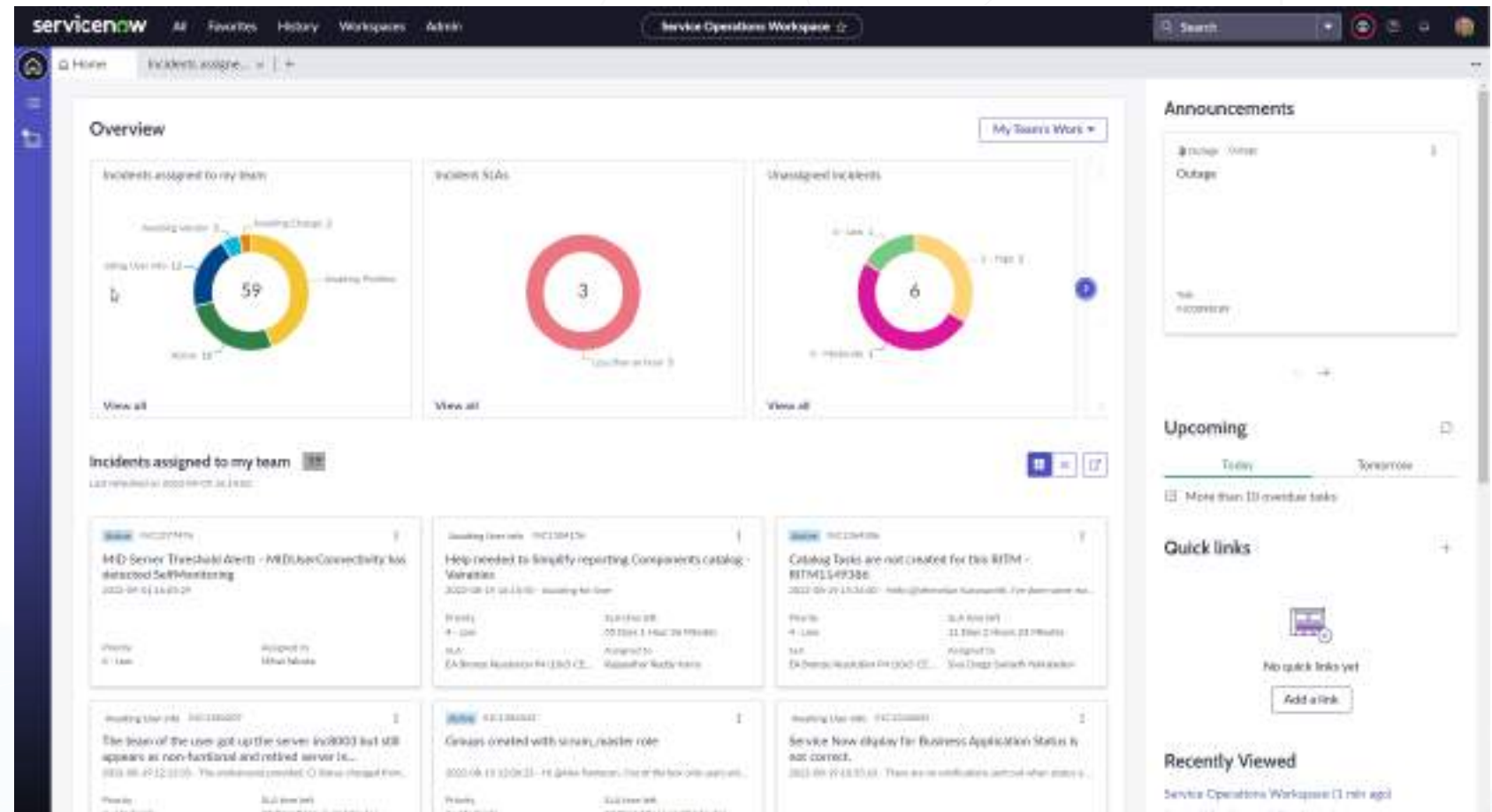
Search needs attention



There are no items that need attention

Service Operations

- **Unified navigation:** Collect incidents, changes, alerts, and log data to lift service and operation teams' productivity.
- **Collaboration:** Collaborate across service operations and other teams instantly to resolve issues faster.
- **Configurable interface:** Personalize your instance based on critical alerts and incidents that impact services.
- **UI builder:** Take advantage of a UI framework that supports theming, app configuration, and development.



What is new in Platform Implementation – Tokyo Release



Platform Implementation Highlights for Tokyo Release

- App Engine Studio
- Table Builder
- Flow Integration to Table Builder
- Notification Dynamic Translation
- Formula Builder
- Email Notification Authoring
- Template sharing
- ATF AI Test Generator and Cloud Runner
- App Engine Management Centre
- Document Intelligence
- Flow Designer Integration Hub Dashboard
- Process bar in Flow Designer
- Read-only roles in Flow Designer
- ECMA script 2021
- Automation Engine
- Automation Centre
- Guided Setup
- Admin Centre
- S/MIME Support for Inbound Outbound Email
- Log Protection
- Adaptive Auth Enhancements for mobile
- Data Filtration
- PAD/Playbook Updates



App Engine Studio

- The ServiceNow® App Engine Studio application is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.
- App Engine Studio highlights for the Tokyo release
 - Build low-code apps quickly, with more creators collaborating and less complexity.
 - Design with guidance and templates within a holistic low-code development experience.
 - Unite business aims and IT implementations with collaboration, reuse, and guardrails for enterprise-class support.



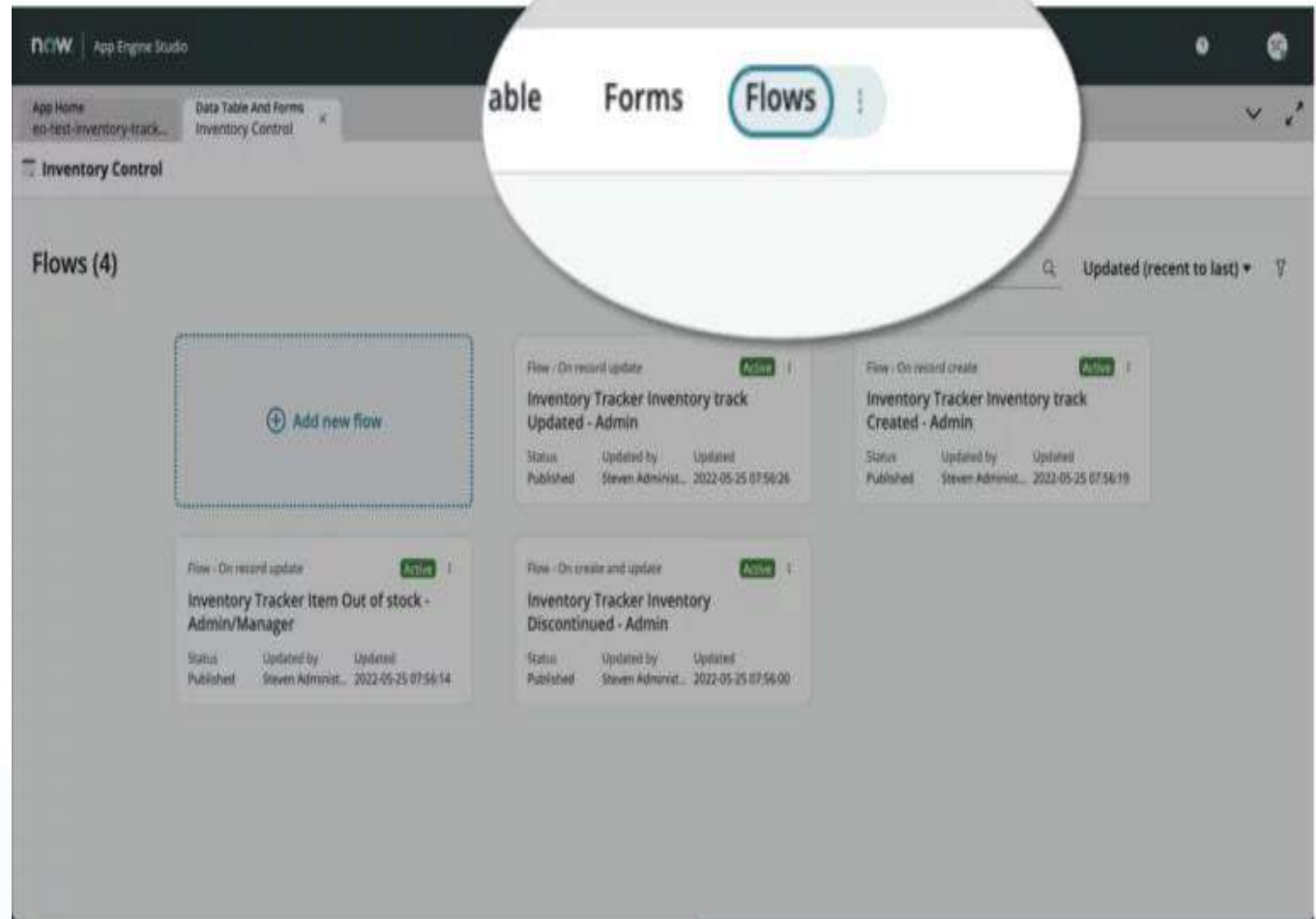
Table Builder

- The ServiceNow® Table Builder application is a modern, centralized way to create tables, forms, and display logic.
- Table Builder highlights for the Tokyo release
 - Renamed application from “AES Table Builder” to “Table Builder” in the ServiceNow Store.
 - Make fields on a form inactive and prevent them from displaying in the available list of fields in the form editor. Inactive fields may be reactivated from the **Table** tab.



Flow Integration to Table Builder

- Table builder provides a unified experience for tables, and form flows.
- Intuitive user-friendly experience for the users.
- Guided experience in the context of the table Work with data models in a tabular format. Table Builders exclusive to App Engine Studio.



Notification Dynamic Translation

Go to advance view. To enable the functionality, we first check the Dynamic Translation Check box. Suppose we have customers from different counties from different languages then this feature is useful to translate the notification.

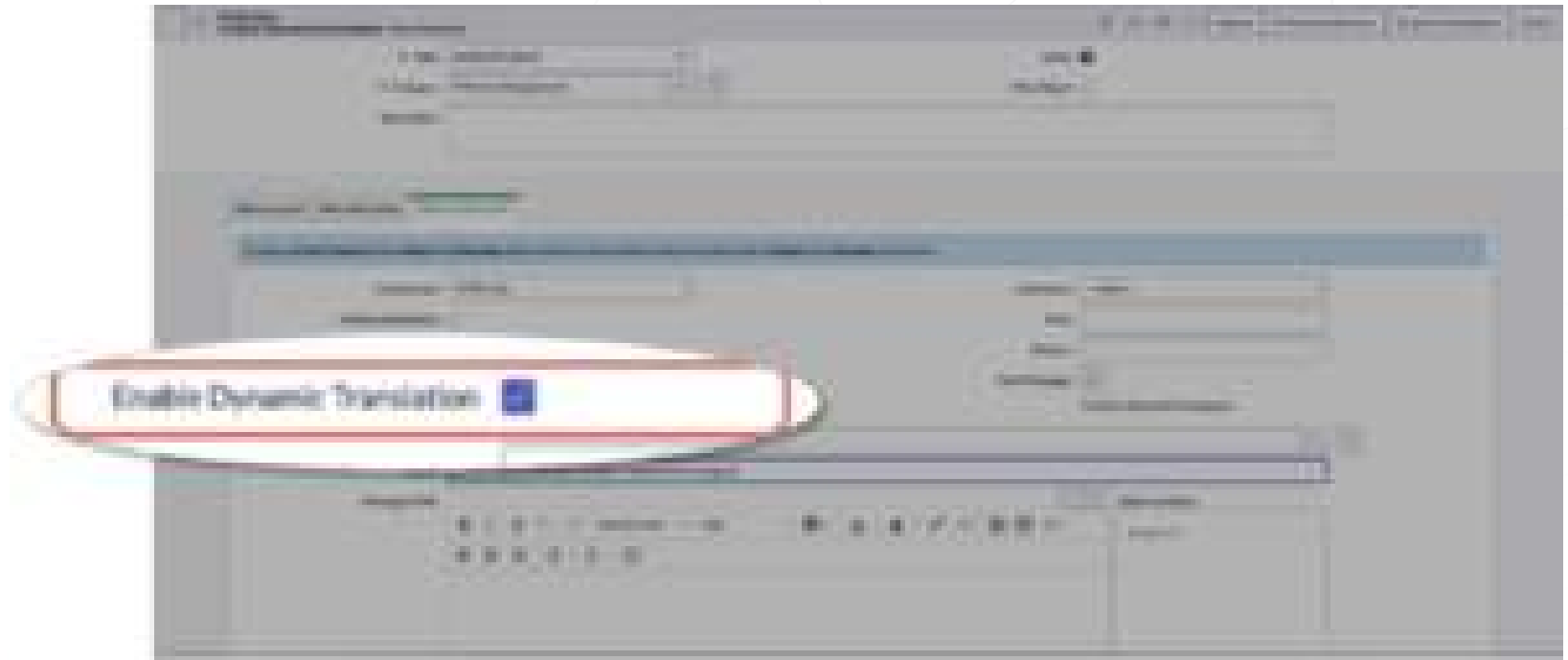
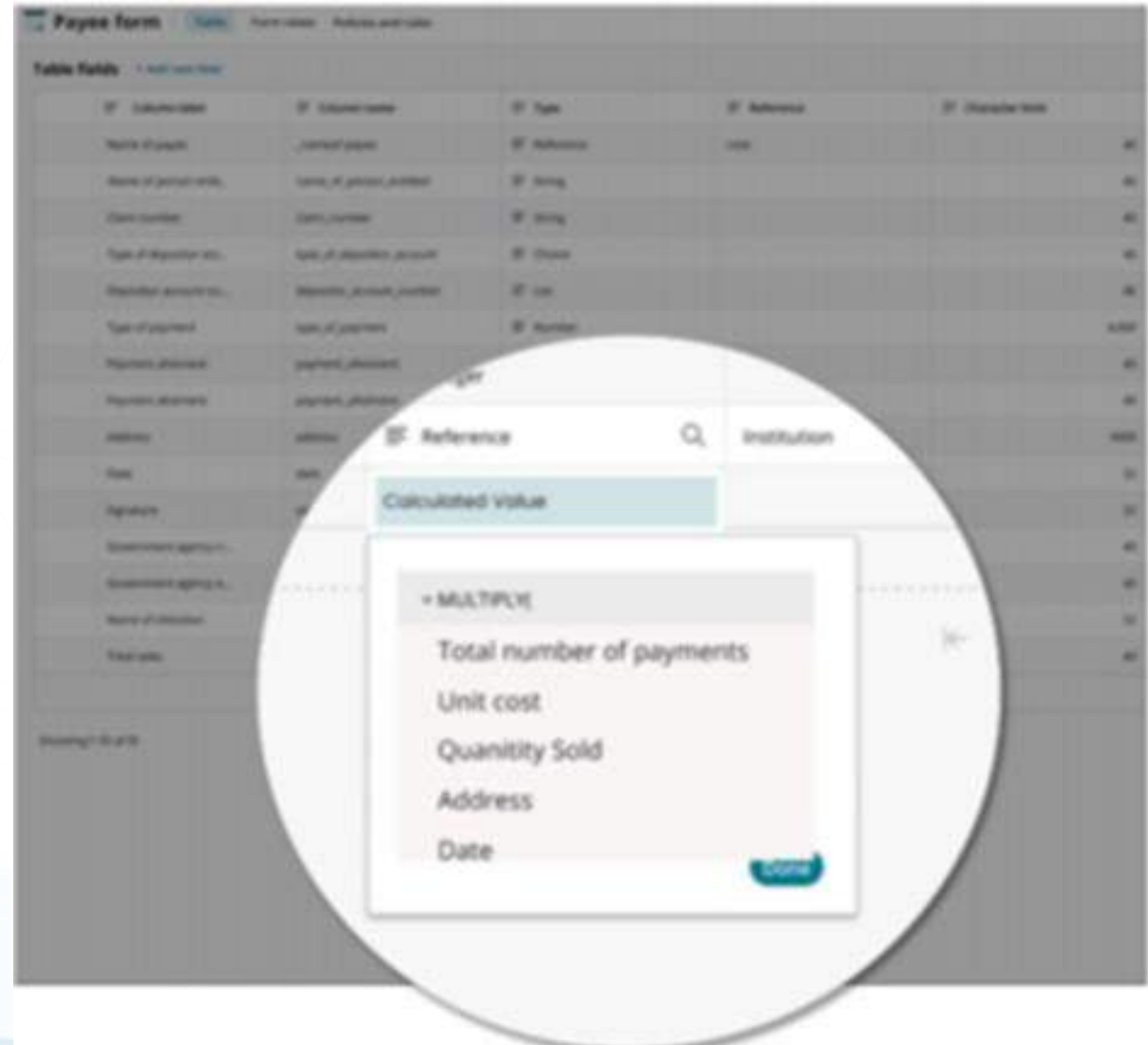


Image of Dynamic Translation check box



Formula Builder

- It provides Microsoft excel features, like performing some average, sum, or any sort of calculation. Excel-like formulas in place of scripts.
- Functions are defined in sys_transform_function.



Email Notification Authoring

Create a notification in the notification table. Trigger these Notifications from flows with send Notification action. Low-code users can create notifications in the same notification table as other platform notifications.

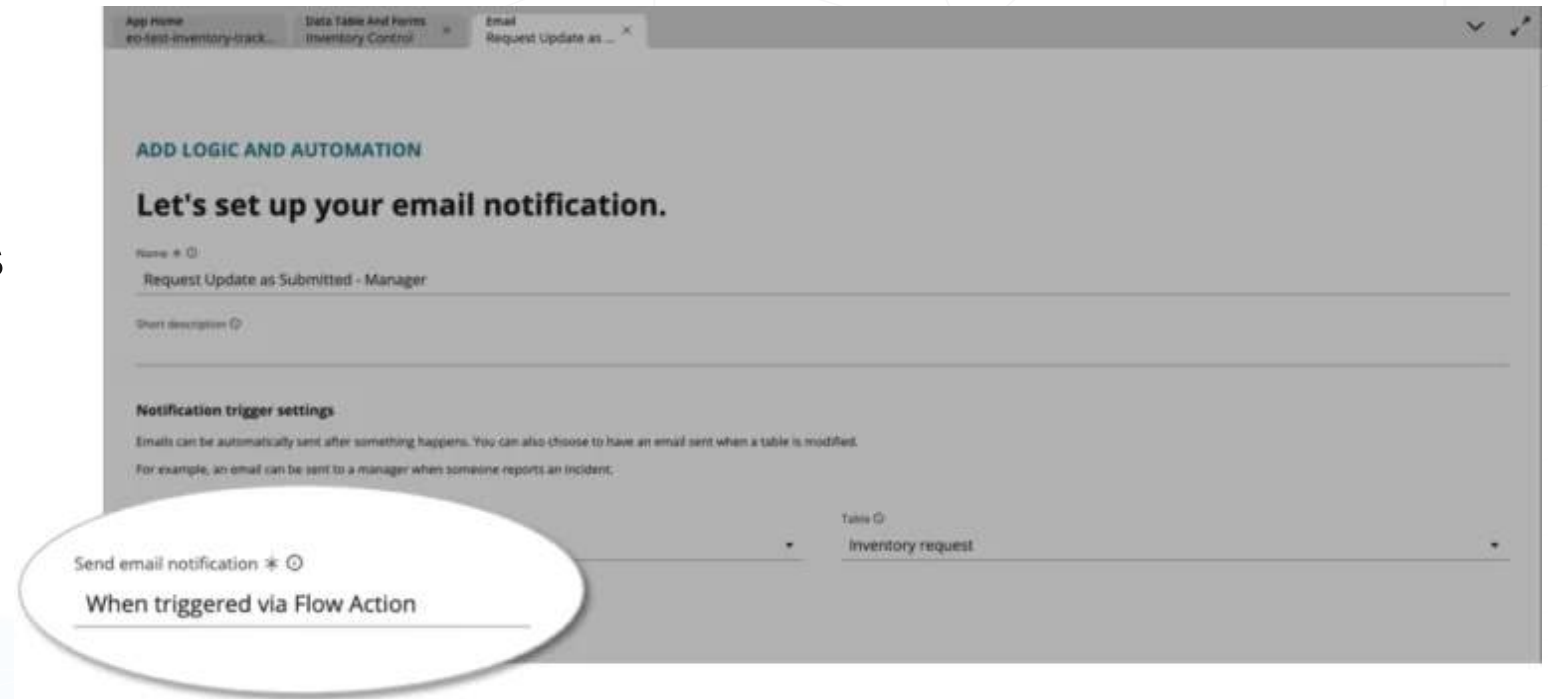
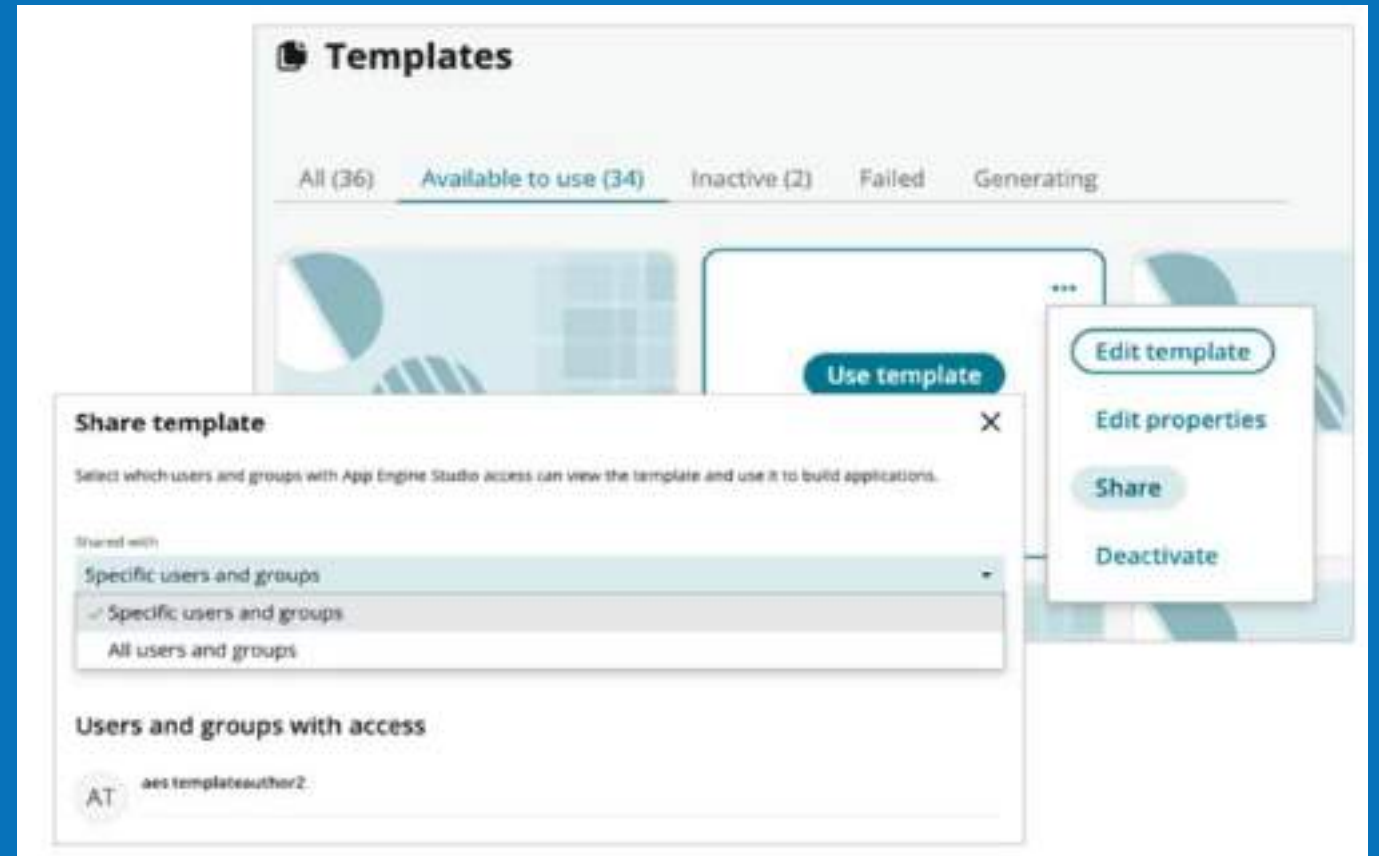


Image highlighting Email Notification via flow



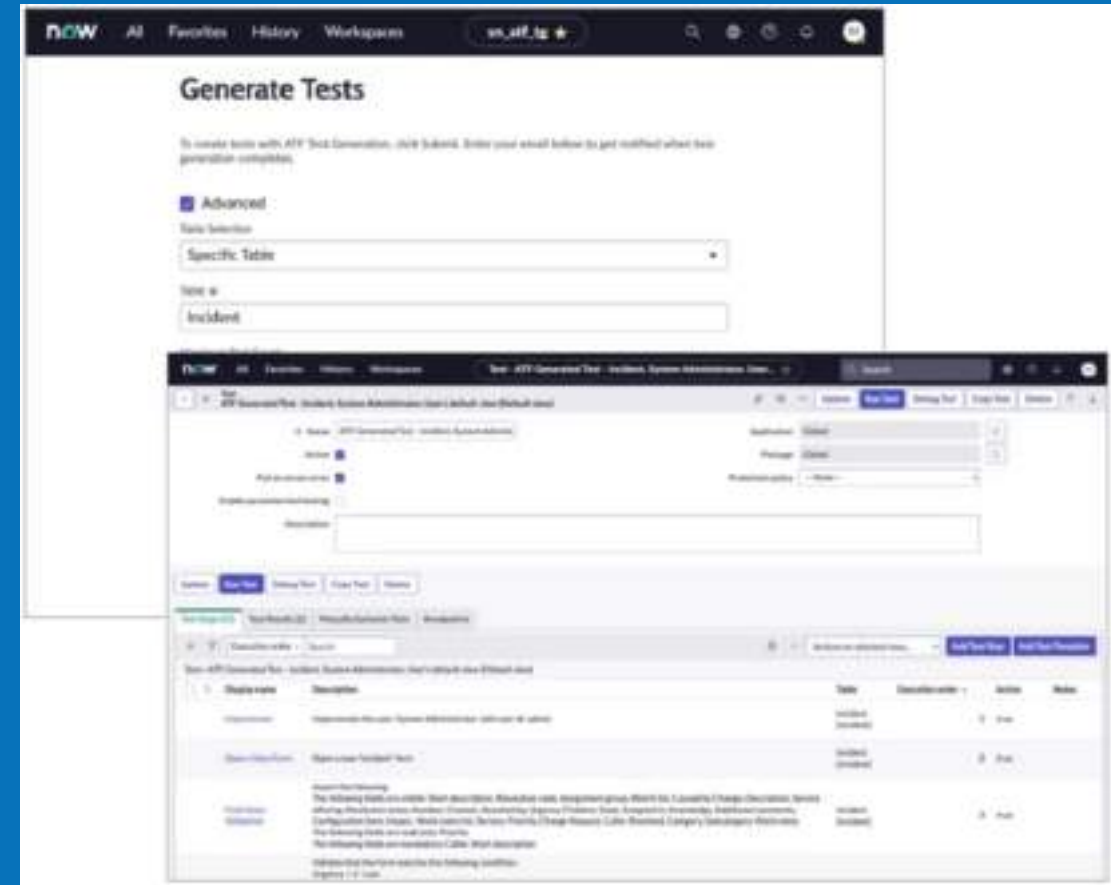
Template Sharing

- Specify which users and groups have access to predefined and custom templates in App Engine Studio (AES).
- During template sharing now you will be getting the options that specify you want to share with a Specific user and group or to all users and groups.



ATF AI Test Generator and Cloud Runner

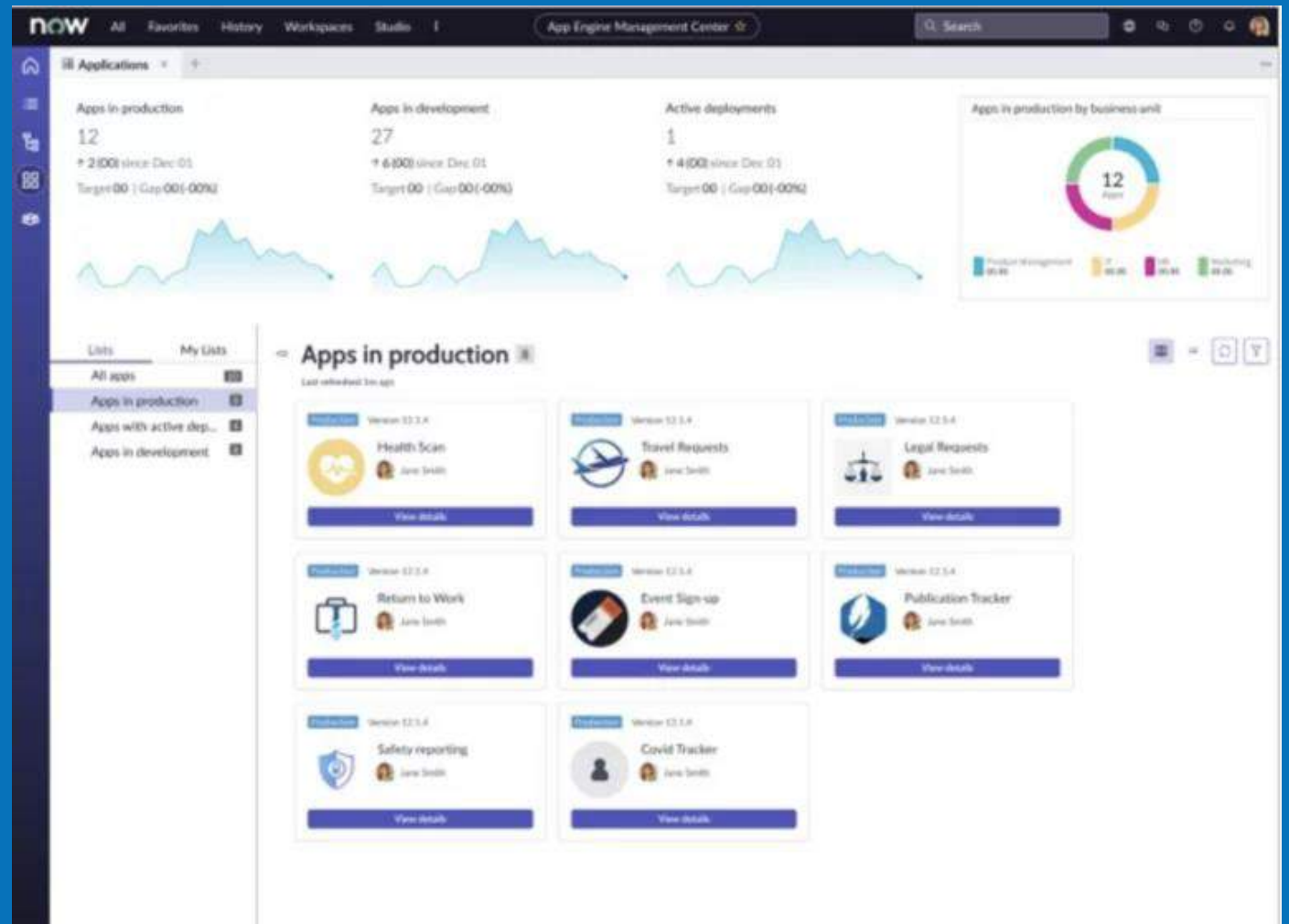
Using AI for Testing and simplifying the execution of automated testing with hosted headless testing. It will also reduce the time of the developer for testing. Accelerate testing with AI powered regression test generation.



ATF AI Test Generator and Cloud Runner

App Engine Management Centre

- It will assess and reduce potential risks of applications and deployment sprawl.
- Track adoption and identify bottlenecks in deployments.
- Configure pipelines for multiple deployments Processes.



Document Intelligence

- Human-assisted document parsing of structured documents. The system is capable enough to identify the content of the documents and read it for you.
- Tables and lists will be included.
- You can consume the parsed data inflow with OOB actions and templates.

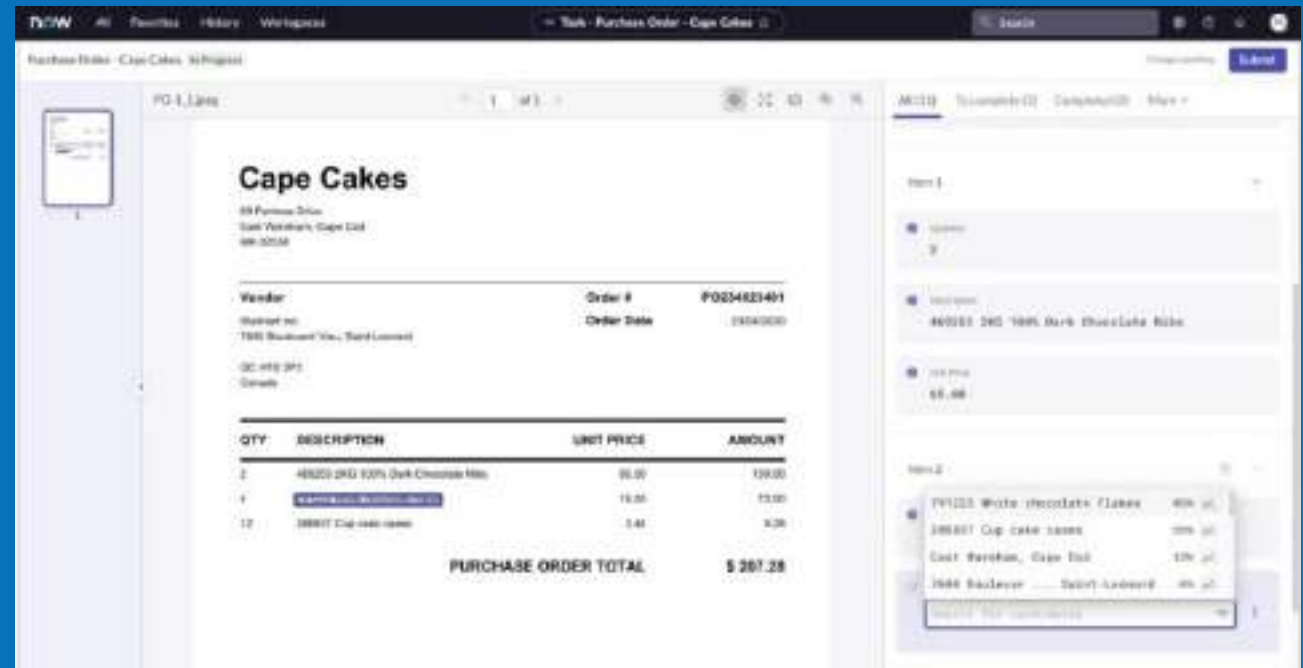


Image of Document Intelligence

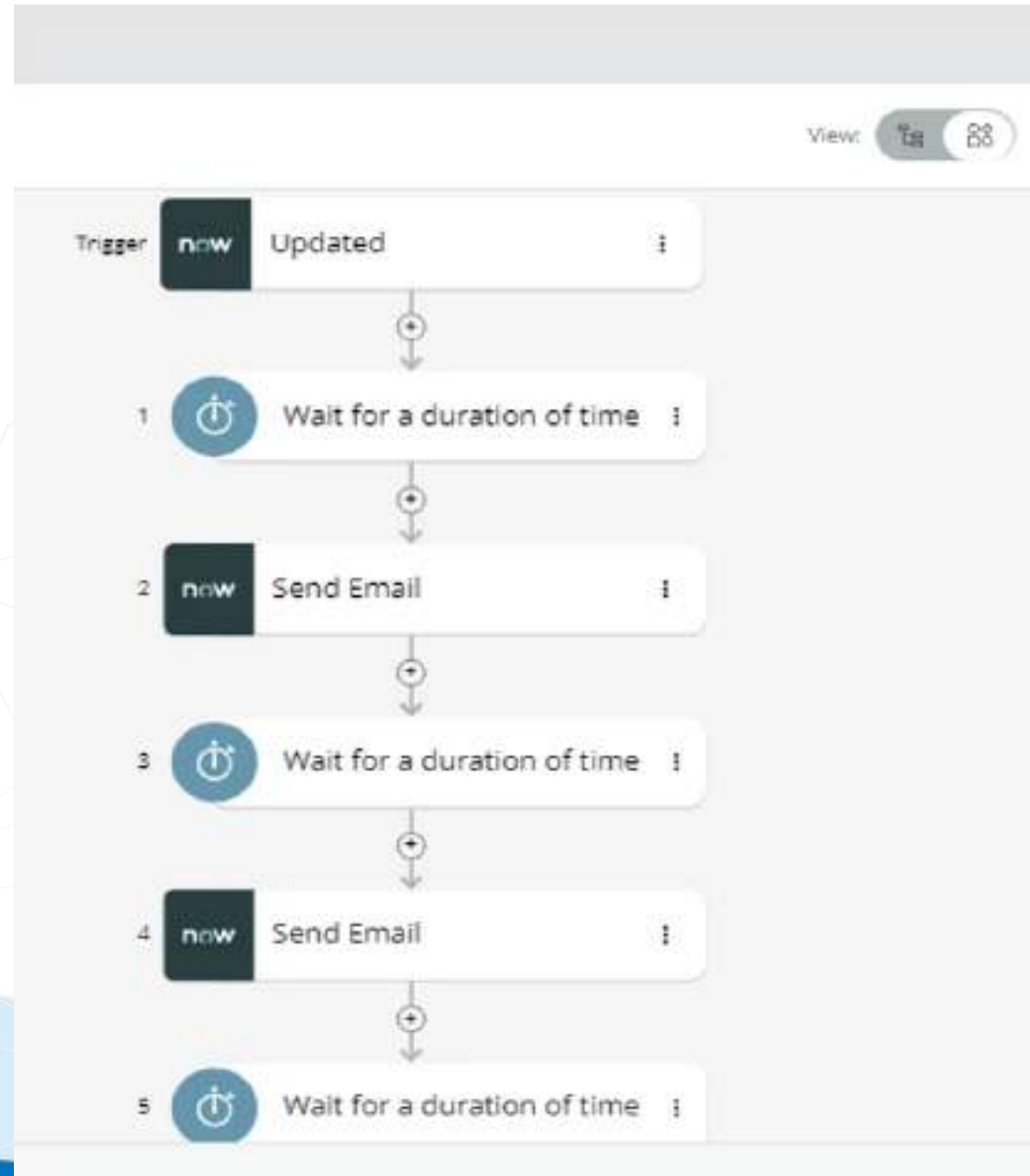
Flow Designer Integration Hub Dashboard

- It provides more attention to these aspects:-
- Usage
- Flow executions
- MID executions
- No module available(yet)



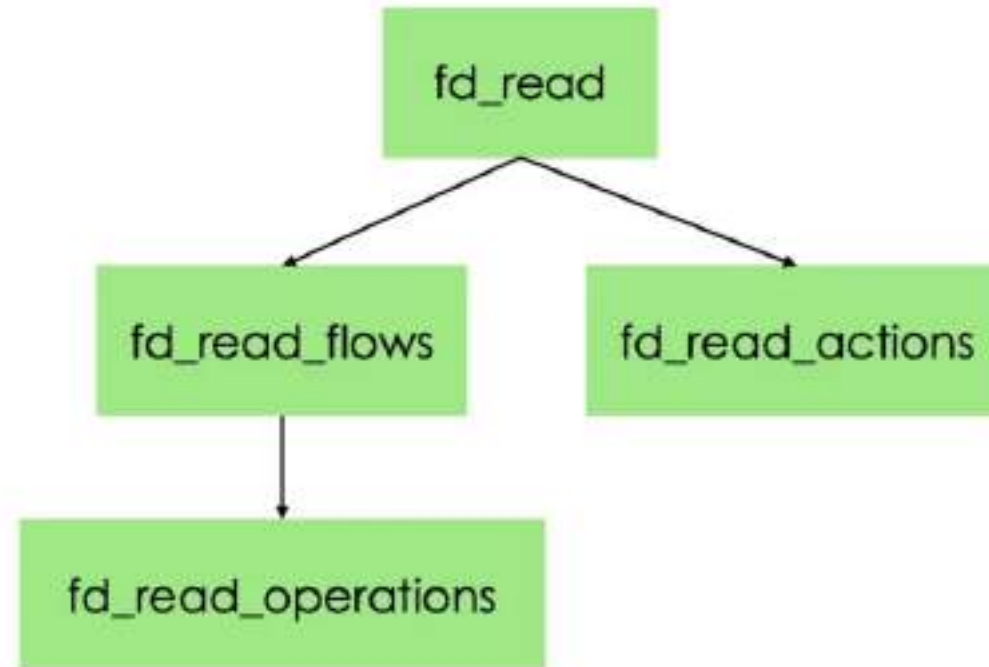
Process Bar in Flow Designer

It is used to show how the process has been generated.



Read-only Roles in Flow Designer

Enables a user to launch Flow Designer and Action Designer to view the configuration and execution details of flows, subflows, and actions. Writable buttons/actions are removed.



Read-only roles in Flow Designer



ECMA script 2021

It supports ES6 Scripts and is currently available for Scoped applications only.

ECMAScript 2021 (ES6+)

```
let tokyoRelease = (currentVersion = "ES5") => {  
    return `We now support ${currentVersion}!!`  
}  
  
tokyoRelease("ES6+");
```

ECMA script 2021



Automation Engine

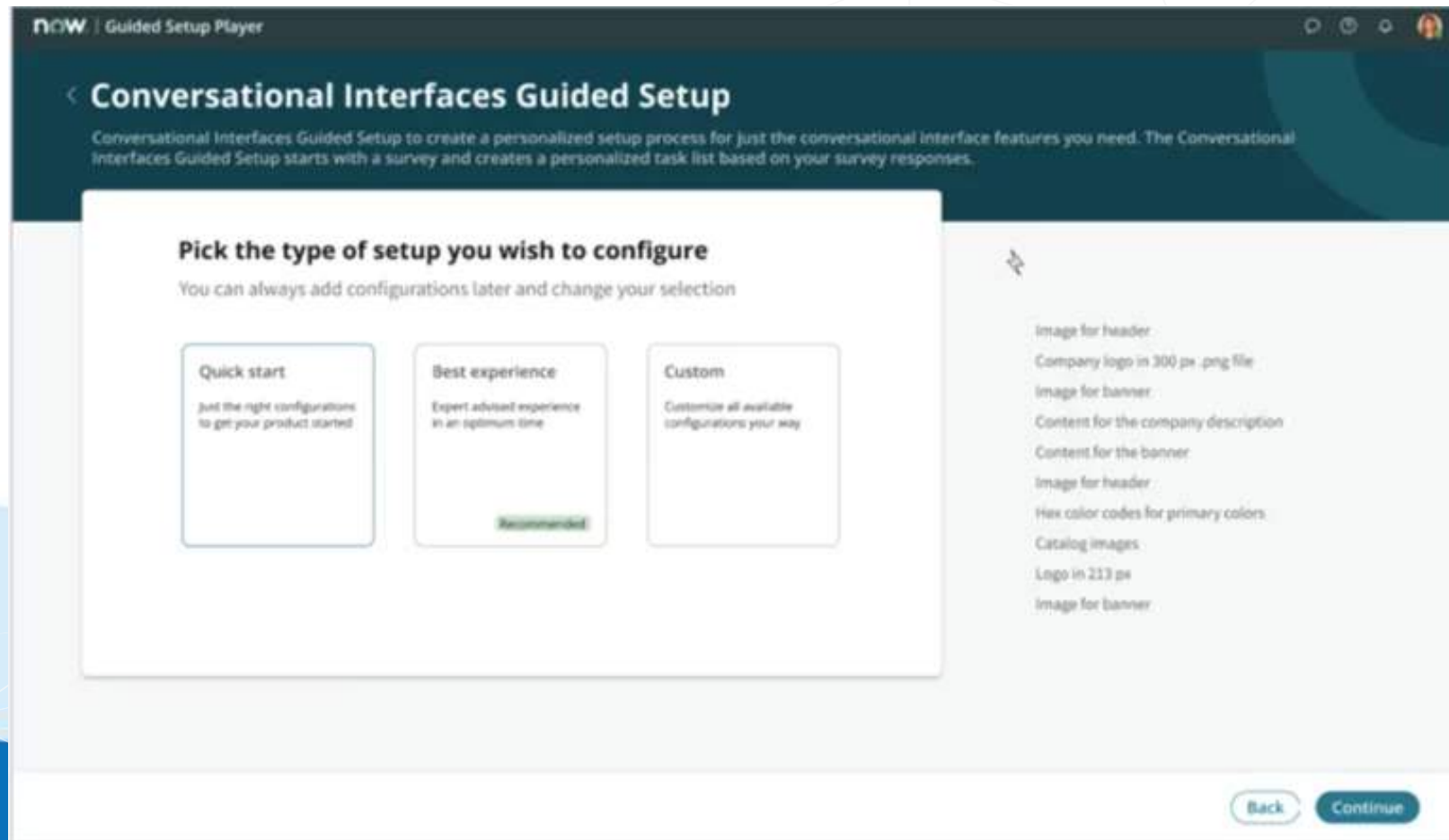
Combination of Integration hub and RPA hub.

Automation Centre

- Central governance of automation requests and implementations.
- Show business value by showing CIO ROI against defined goals.
- Additionally, support UI Path robot executions.
- You can show time and money saved through RPA.
- REST API available `/sn_ac/auto/rpa`.

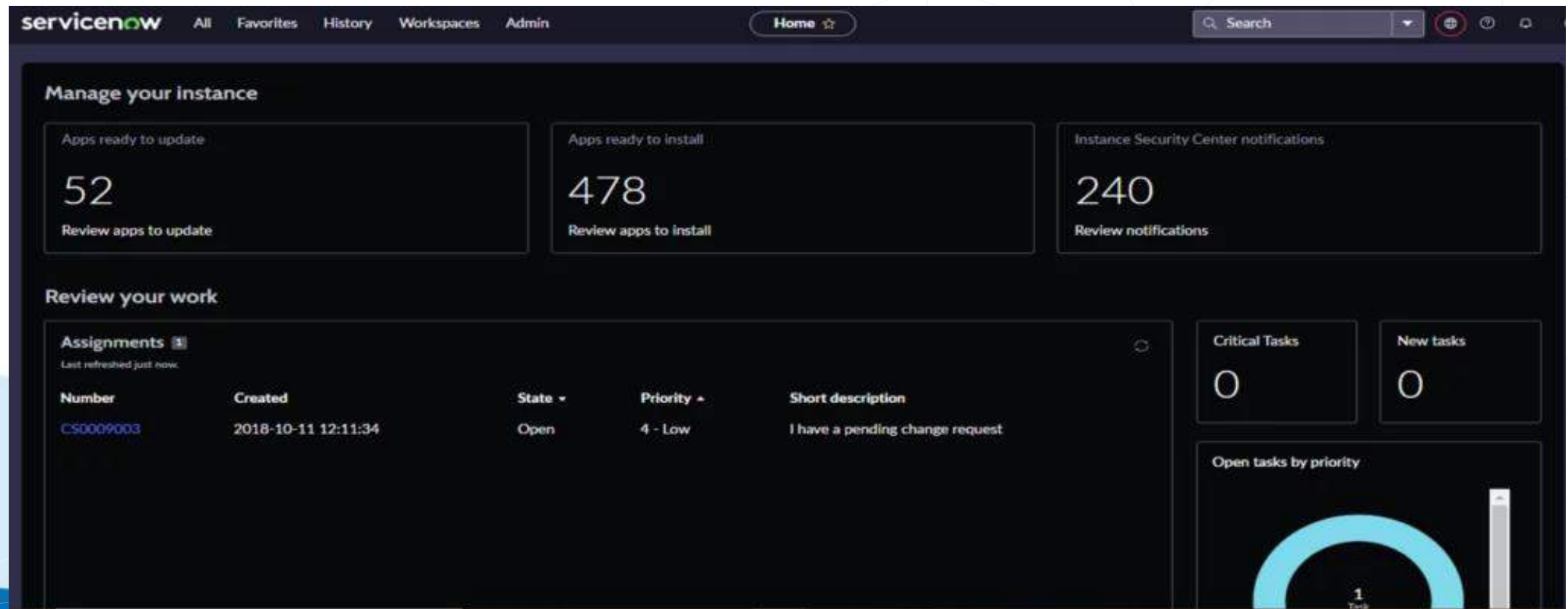
Guided Setup

Create Guided Setup experiences for any app and Improved experience for app onboarding. Create guided setup experience for any app. we have guided setup for ITSM, ITOM and CSM, we can create such guided setup using the guided setup builder.



Admin Centre

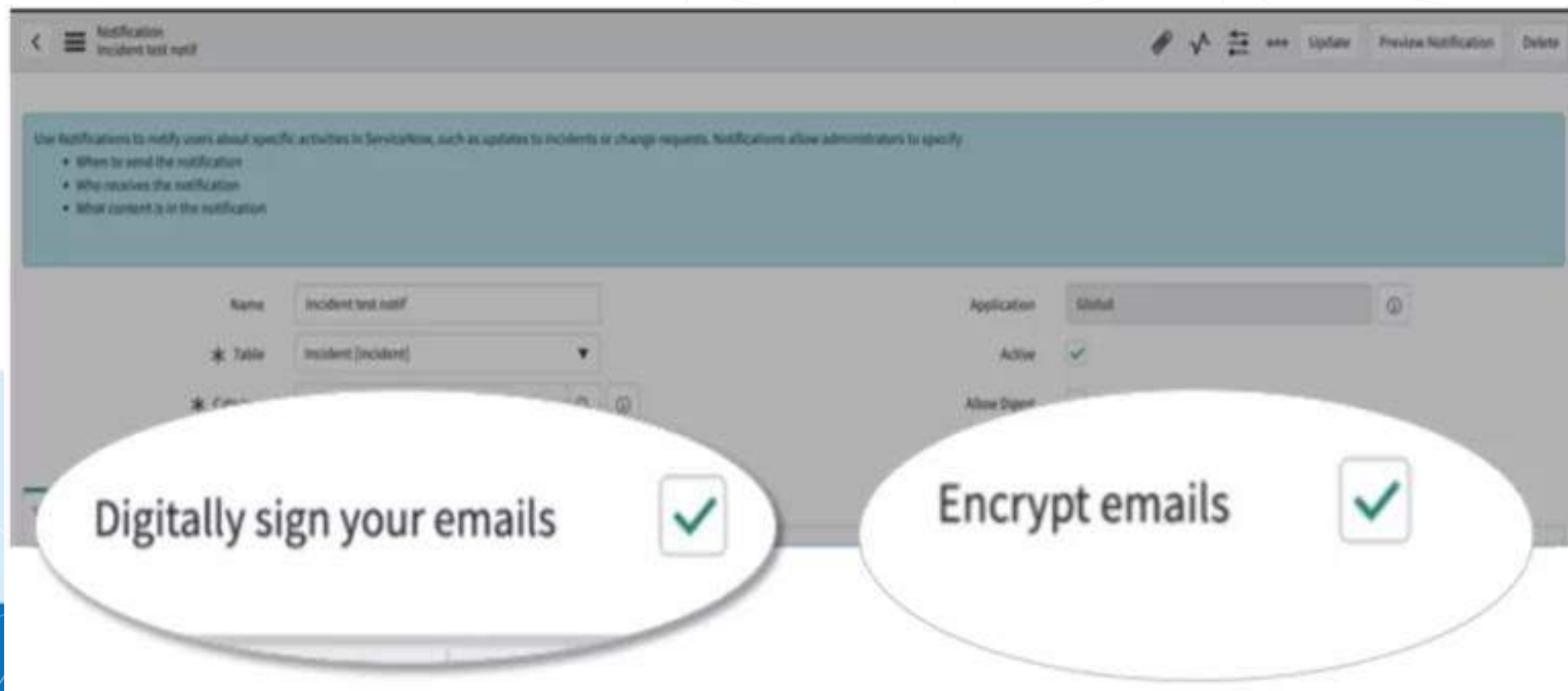
Install and configure ServiceNow solutions using a guided experience that includes personalized application recommendations based on instance maturity and desired business outcomes.



S/MIME Support for Inbound Outbound Email

S/MIME support plugin should be activated. Then we can tick the digital signature and can encrypt the email. It Enables sending or receiving of encrypted email using the S/MIME protocol. Available from the classic email client and outbound notification.

S/MIME Support for Inbound Outbound Email check box



The screenshot shows the 'Incident test notif' configuration page in ServiceNow. The page includes a header with navigation icons and buttons for 'Update', 'Preview Notification', and 'Delete'. Below the header, there is a text area with instructions: 'Use notifications to notify users about specific activities in ServiceNow, such as updates to incidents or change requests. Notifications allow administrators to specify: When to send the notification, Who receives the notification, What content is in the notification.' The main configuration area contains fields for 'Name' (Incident test notif), 'Table' (Incident [incident]), 'Application' (Global), 'Active' (checked), and 'Allow Digest' (unchecked). Two white ovals with green checkmarks are overlaid on the bottom of the form, indicating that the 'Digitally sign your emails' and 'Encrypt emails' options are enabled.

Notification
Incident test notif

Use notifications to notify users about specific activities in ServiceNow, such as updates to incidents or change requests. Notifications allow administrators to specify:

- When to send the notification
- Who receives the notification
- What content is in the notification

Name Incident test notif

Table Incident [incident]

Application Global

Active ☒

Allow Digest ☐

Digitally sign your emails ☒

Encrypt emails ☒



Log Protection

Log Protection Information & Agreement

What does it do?

This plugin allows you to enforce protection rules around whether records can be modified or deleted for the following system log tables:

- syslog
- syslog_transaction
- sys_outbound_http_log
- sysevent
- sys_audit
- sys_push_notification

For each system log table you can specify one of 4 protection levels:

1. Block changes (Only block the attempt)
2. Log changes (Only log the attempt)
3. Block and log changes (Block and log the attempt)
4. Allow changes (Don't block and don't log the attempt)

According to the policies, any record modifying operations from the user interface or via script will be intercepted by the platform and be blocked and/or logged.

Log protection used to check and protects the logs as per our requirements.

Image of Admin Protection Admin Panel

Log Protection Admin Panel

Admin Panel Information & Agreement

Enable Log Protection

Log Entry [syslog] Update Protection Block and log the attempt	Delete Protection Block and log the attempt	Excluded Fields	Apply to Child Tables <input checked="" type="checkbox"/>
Event [sysevent] Update Protection Block and log the attempt	Delete Protection Block and log the attempt	Excluded Fields perm1,perm2,processid,process_name,uid	Apply to Child Tables <input type="checkbox"/>
Transaction Log Entry [syslog_transaction] Update Protection Block and log the attempt	Delete Protection Block and log the attempt	Excluded Fields	Apply to Child Tables <input type="checkbox"/>
Push Notification [sys_push_notification] Update Protection Block and log the attempt	Delete Protection Block and log the attempt	Excluded Fields	Apply to Child Tables <input type="checkbox"/>
Sys Audit [sys_audit] Update Protection Only log the attempt	Delete Protection Only log the attempt	Excluded Fields	Apply to Child Tables <input type="checkbox"/>

Adaptive Auth Enhancements for Mobile

- Supports Mobile access in an IP Access-controlled instance.
- Requires adaptive authentication.
- Users must be on pre-registered devices.



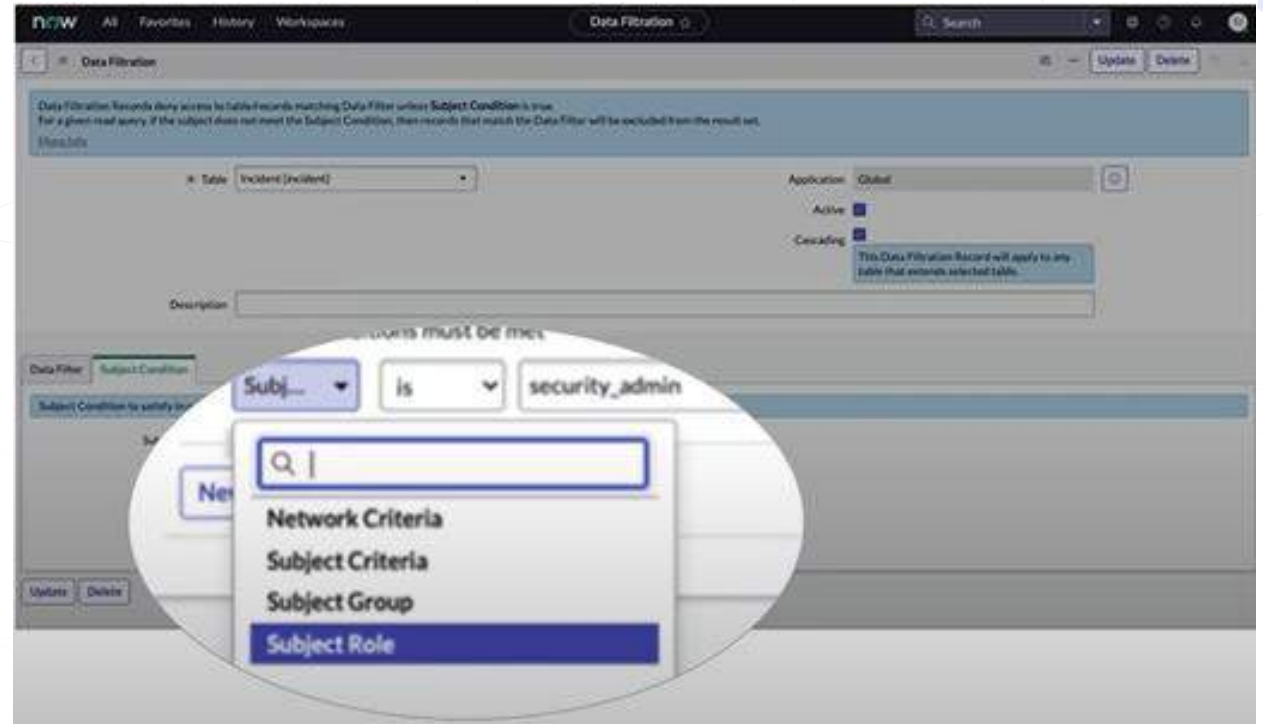
Image of Adaptive Auth
Enhancements for mobile



Data Filtration

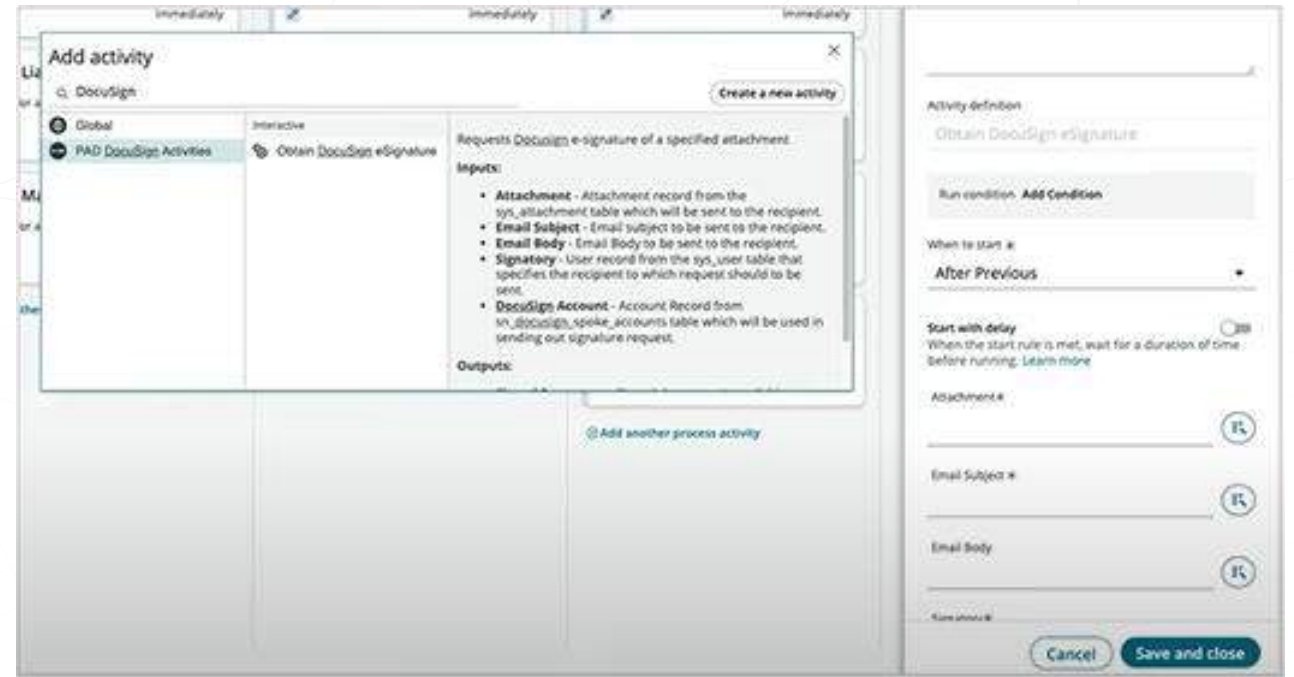
Use data filtration to control access to tables and records based on subject attributes when performing read queries. Requires adaptive authentication.

- Data filters are used to grant access based on information within a record.
- Use subject attribute based condition builder.
- Data filtration uses a deny based model to control access to records.
- Data filtration rule enforcement is consistent with that of READ ACLs.
- Data Filtration supports session debugging to see which data filtration records apply for a given query.



PAD/Playbook Update

- OOB Activities for DocuSign, Adobe Sign, MS Teams and Slack.
- Improved Performance with Proxied Data Broker feature.
- Improved Efficiency with auto-advance steps and stages.
- Improved activities properties sidepanel.



What is new in IT Service Management – Tokyo Release



IT Service Management Highlights for Tokyo Release

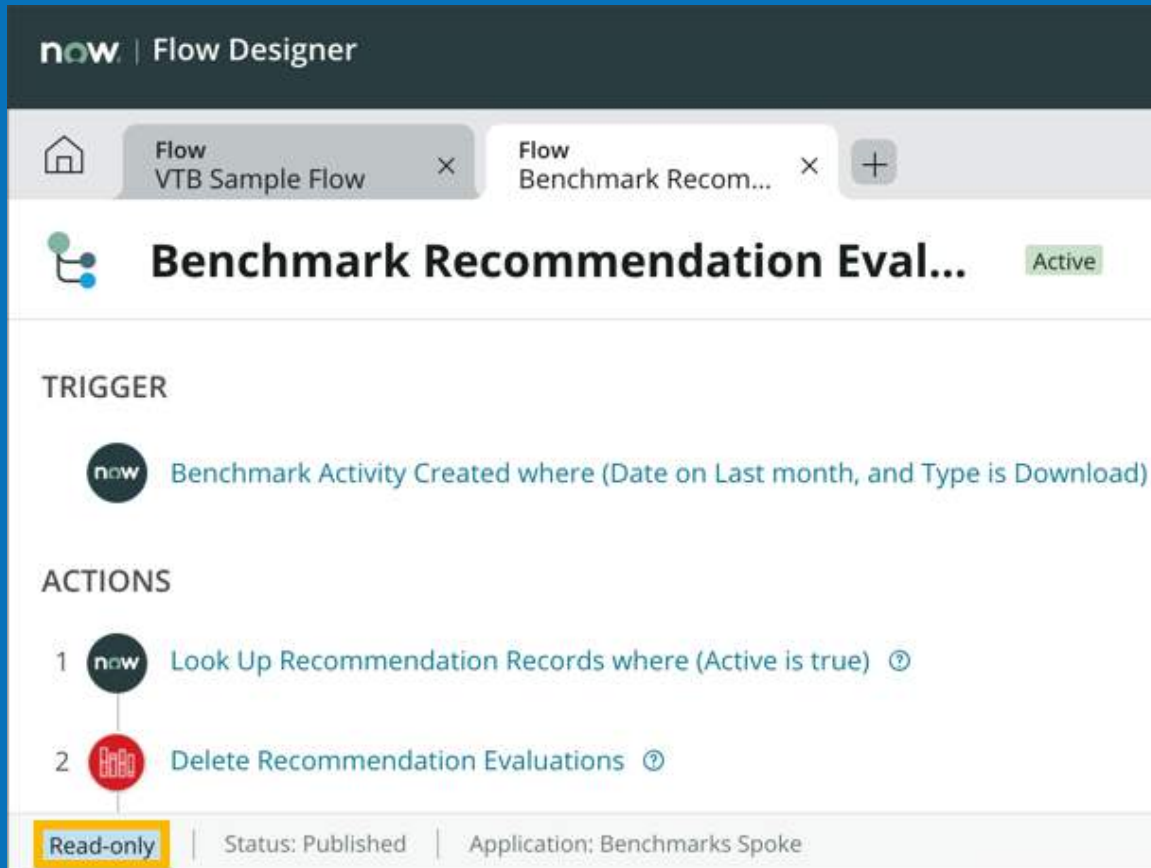
- Benchmarks
- Incident Management
- Service Portfolio Management
- Service Operations Workspace for ITSM
- Walk-up Experience
- Change Management
- Vendor Management
- Workforce Optimization for ITSM



Benchmarks

- The ServiceNow® Benchmarks application gives you instant visibility into your key performance indicators (KPIs) and trends. It also provides you with comparative insights into the industry averages of your peers.
- Benchmarks highlights for the Tokyo release
 - It Measure the Virtual Agent customer satisfaction scores, how many conversations were handed off to an agent, and the number of monthly unique users by using the Conversational Interfaces KPIs.
 - Track the number of deflected incidents and the incidents that were auto-resolved with ITSM Virtual Agent KPIs.





The *Read-only* indicator in the flow footer means a flow cannot be edited. Developers can make a flow read-only to prevent modification by other developers. A flow is also marked as read-only if another developer has modified a flow and not committed the updates when using source control.

The *Read-only* indicator of Benchmark

Service Portfolio Management

- The ServiceNow® Service Portfolio Management application enables you to plan, design, build, and implement your service portfolios.
- Service Portfolio Management highlights for the Tokyo release
 - View availability results.
 - Convert services in bulk.



Incident Management

- The ServiceNow® Incident management is a series of steps taken to identify, analyze, and resolve critical incidents, which could lead to issues in an organization if not restored.
- Report View Access Control List (ACL) - Incident Management.
 - This feature is added for the incidents and incident tasks to enable users to have a safer and more secure access to the reports available on the dashboards.



Service Operations Workspace for ITSM

- The ServiceNow® Service Operations Workspace application is a configurable workspace that provides a unified experience for multiple IT Service Management and IT Operations Management capabilities. Configure your agent experience using the easy-to-navigate interface of Service Operations Workspace for ITSM.
- Service Operations Workspace for ITSM highlights for the Tokyo release
 - Prioritize issues for tier-2 agents through an overview of outages, service announcements, and assignments.
 - Improve the incident resolution time by investigating it using the metrics data collected from Agent Client Collector (ACC).



Walk-up Experience

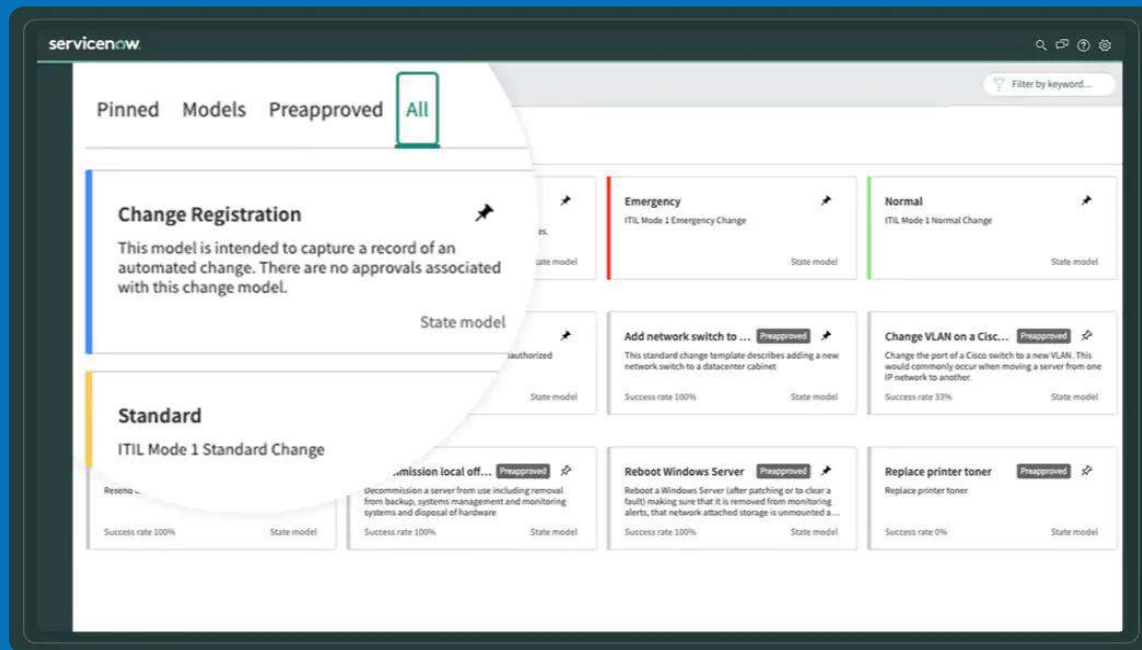
- The ServiceNow® Walk-up Experience application enables you to create and manage an on-site support channel where requests and issues are resolved and fulfilled by experienced agents, whether in person, in real time, or remote.
- Walk-up Experience highlights for the Tokyo release
 - Optimize the efficiency of a Walk-up location by accepting appointment bookings based on the reason for the visit.
 - Configure variable time slots based on the reason selected.
 - Enhance the check-in experience of requesters at a location with improved badge reader integration.



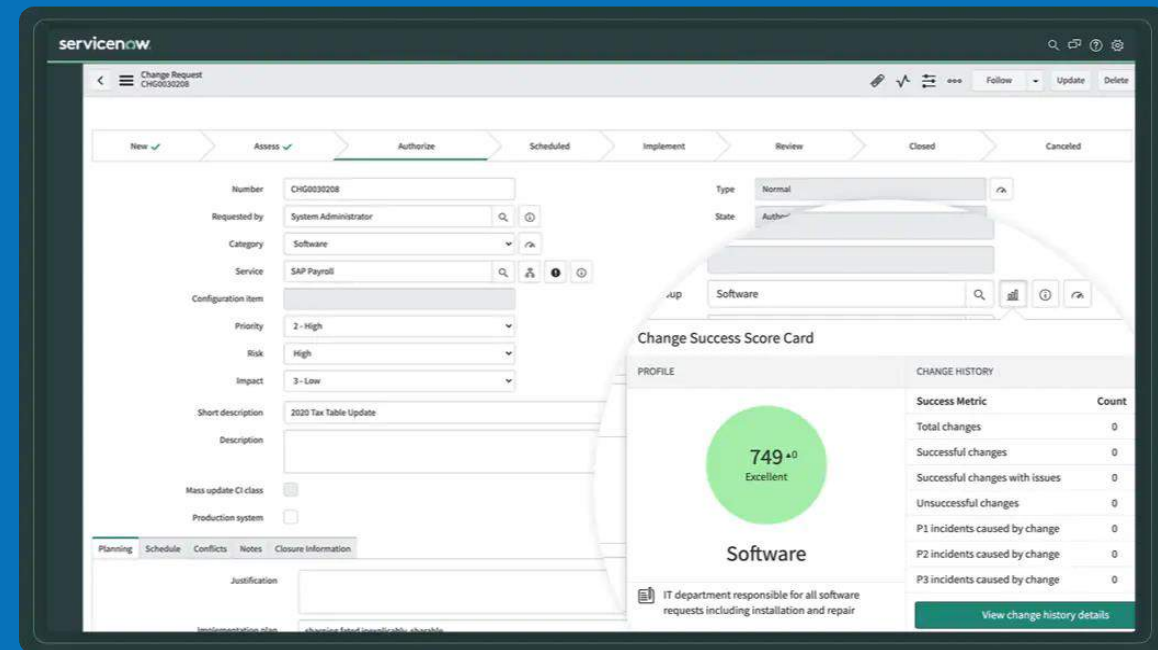
Change Management

- The ServiceNow® Change Management application provides a modern approach to managing the lifecycle of all changes in your organization, enabling high-velocity change without compromising stability and governance.
- Change Management highlights for the Tokyo release
 - Visually monitor the Change process health for a change model or change type. The process health is used as a parameter for the Risk Scoring Capability.
 - Improve precision and drive additional change automation in your existing change process by implementing next-generation risk functionality.





Multimodal
change



Change success
score

Vendor Management

- The ServiceNow® Vendor Management Workspace application enables you to monitor the performance of your company's vendors and manage all vendor-related information from one location.
- Vendor Management Workspace highlights for the Tokyo release
 - Clone and then configure the Vendor Management Workspace pages by using the Next Experience UI Builder.
 - Access context-sensitive help by using the Help panel in every Vendor Management Workspace screen. You can edit the content and personalize it to fit your needs.



Workforce Optimization for ITSM

- The ServiceNow® Workforce Optimization for ITSM application enables you to manage and maintain the productivity of your workforce from a single location
- Workforce Optimization for ITSM highlights for the Tokyo release
 - Assign any type of work item that is based on your teams' skills and available capacity by using the calendar in Work scheduler.
 - Enable your agents to assess their skill proficiency based on your request in Service Operations Workspace. You can approve or reject skills. Agents can also request the review of new skills that they have been using to be added to their profile.
 - Capture and analyse feedback by using surveys.
 - Monitor improvement opportunities in Workforce Optimization for ITSM by using Process Optimization.
 - Create learning paths and monitor the progress that your teams have made to learn new content. You can also provide your teams with a guided path so that your teams can achieve advanced skills and competencies.



What is new in IT Operations Management – Tokyo Release



ITOM

Governance Application

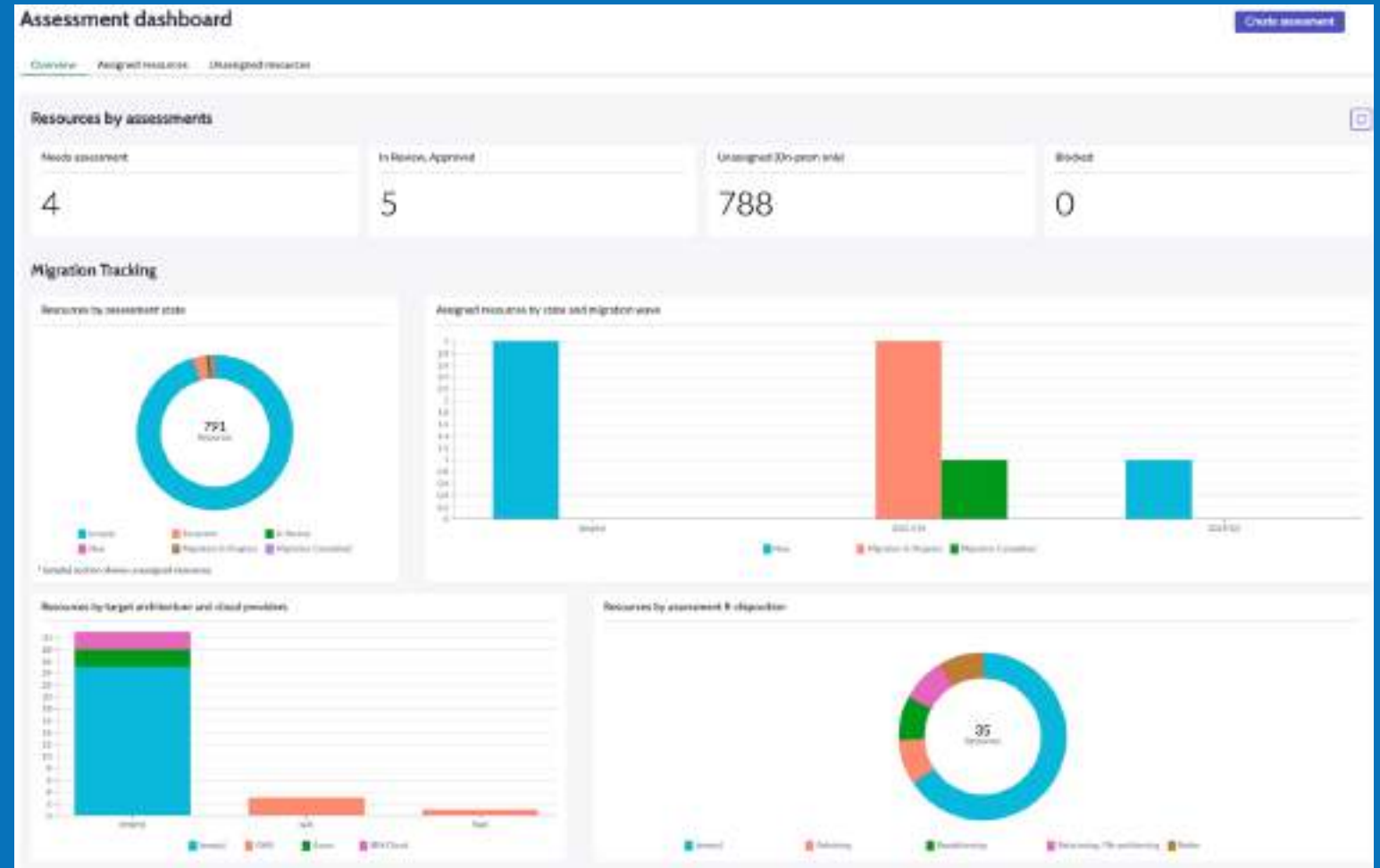


- New application in the Tokyo release
- Provides the workflows to assess the cloud readiness of your organization and enforce the cloud governance guidelines.
- Plan, organize, and track the migration of the enterprise IT resources and workloads of your organization to the cloud.
- Remediate the missing and incorrect cloud resource tags.
- Check the cloud resources of your organization for configuration policy violations and fix them.
- Build custom workflows to interact with the cloud resources of your organization.

ITOM Governance

Cloud Migration Assessment application

- To plan, organize, and track the process of relocating your enterprise IT resources and workloads to cloud platforms.
- Use the Assessment dashboard to review the statistics of the migration tasks and monitor the migration progress.



ITOM Governance

Cloud Configuration Governance Application

- To check the configuration settings of cloud resources in your organization against a set of policies to identify violations.
- Use the dashboard to review the health score of the cloud, policy violation statistics, policy violation trend, remediations overview, and more.



ITOM Governance

Cloud Action Library application

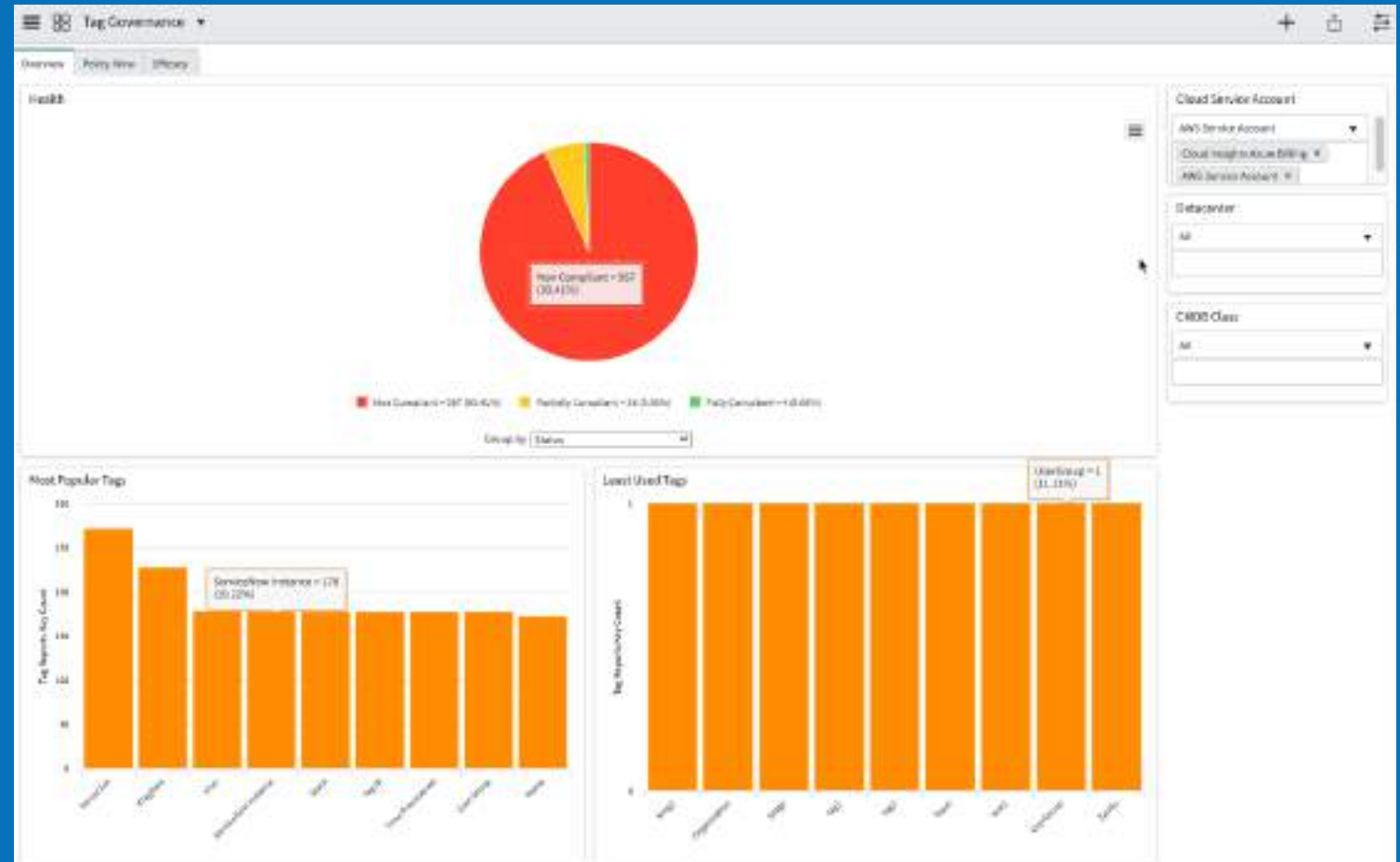
- Provides ready-made Automation Engine actions and sub-flows used with store apps like the Cloud Configuration Governance (CCG).
- Appropriate IntegrationHub/App Engine entitlements will help to use the CAL actions in the workflows to interact with the cloud resource.
- To interact with the cloud resources of the organization.

Flows	Subflows	Actions	Executions	Connections	Help
<input type="checkbox"/>		CAL - AWS Extract Credential Report	aws_extract_credential_report2	Cloud Action Library	Published true
<input type="checkbox"/>		CAL - Azure VM Monitoring Metric Data	cal_azure_vm_monitoring_metric_data	Cloud Action Library	Published true
<input type="checkbox"/>		AWS Turn Off EC2 Instance	aws_turn_off_ec2_instance	Cloud Action Library	Published true
<input type="checkbox"/>		CAL - AWS List VMs	aws_list_vms	Cloud Action Library	Published true
<input type="checkbox"/>		CAL - AWS List S3 Buckets	aws_list_s3_buckets	Cloud Action Library	Published true
<input type="checkbox"/>		AWS Put S3 Bucket Encryption	aws_put_s3_bucket_encryption	Cloud Action Library	Published true
<input type="checkbox"/>		AWS Enable EC2 Instance Monitoring	aws_enable_ec2_instance_monitoring	Cloud Action Library	Published true
<input type="checkbox"/>		_Resolve Credential Alias	_resolve_credential_alias	Cloud Action Library	Published true
<input type="checkbox"/>		CAL - Azure VM IP Metric	azure_vm_ip_metric	Cloud Action Library	Published true
<input type="checkbox"/>		CAL - AWS S3 Get Encryption	aws_get_encryption	Cloud Action Library	Published true
<input type="checkbox"/>		Azure Turn Off Virtual Machine	azure_turn_off_virtual_machine	Cloud Action Library	Published true
<input type="checkbox"/>		AWS Get IAM Login Profile	aws_get_iam_login_profile	Cloud Action Library	Published true

ITOM Governance

Tag Governance application

- To establish your tagging policies for all IT Resources.
- Use the tag governance app as center-piece to drive tag-based service mapping and CSDM strategies
- Helps to setup tagging policies consistently for all clouds and non-cloud resources.
- Use in a production instance to update the resource tags in the cloud.



ITOM Health

- Event Management
- Health Log Analytics
- Agent Client Collector



EVENT MANAGEMENT

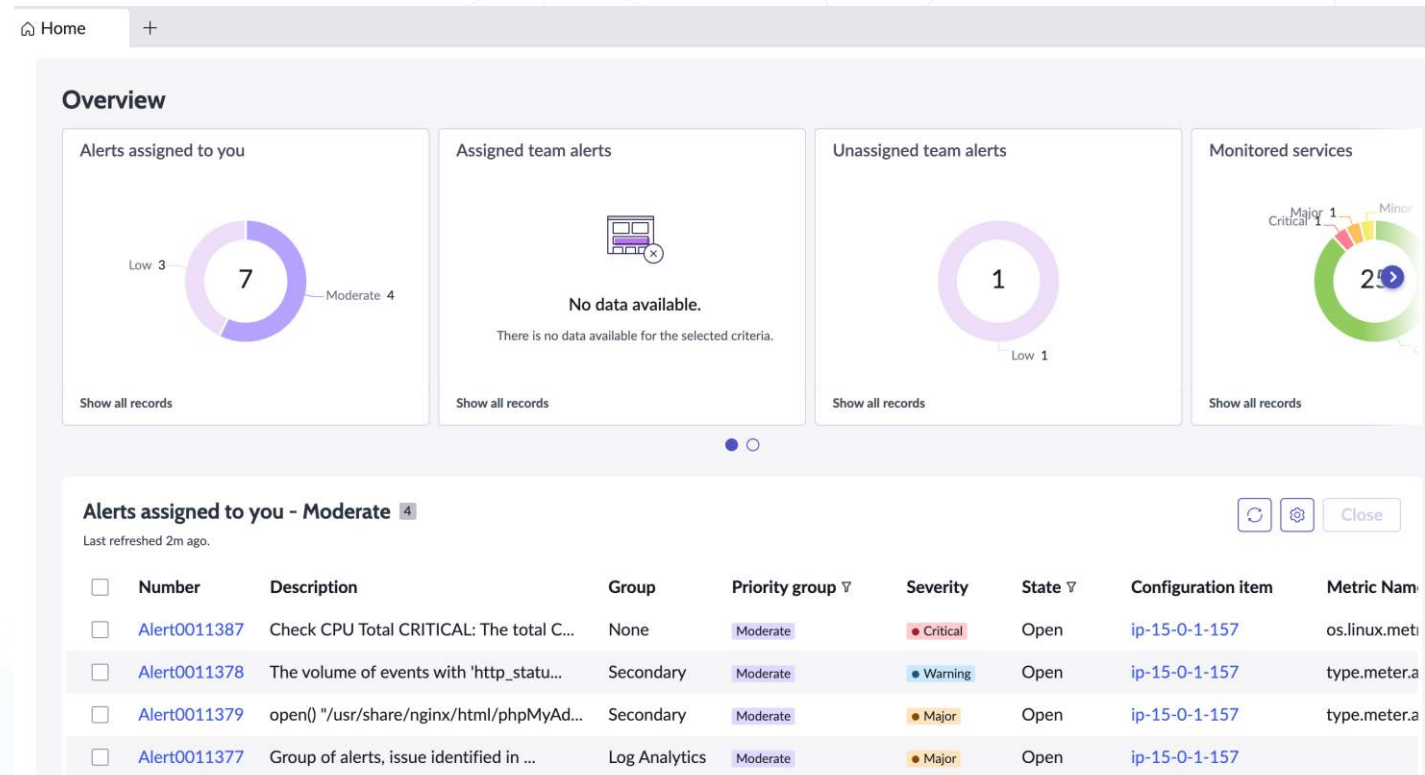


- Monitor alerts using a modernized look and feel with the Service Operations Workspace.
- Better visualize the impact of an alert on service offerings, and business and technical services by using enhancements to the Service Operations Workspace UI.
- Take advantage of enhancements to the efficiency and accuracy of metrics you receive in Metric Intelligence.

Event Management

Service Operations Workspace

- Personalized landing page for the operator that displays assigned work and work priority.
- Extensive configuration and customization options.
- Align with the Common Service Data Model (CSDM):
 - Service dashboard tiles grouped according to a selected service portfolio, which enables you to view services by service offering
 - An alert form table that displays the service offerings that are impacted by an alert



Event Management

Event Field Mapping

Configure event field mapping based either on the event monitoring source or on a custom filter condition for event field mapping, or both.

Event Field Mapping
New record

*

 Name

Source

*

 Order

100

*

 Mapping type

-- None --

Filter

Add Filter Condition

Add "OR" Clause

-- choose field --

-- oper --

-- value --

Active

Submit



Event Management

Accelerated RCA

- New ServiceNow® DevOps Config application validates and manages the configuration data of your enterprise applications across every stage of the DevOps pipeline.
- New source of Change Records, a new source for configuration files and usability enhancements.
- Compare and identify the difference between configuration file versions.
- Quickly identify the Configuration which negatively impacts.
- Can also see the previous configuration which was working fine.

The screenshot displays the ServiceNow DevOps Config interface. At the top, there's a header with alert IDs: Alert0000042, Alert0000047, and Alert0000048. Below this, a tab labeled 'Details' is active. The main heading reads 'Process service Apache * on host rabbitmq has stopped'. Below the heading, there's a status bar with 'Alerts: 1', 'Status: Open', and a timestamp '2021-10-02 10:46:47'. A navigation bar includes links for Overview, Details, Impacted Services (2), Alerts in group (4), Probable root cause (1), Metrics, Configuration items (1), Reported Alerts, Alert Insight Similar Alerts, and more. The 'Probable root cause' section is highlighted, showing a table with the following data:

Root Cause Task	Root Cause Alert	Configuration Item	Description	Reasoning	Type	Score
CHG0000001	(empty)	Order Status	DevOps orchestrationTask: Order StatusFF	Change on Application Service	Change Request	1

Two red boxes highlight the 'Configuration Item' and 'Reasoning' columns in the table.



DevOps Config

Helps to validate your configuration data before deployment.

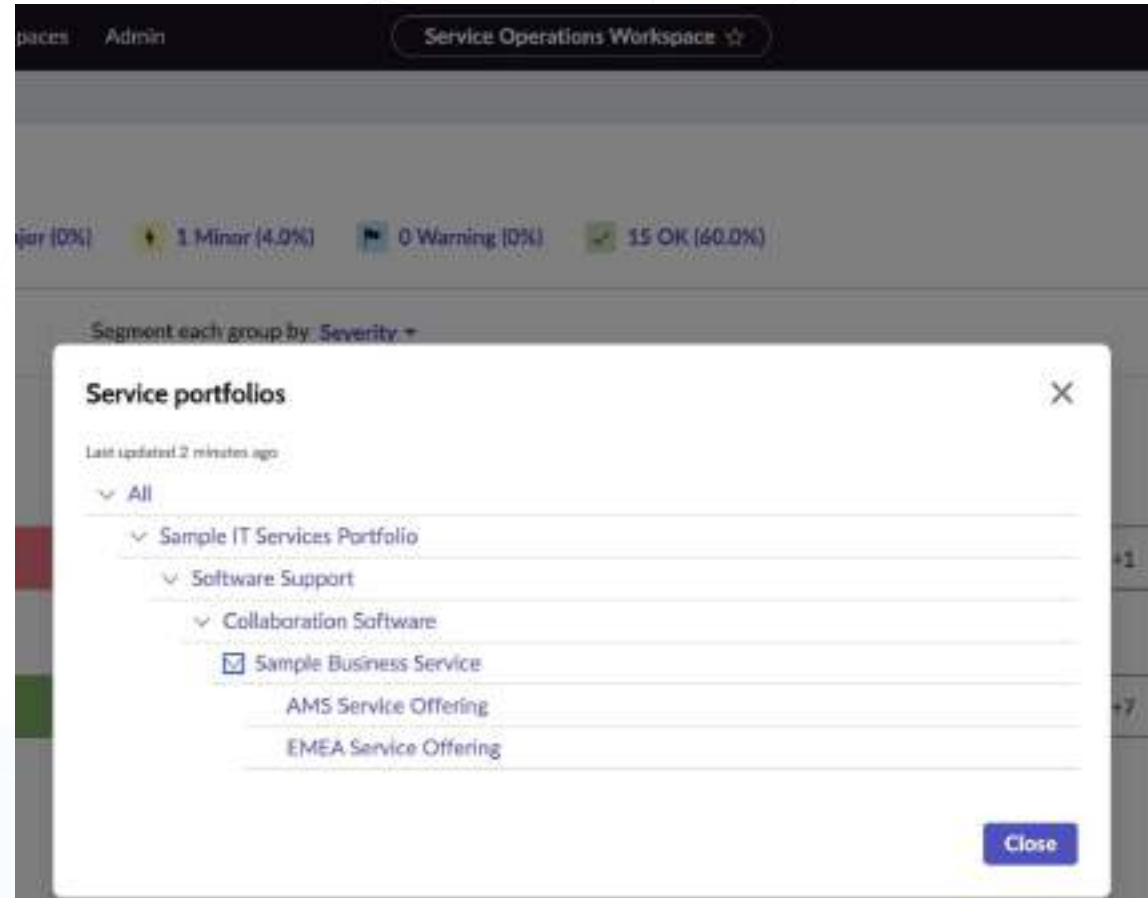
- Automatically prevent non-compliant changes in your configuration data before deployment.
- Integrate your most common DevOps tools and processes such as Azure DevOps Pipelines and Jenkins orchestration.
- View the DevOps Config Insights dashboard to analyze tool integrations, configuration data management, and configuration data validation.
- Manage and secure your configuration data across multiple sources using the DevOps Config configuration model as the single source of truth.
- Use other ServiceNow applications that work better together such as use DevOps Config with DevOps Change Velocity.



Event Management

Bringing Service Portfolio to the Service Dashboard

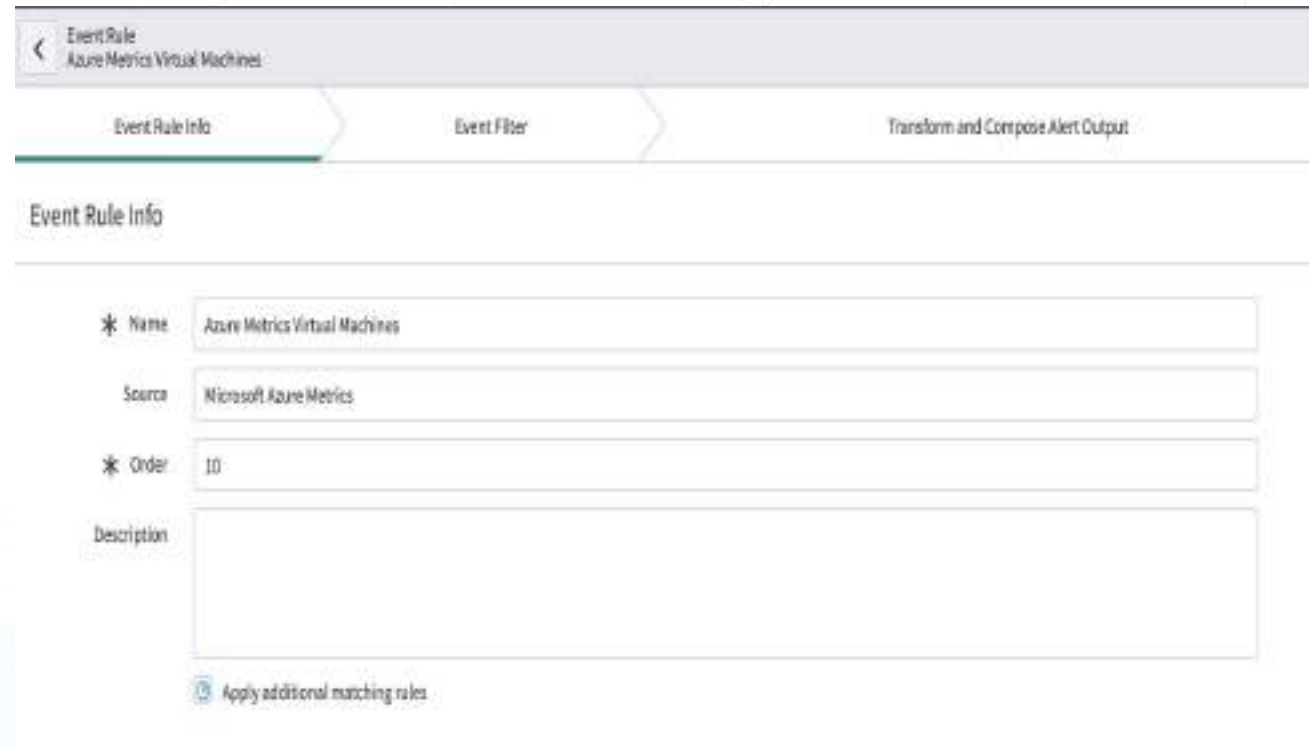
- In Service Dashboard from SOW - Group by Service Portfolio
- We can now see which service offerings are currently impacted by service degradation.
- New tab on the Alert form that provides a list of Related Service Offerings.



Event Management

Multiple Event Management Rules Processing

- Additional matching Event Rules will be executed in the order of priority
- Transform and compose is applied on previous Event Rule output.
- Threshold is disabled for rules that have the "Apply additional matching rules" checkbox ticked. You can still apply a threshold with the last rule in the chain.
- Last CI Binding wins - each binding setting is overwritten by the next Event Rule if it exists.



The screenshot shows the configuration page for an Event Rule named 'Azure Metrics Virtual Machines'. The page has a breadcrumb trail at the top: 'Event Rule' > 'Azure Metrics Virtual Machines'. Below this is a navigation bar with three tabs: 'Event Rule Info' (active), 'Event Filter', and 'Transform and Compose Alert Output'. The 'Event Rule Info' section contains the following fields:

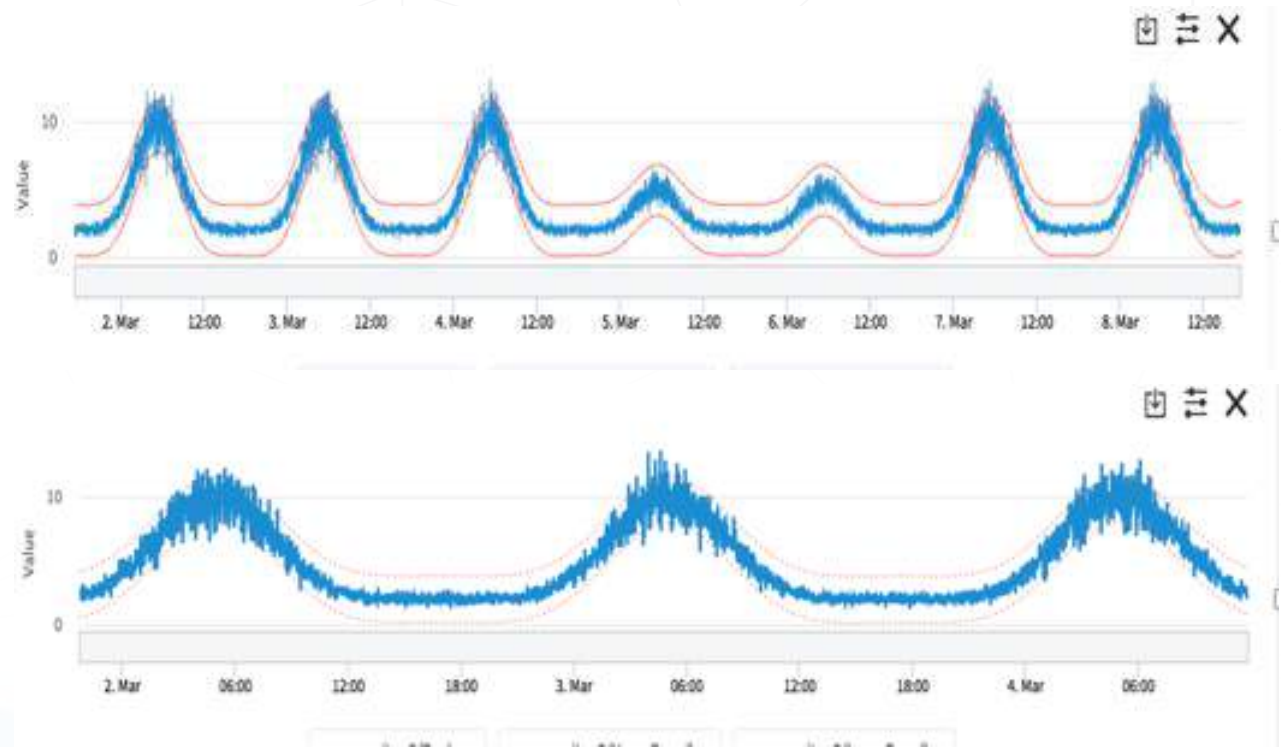
- Name:** Azure Metrics Virtual Machines
- Source:** Microsoft Azure Metrics
- Order:** 10
- Description:** (empty text area)

At the bottom of the form, there is a checkbox labeled 'Apply additional matching rules' which is currently checked.



Metric Intelligence MAD Model

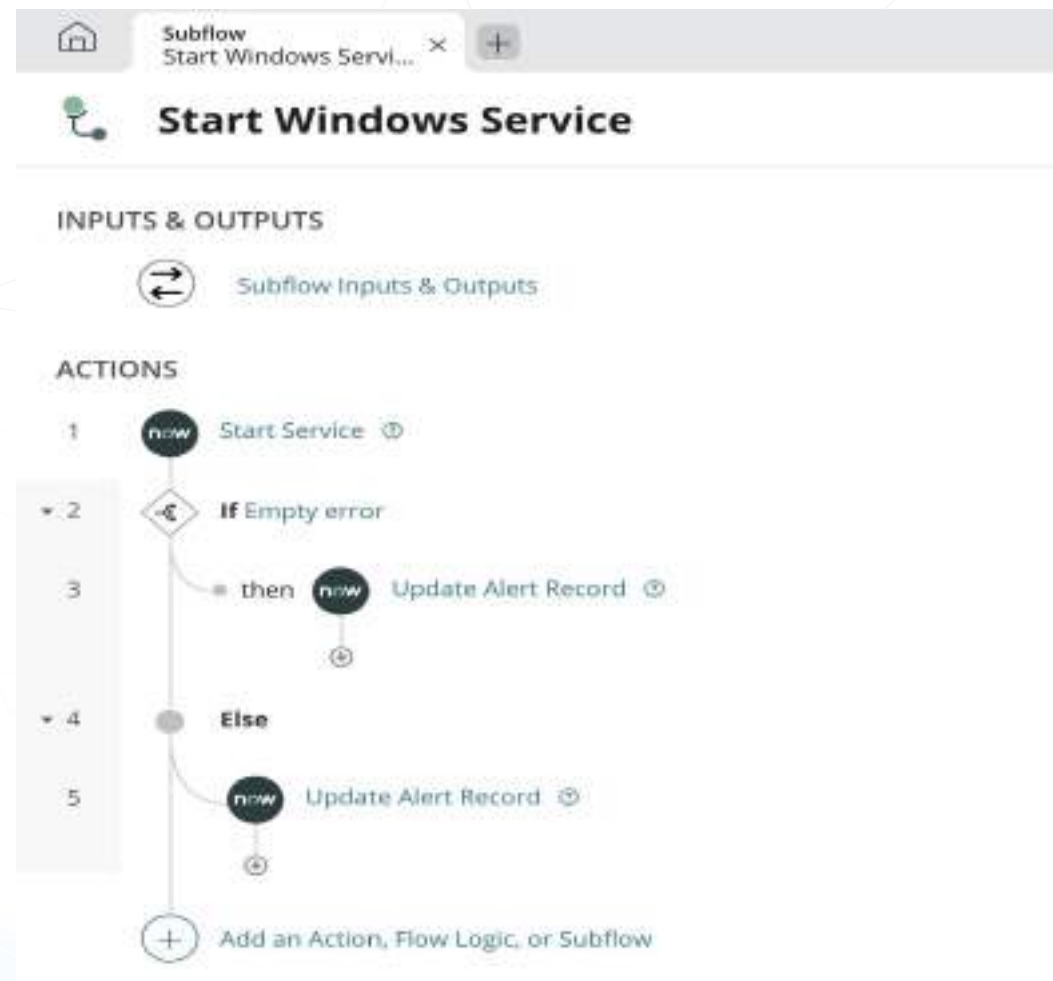
- Metric Intelligence (MI) does times series explanatory data analysis to identify the best algorithmic fit for the actual time series data at hand.
- The Median Absolute Deviation Model (MAD) is applied when the time series is identified as inherently noisy and when the data aligns with Generalized Extreme Value Distribution.
- This ultimately reduces the risk that false positive anomaly alerts can be generated.



Event Management

Remediation Actions using IH Spokes

- The EM Connectors store app shipped remediation flows, actions and associated alert management rules.
- This is in addition to OOB connectors for Scout APM, Honeycomb and Kafka.



Remediation Actions using IH Spokes



You are editing a record in the Event Management Connectors application (cancel)

Using dot-walking in the alert filter conditions will not trigger the alert management rule if the change was in the related record fields. The alert management rule is triggered only by updates to the alert fields themselves and not by updates to the fields of the related record.

Alert Info

Alert Filter

Actions

Specify alert rule response to alert using pre-defined remediation subflows from ServiceNow Flow Designer. Use it to create incident, send mail, update alert, etc. Specify automatic or interactive type to control execution.

Remediation Subflows

1 to 7 of 7

Subflow	Execution	Automatic executions limit	Active	Link to Flow Designer
✖ Get Windows Processes	Manual	1	true	/flow-designer.do?sysparm_nostack=true#/sub-flow-designer/16a1a0b077530110ffef4ce35b5a995c
✖ Start Windows Service	Manual	1	true	/flow-designer.do?sysparm_nostack=true#/sub-flow-designer/5224f2b077530110ffef4ce35b5a995c
✖ Stop Windows Service	Manual	1	true	/flow-designer.do?sysparm_nostack=true#/sub-flow-designer/21abbabc77530110ffef4ce35b5a9916
✖ Suspend Windows Service	Manual	1	true	/flow-designer.do?sysparm_nostack=true#/sub-flow-designer/559c763077930110ffef4ce35b5a9913
✖ Stop Windows Process	Manual	1	true	/flow-designer.do?sysparm_nostack=true#/sub-flow-designer/06f97af877530110ffef4ce35b5a9909
✖ Get Windows Services	Manual	1	true	/flow-designer.do?sysparm_nostack=true#/sub-flow-designer/36f8943477130110ffef4ce35b5a99fc
✖ Restart Windows Service	Manual	1	true	/flow-designer.do?sysparm_nostack=true#/sub-flow-designer/2750bef877130110ffef4ce35b5a9990
+ Insert a new row...				

HEALTH LOG ANALYTICS



Health Log Analytics

- New data source that can be used in dashboards in the Analytics Centre.
- HLA saved searches can be used into valuable visualizations.



Agent Client Collector for Visibility (ACC-V)

- Includes the following support:
- SAM Basic metering supports MAC.
- ACC-V supports data collection for Intel vPro Platform.
- Retrieves edition information for Adobe Acrobat and MS SQL Server with SAM installed.
- Detects portable applications, such as Firefox, VLC, Notepad++ etc, for Windows.
- Uses push-based Discovery to discover DNS names.
- Windows 11 Professional and Enterprise Editions, Windows 2022, macOS Monterey (x86), CentOS Stream 8 and 9, and RHEL 9.



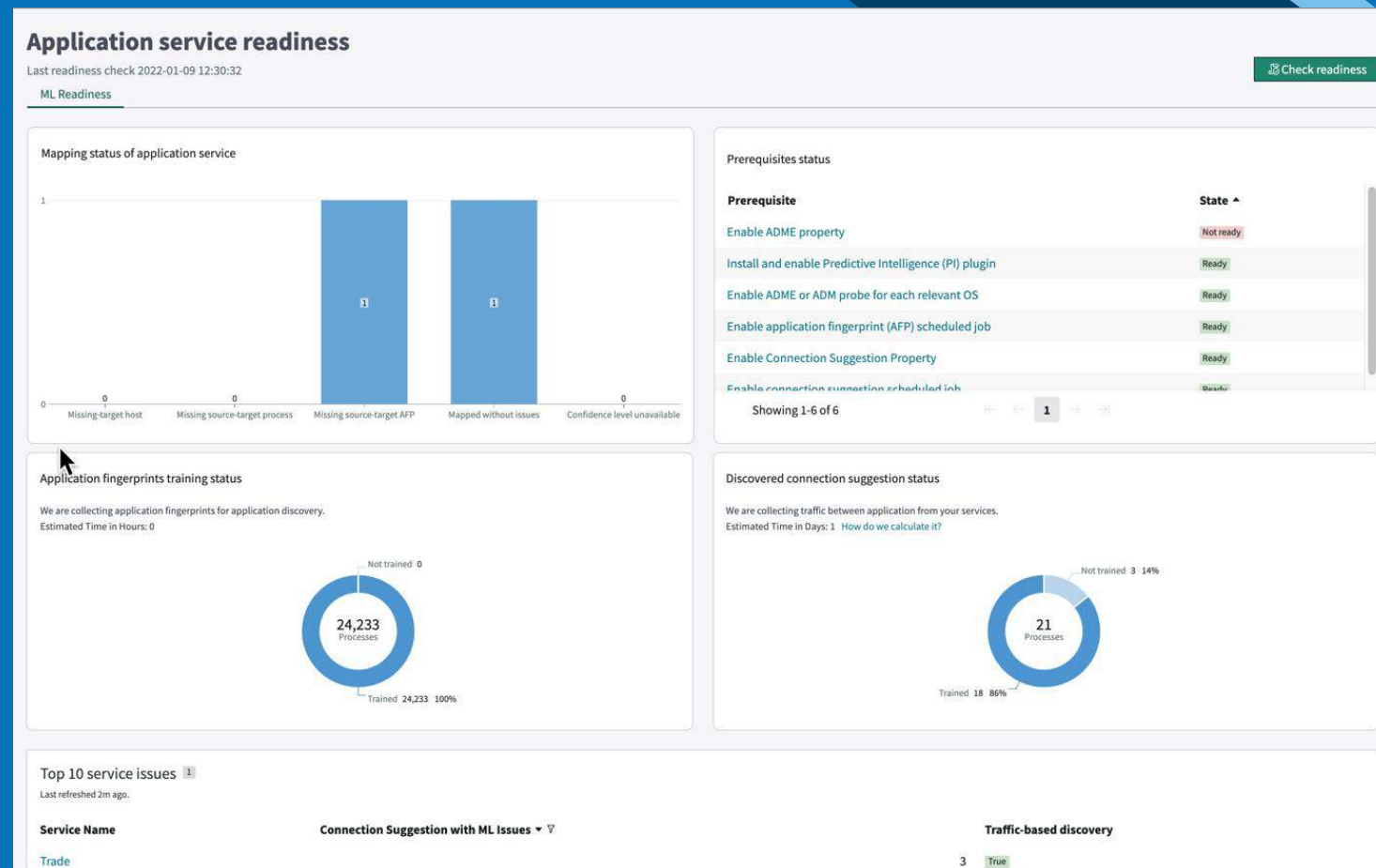
ITOM VISIBILITY



ITOM Visibility

Application service readiness dashboard

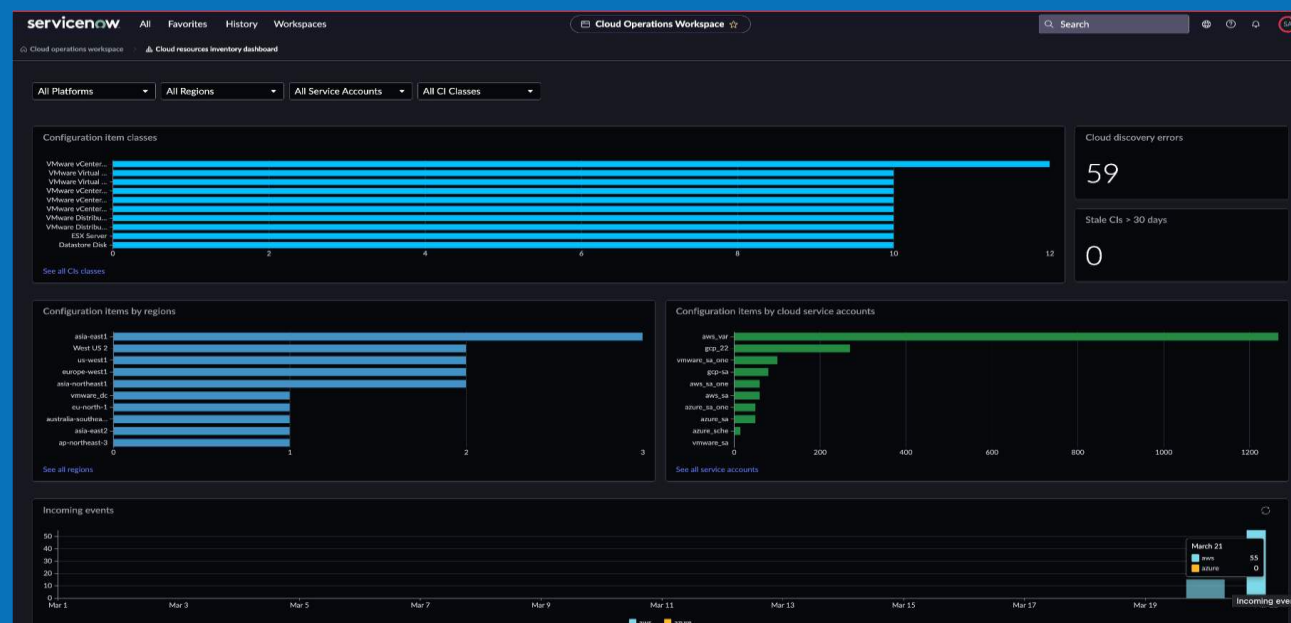
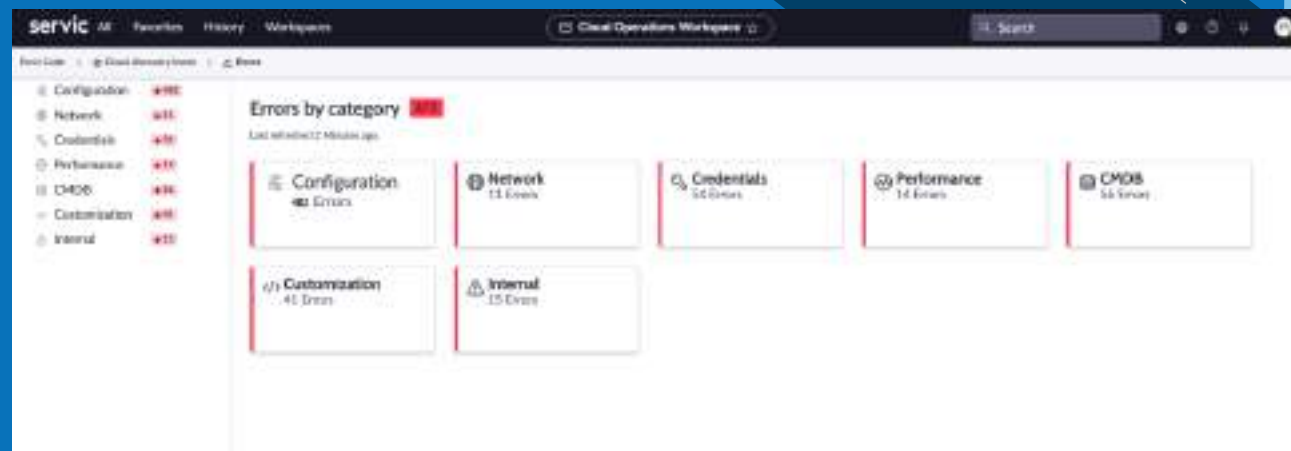
- Service Mapping uses data processed by Predictive Intelligence to generate suggestions for traffic-based connections.
- Predictive Intelligence evaluates connections between application fingerprints, CIs and processes, and ranks their relevancy.
- Service Mapping uses this information to create connections based on connection rules.



ITOM Visibility

Cloud Operations Workspace

- The Cloud Operations Workspace provides a new and rich experience for setting up the cloud discovery schedules and managing your cloud viewing preferences.
- Cloud Resources Inventory Dashboard is used to filter and view resources across multiple dimensions like accounts, regions, along with operational information on stale resources, cloud event inflow rates, and staleness.



Enhanced Discovery Patterns

- [GCP Global or Regional resources and DB services](#)
- Extended Docker Image for [Kubernetes](#) and [Docker Virtualization](#)
- [MSSQL components of the MSSQL server](#)
- [HPE BladeSystem Enclosure](#)
- [Couchbase Database](#)
- [Kubernetes](#) on GCP

What is new in HR Service Delivery – Tokyo Release



Path to Successful Upgrades

Upgrading your instance involves planning, testing, and validation. The release notes guide you through completing all of the phases and tasks for a successful upgrade.



What's new in the Tokyo release for HR Service Delivery?

- Manager Hub
- Journey Designer
- Issue Auto Resolution for HR
- Virtual Agent Actionable Notifications
- Process Optimization for HR
- Employee Center enhancements
- HRSD integration with Microsoft Teams enhancements
- HR Agent Workspace enhancements
- Employee Relations enhancements
- Universal Request enhancements
- Universal Task enhancements
- Document Templates enhancements



Manager Hub

Empower people leaders to better support their employees' needs

1

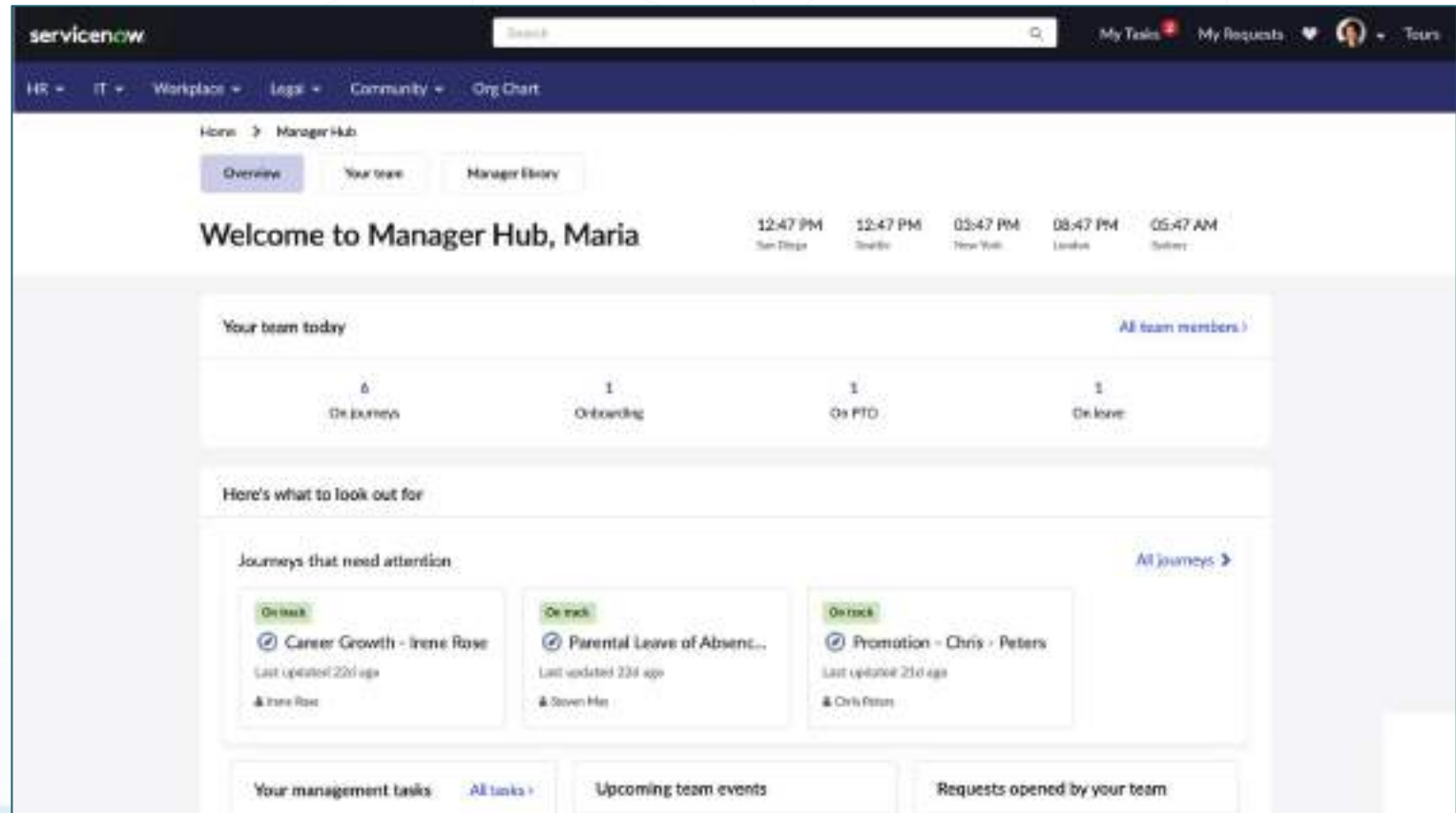
Get a comprehensive view into teams journeys, daily team stats, pending learnings, and important dates

2

Enable managers to receive notifications and take action on employee tasks and requests

3

Access curated content for managers, announcements, and leadership development resources in a single place



Journey designer

Improve the manager experience with personalized employee journeys

1

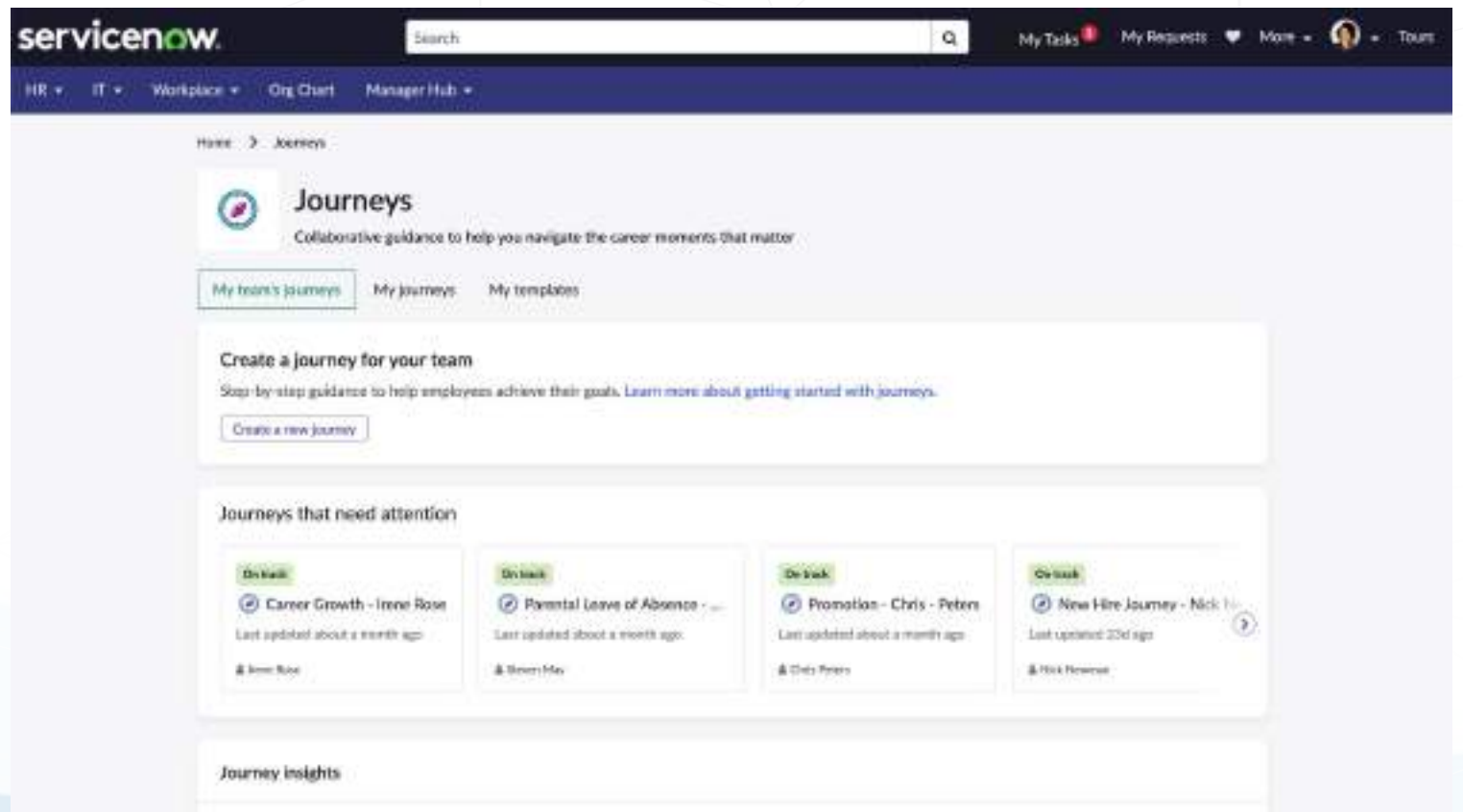
Automate workflows with Journeys, a unified experience that joins Journey Accelerator and lifecycle events

2

Empower managers to personalize journeys or tasks with AI-powered learning recommendations

3

Gain insight into employee satisfaction within journeys and quickly act on feedback



Issue Auto Resolution for HR

Resolve HR cases faster with AI-powered automation

1

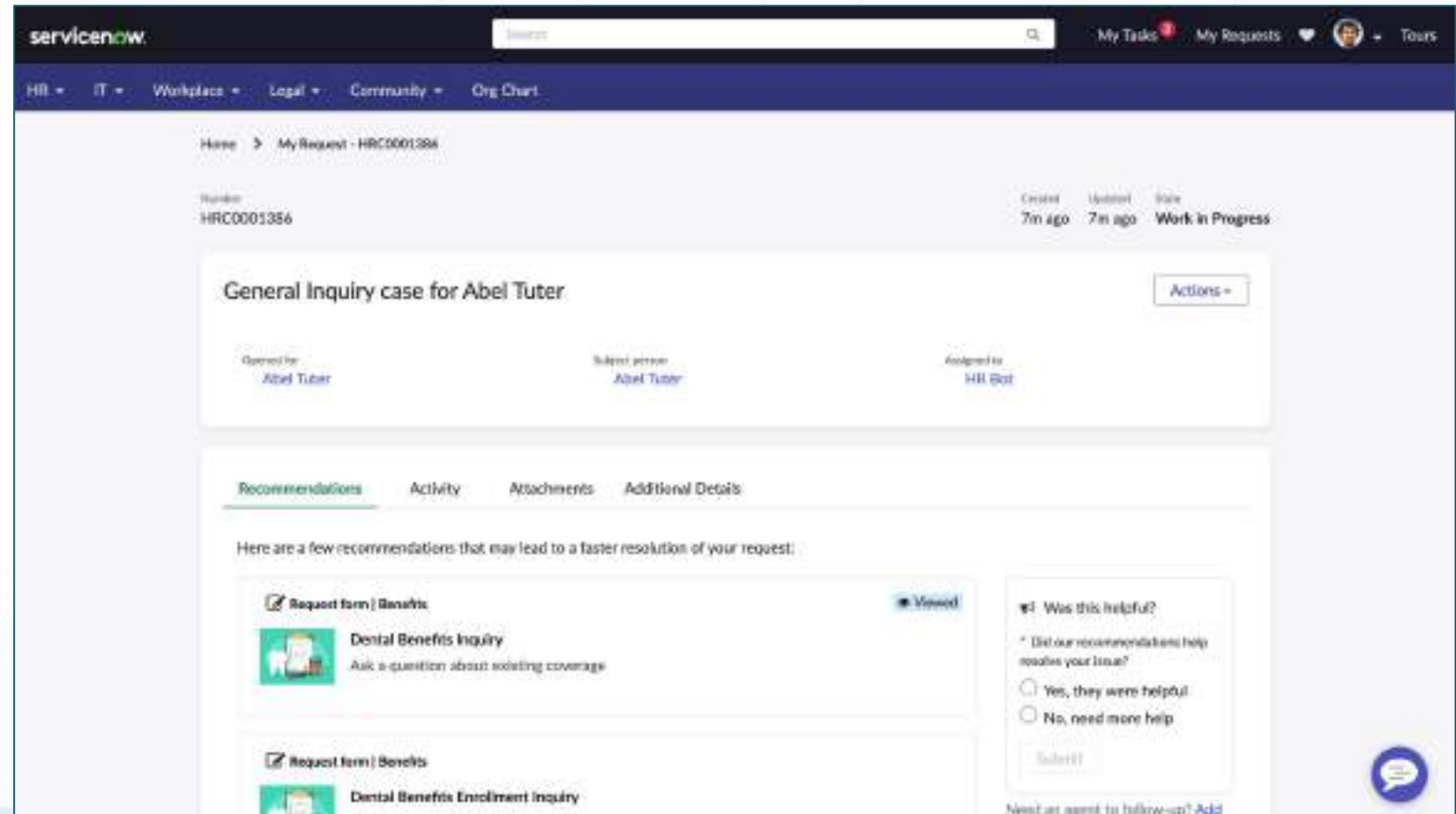
Improve case deflection with AI-powered automation to resolve routine employee requests quickly

2

Leverage NLU to analyze unstructured requests and deliver self-service content across MS Teams, SMS, and email

3

Identify critical or sensitive cases and route them directly to an agent when higher level support is needed



Virtual Agent Actionable Notifications

Improve manager and employee engagement

1

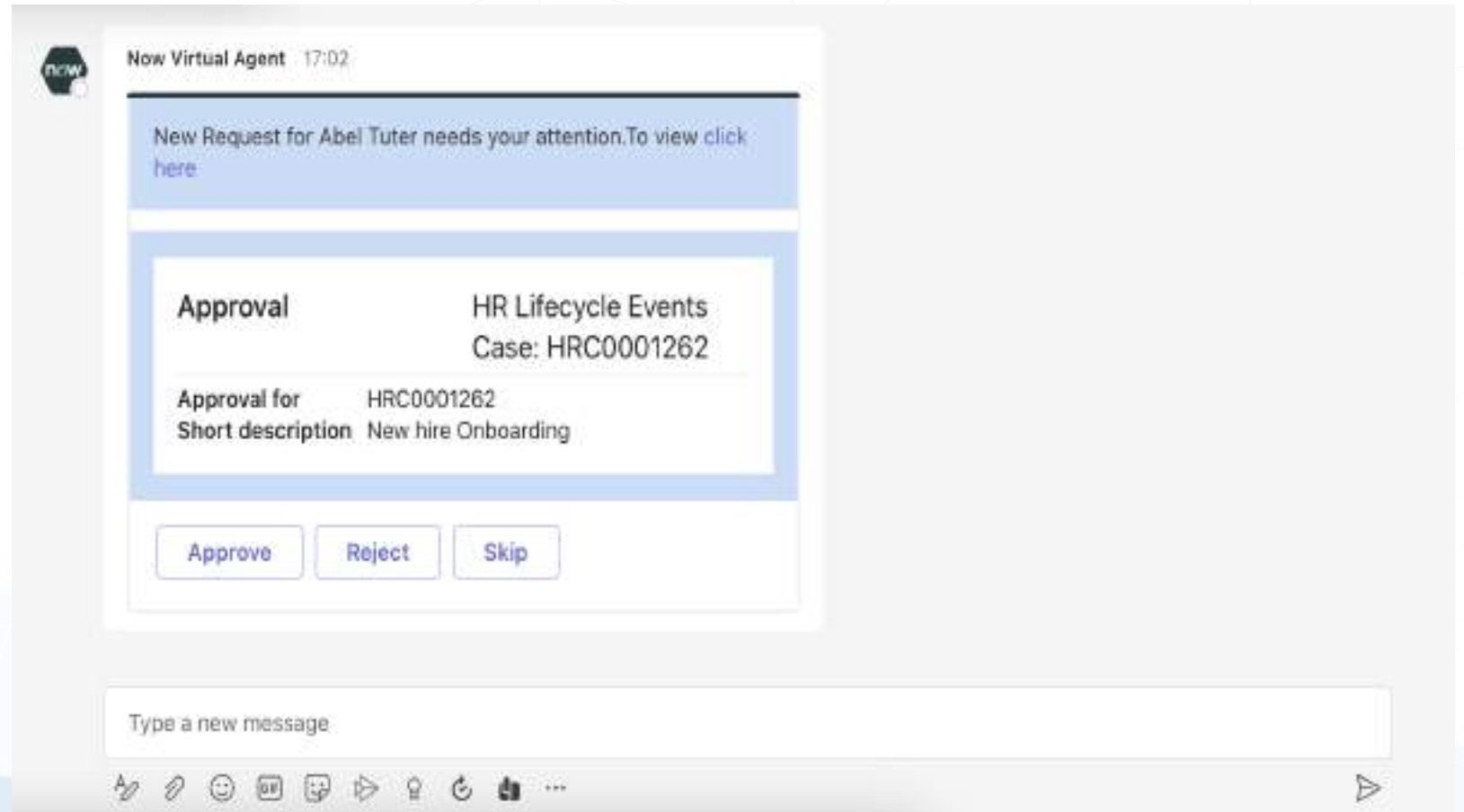
Deliver approval and task notifications (nudges) to employees and managers via Virtual Agent

2

Allow users to interact and respond to journey events within their natural workspaces like Microsoft Teams

3

Complete actions like adding a mentor to a journey, leaving a comment, or approving a request



Process Optimization for HR

Enable organizations to analyze and improve HR service delivery processes

1

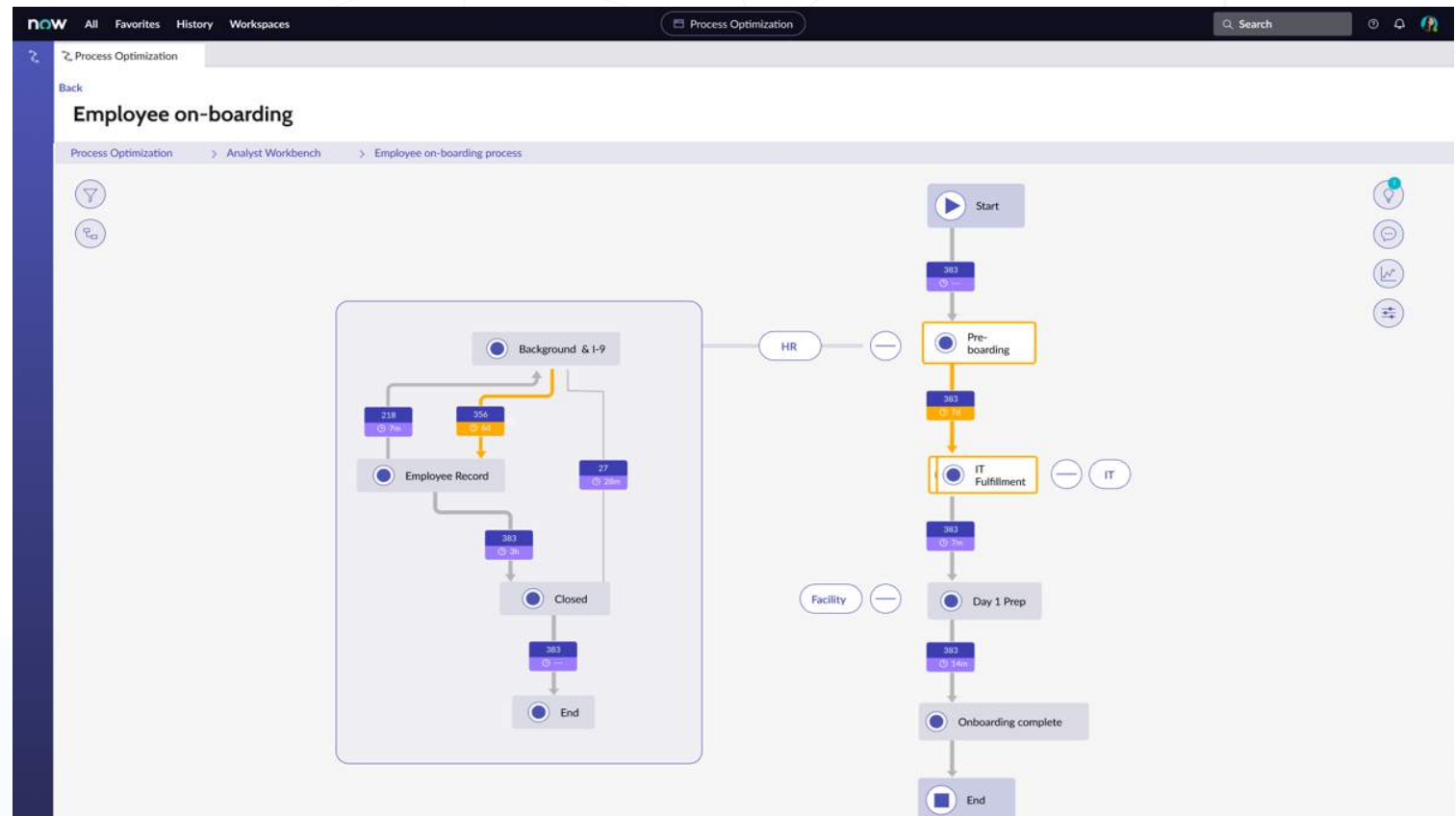
Leverage out-of-the-box capabilities to identify bottlenecks, redundancies, and opportunities for automation

2

Replace time-consuming manual analyses and costly consultants with automated, data-driven process maps

3

Access best practice content packs for HR service processes to deliver faster time-to-value



Employee Center Enhancements

Deliver a unified employee experience from anywhere

1

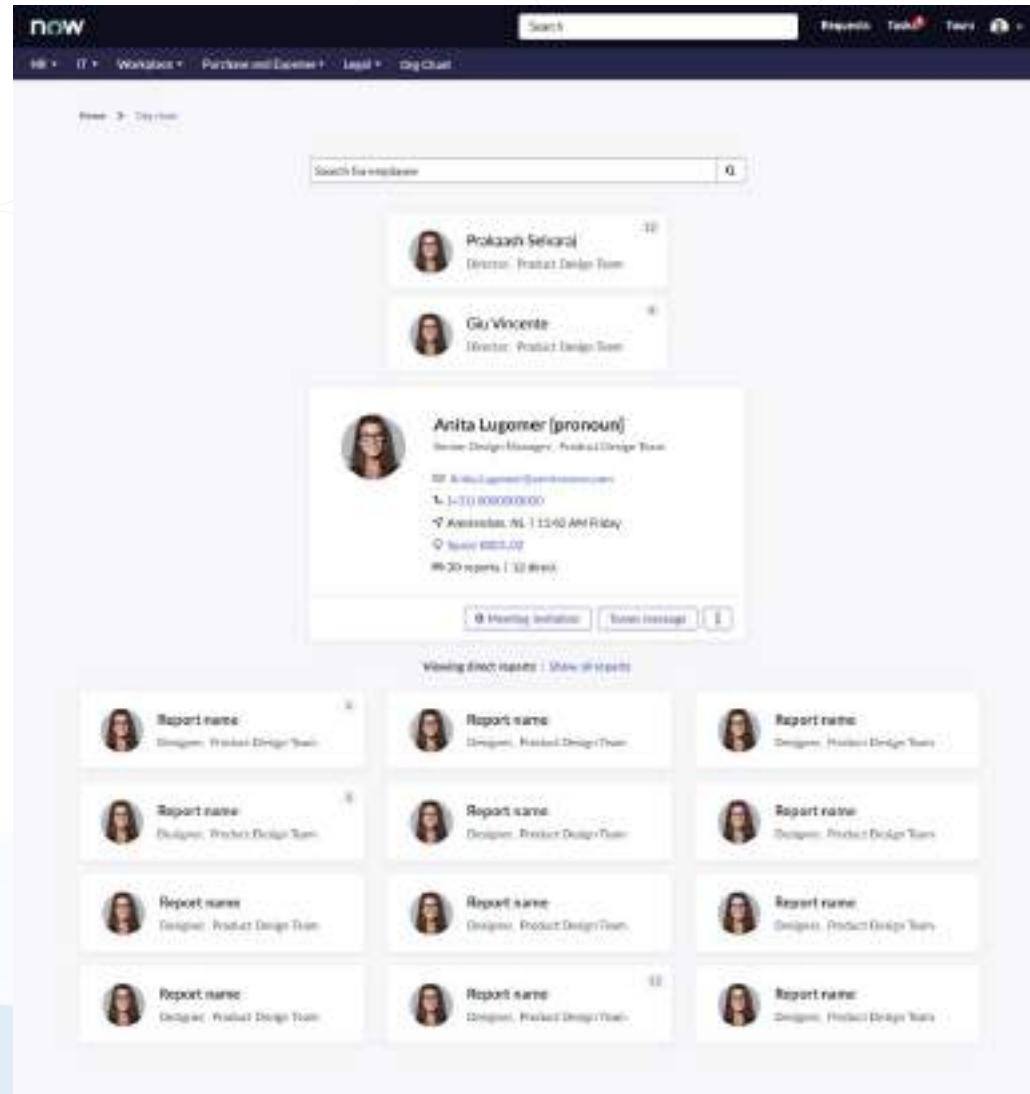
Allow managers to 'view as' their employee and learn what content and information is available to them

2

Navigate, search, and contact employees more efficiently with an enhanced org chart experience

3

Deliver personalized 'genius' answers to common questions like PTO, and allow users to take immediate action



HRSD integration with Microsoft Teams Enhancements

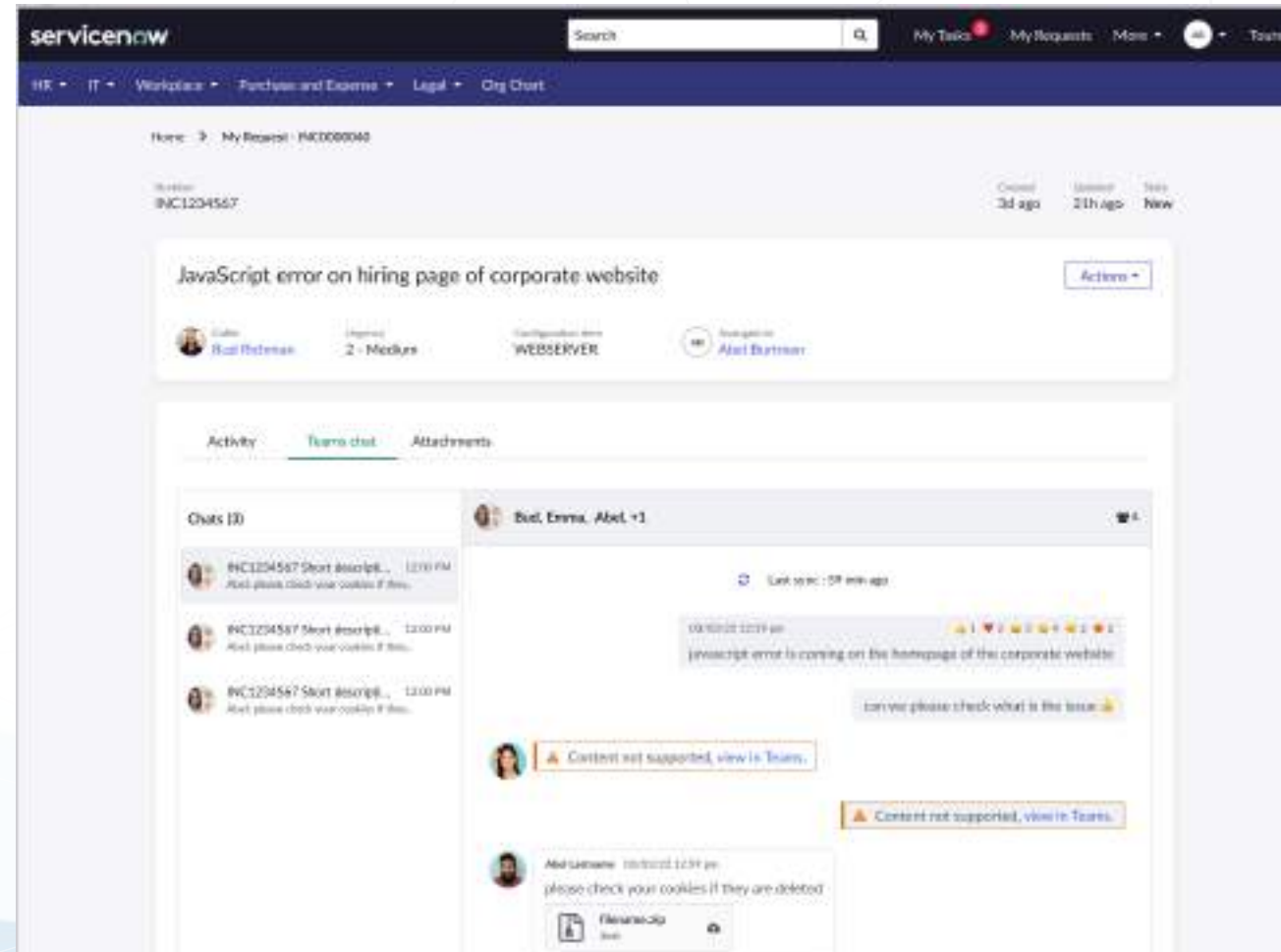
Create great experiences that meet employees where they are

1

Enable employees to view MS Teams chat history in Employee Center that's associated with a request

2

Empower 3rd party providers with guest access to support employees via MS Teams



HR Agent Workspace Enhancements

Automate services and support with a purpose-built workspace

1

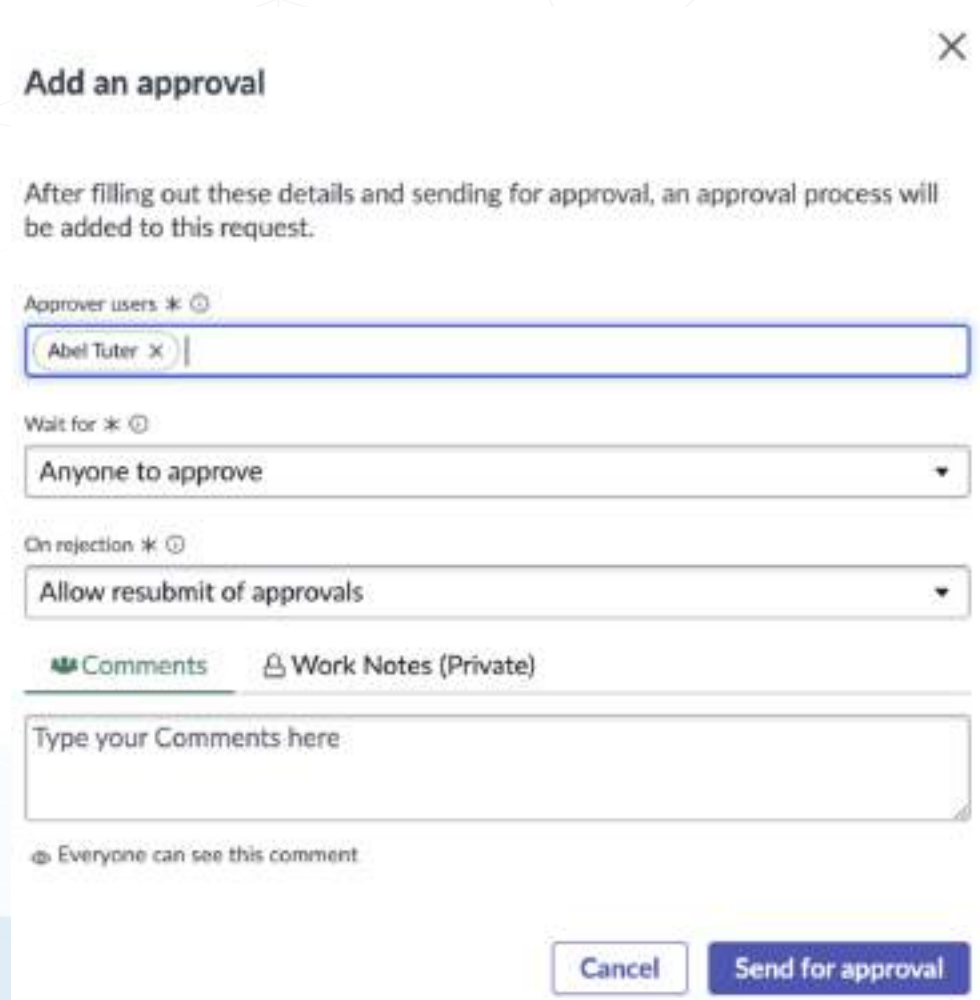
Allow agents to add ad hoc approvals to HR cases and view approval history in the activity stream

2

Empower agents to configure customized tab labels on HR cases for case numbers, services, and subject persons

3

Transfer attachments to a newly created HR case from an interaction record



The screenshot shows a modal dialog titled "Add an approval" with a close button (X) in the top right corner. Below the title, a message states: "After filling out these details and sending for approval, an approval process will be added to this request." The form contains three required fields, each with a red asterisk and a help icon: "Approver users" with a text input field containing "Abel Tuter" and a remove button (X); "Wait for" with a dropdown menu set to "Anyone to approve"; and "On rejection" with a dropdown menu set to "Allow resubmit of approvals". Below these fields are two tabs: "Comments" (active) and "Work Notes (Private)". The "Comments" tab has a text area with the placeholder "Type your Comments here" and a privacy icon. Below the text area, it says "Everyone can see this comment". At the bottom right are two buttons: "Cancel" and "Send for approval".



Employee Relations Enhancements

Manage the performance improvement process with greater efficiency

1

Empower managers to initiate, view, and track performance improvements plans with confidentiality

2

Handle performance improvement issues more effectively with out-of-the-box workflows and document the process

3

Ensure employees complete to-dos and other assigned tasks as per employee relations guidelines

The screenshot displays a web application interface for managing a Performance Improvement Plan (PIP) case. At the top, the case number 'HRC0001098' is shown on the left, and the status 'Ready' is on the right, with 'Created 8m ago' and 'Updated 1m ago' timestamps. The main title is 'Performance improvement plan (PIP) case for Employee E2', with an 'Actions' button to its right. Below the title, three fields are visible: 'Opened by: Manager M2', 'Subject person: Employee E2', and 'Assigned to: Adriana Wolfe'. A tabbed interface below shows 'Tasks/To-Dos', 'Activity', 'Attachments', and 'Additional Details'. The 'Tasks/To-Dos' tab is active, showing a 'Timeline' section with three items: 'Initiate PIP' (selected), 'Track Progress', and 'Close PIP'. There is a 'View all to-dos' link at the bottom of the timeline. The main content area for the 'Initiate PIP' task shows a progress bar '0 of 3 to-do completed'. Below this, there are three input fields: 'Assigned to' (with a dropdown showing 'Assigned to me (1)'), 'Type' (with a dropdown showing 'Required, Optional'), and 'Set by' (with a dropdown showing 'Due date'). At the bottom, there is a 'Develop a plan' button and a 'No due date' link.

Universal Request Enhancements

Deliver an Omni-channel ticketing experience

1

Support employee ticket creation across various channels including Employee Center, Virtual Agent, or email

2

Empower agents to associate multiple tickets within a single request to support cross-departmental collaboration

The screenshot displays the configuration page for a business rule named "Create Universal Request for HR case". At the top, it identifies the rule as being in the "Human Resources Core" application. A descriptive text box explains that a business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried, and it can be used to automatically change values in form fields. Below this, the rule's details are shown: Name is "Create Universal Request for HR case", Application is "Human Resources Core", and Table is "HR Case (hr_hr_core_case)". The "Active" checkbox is checked, and the "Advanced" tab is selected. The "Advanced" tab contains a section for specifying when the rule should run, with options for "When" (before) and "Order" (1,000). On the right side of this section, there are checkboxes for "Insert", "Update", "Delete", and "Query", with "Insert" being checked. At the bottom, there are fields for "Filter conditions" (currently empty) and "Rule conditions".

Universal Task Enhancements

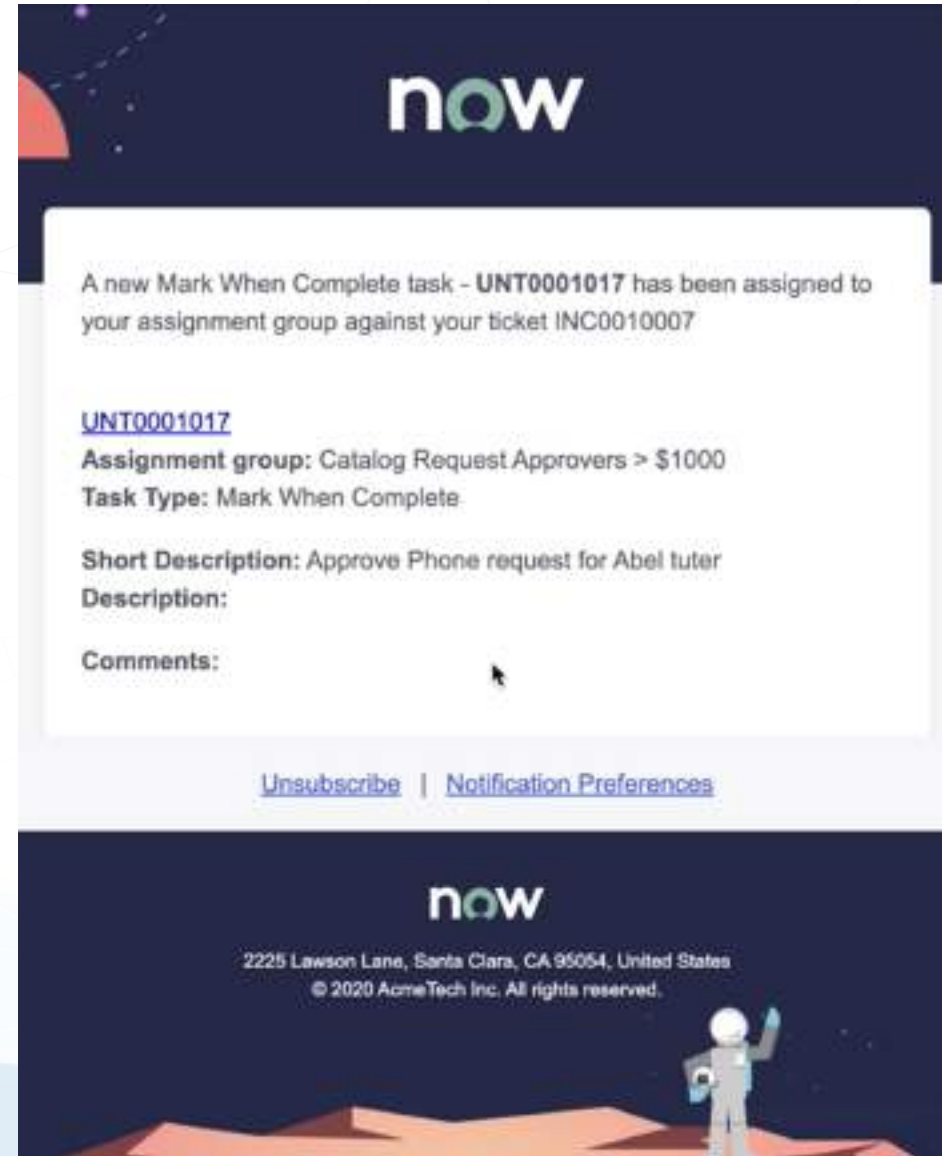
Simplify the HR agent experience

1

Support assignments for groups of people with notifications to all employees involved with a task

2

Leverage out-of-the-box email notification templates for an enhanced employee experience



Document Templates Enhancements

Create simple, more intuitive experiences for HR agents

1

Empower your service delivery team to send emails using any document template in the configurable workspace

2

Enable users to preview HTML attachments for HR cases in new document templates

3

Allow HR agents to e-sign any document template in the configurable workspace

Preview document

2022-04-20

COMPANY, Inc.

COMPANY ADDRESS
CITY, STATE, ZIP CODE

RE: Employment Verification Letter in USA

To whom it may concern:

This letter is to confirm that Abraham Lincoln is presently employed by COMPANY, Inc. in the position of on a basis. Abraham Lincoln commenced employment with the company on .

If you have any questions or require further information, please don't hesitate to contact me at 555.555.5555.

Regards,

Cancel

Edit

Generate



KEY TAKEAWAYS

1

Improve the manager Experience

- Gain complete visibility into team activities
- Support managers with better resources
- Improve productivity & engagement of teams

2

Deliver unified journeys with personalization

- Enhance the journey experience
- Deliver personalization with automated workflows
- Make it easier for managers to take action

3

Resolve employee inquiries faster

- Create efficiencies with AI-powered automation
- Deliver simple, omni-channel experiences
- Analyze unstructured requests with NLU

What is new in Customer Service Management – Tokyo Release



Customer Service Management

Customer Service Management application enables customer service organizations and service operations to collaborate on customer problems proactively to resolve customer issues.

Customer Service Management highlights for the Tokyo release

- With Order Management for Customer Service Management, agents can place orders faster.
- With Task Intelligence, multi-lingual case categorization, attachment-based case categorization, sentiment analysis, and document intelligence, agents can evaluate, prioritize, and resolve cases more quickly.
- Support for external business locations will enhance the industry data model unify operations across internal and external business locations within a brand.
- Next Best Actions renamed as Recommended Actions.

New Features in CSM

- Tokyo Release



Task intelligence for Customer Service

Task Intelligence for Customer Service offers several AI capabilities such as language detection, multi-lingual case categorization, Sentiment Analysis, and Document Intelligence. These capabilities automate several routine tasks across the case lifecycle and enable agents to focus on complex case resolution.

Task Intelligence features on the Case form:

The screenshot displays the 'Vertex Windows: Invoice Confirmation 343...' case form. Four callouts highlight specific AI features:

- 1. Prioritize better Sentiment analysis:** Points to the 'Current sentiment' and 'Original sentiment' fields, both showing 'Negative'.
- 2. Predict case fields, auto route & reduce AHT Email/Case Categorization:** Points to the 'Autofilled Prediction' dropdown menu in the 'Compose' section.
- 3. Avoid manual tasks Document Intelligence:** Points to the 'Vendor name' field, which is marked as 'Predicted from DocIntel'.
- 4. Detect language & auto route Language detection:** Points to the 'Language' field, which is marked as 'Predicted from DocIntel'.

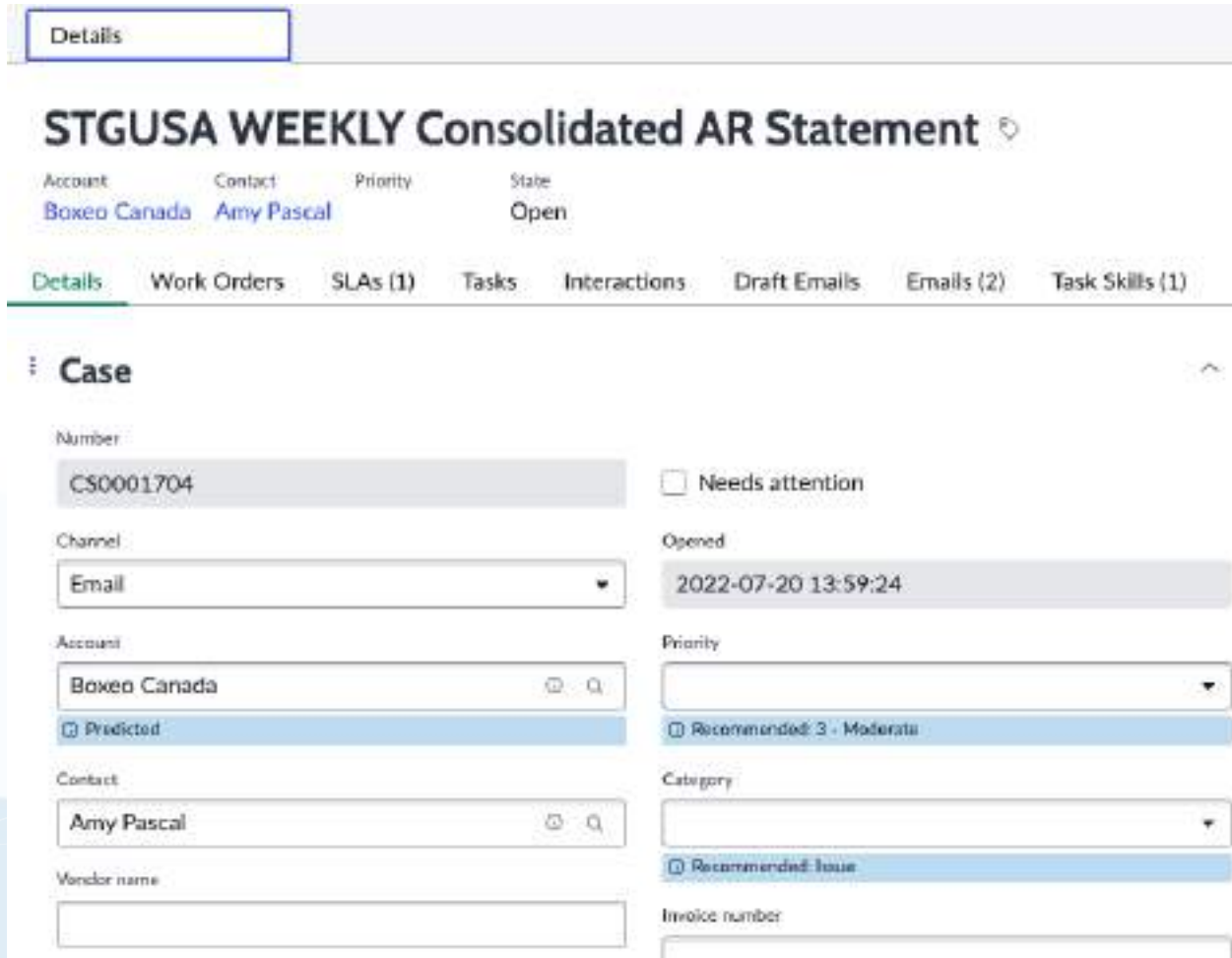
The case form includes fields for Account (Boxeo USA), Contact (Amy Pascal), Priority (Low), Status (Open), Invoice number (98760000), Invoice date (31-DEC-2021), and Product (English). The 'Compose' section allows for adding comments, and the 'Activity' section shows a recent update by John Jason.



Task Intelligence for Customer Service features:

1. Case Categorization:

This feature uses machine learning models to evaluate text, predict field values, and automatically populate fields on the case record.



The screenshot displays a customer service case record interface. At the top, there is a 'Details' tab. Below it, the title 'STGUSA WEEKLY Consolidated AR Statement' is shown. A summary bar includes fields for Account (Boxeo Canada), Contact (Amy Pascal), Priority, and State (Open). A navigation bar contains tabs for Details, Work Orders, SLAs (1), Tasks, Interactions, Draft Emails, Emails (2), and Task Skills (1). The main section is titled 'Case' and contains several input fields: Number (CS0001704), Channel (Email), Account (Boxeo Canada, with a 'Predicted' tag), Contact (Amy Pascal), Vendor name, and a 'Needs attention' checkbox. On the right side, there are fields for Opened (2022-07-20 13:59:24), Priority (Recommended: 3 - Moderate), Category (Recommended: Issue), and Invoice number.

Task Intelligence for Customer Service provides the following types of categorization:

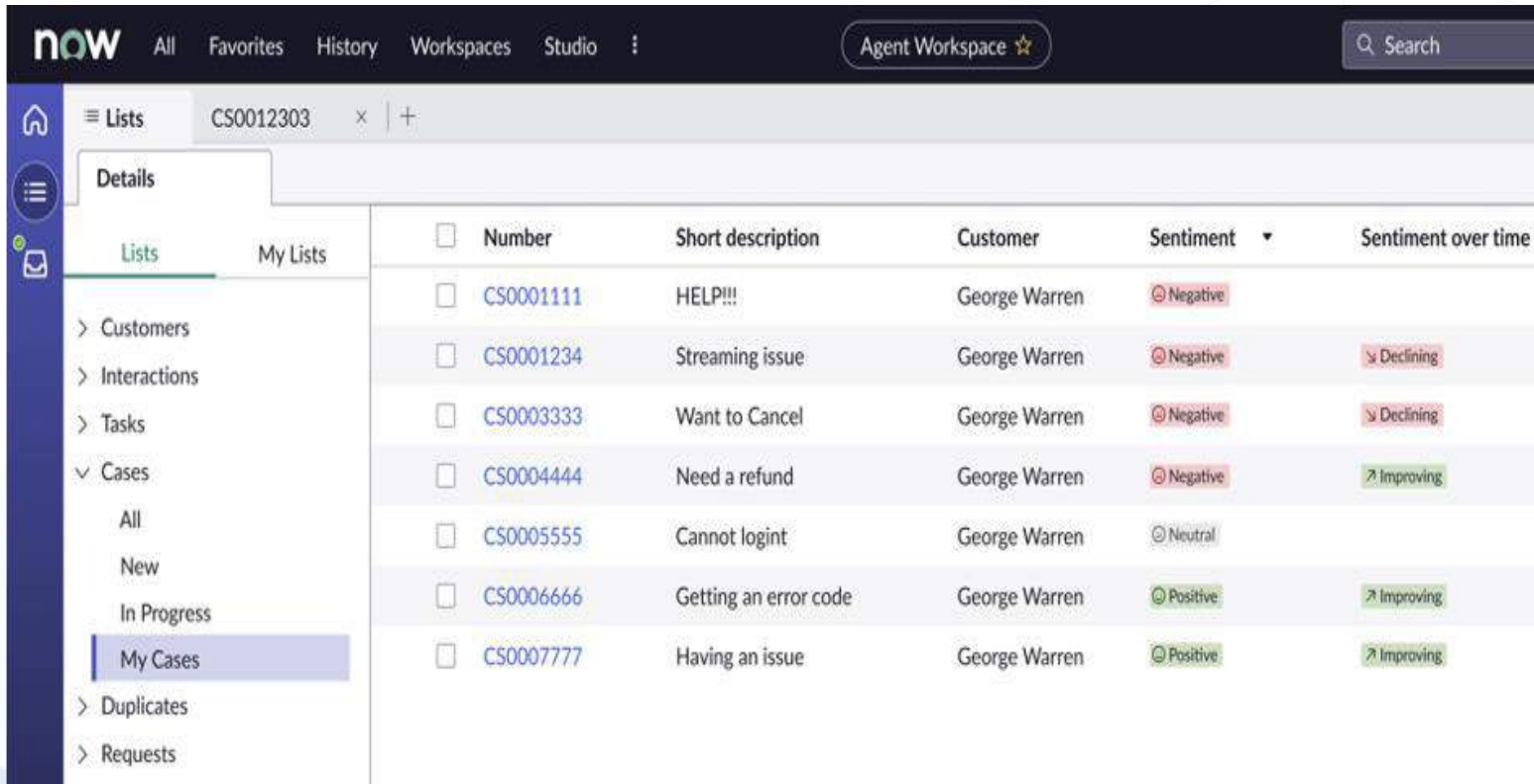
- **Multi-lingual case categorization:** This feature uses one machine learning model to support multiple languages, so you no longer need one model per language. The model can also support additional languages as needed.
- **Attachment-based case categorization:** This feature evaluates text in the email subject and body, the case short description and description, and the attachments and uses all of this information to predict field values. As a result, you can integrate predictions with Advanced Work Assignment (AWA) and automatically route cases to the appropriate service desk based on these values.



2. Sentiment Analysis:

Sentiment Analysis can help you gauge customer emotions, enabling you to provide more empathetic and compassionate customer experiences.

Case list with sentiment fields



The screenshot shows the 'now' Agent Workspace interface. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', 'Studio', and a search bar. The left sidebar shows a navigation menu with 'Lists' selected. The main content area displays a table of cases with columns for 'Number', 'Short description', 'Customer', 'Sentiment', and 'Sentiment over time'. The table lists seven cases, all associated with 'George Warren'. The sentiment values are: Negative, Negative, Negative, Negative, Neutral, Positive, and Positive. The 'Sentiment over time' column shows trends like 'Declining' or 'Improving'.

Number	Short description	Customer	Sentiment	Sentiment over time
CS0001111	HELP!!!	George Warren	Negative	
CS0001234	Streaming issue	George Warren	Negative	Declining
CS0003333	Want to Cancel	George Warren	Negative	Declining
CS0004444	Need a refund	George Warren	Negative	Improving
CS0005555	Cannot login	George Warren	Neutral	
CS0006666	Getting an error code	George Warren	Positive	Improving
CS0007777	Having an issue	George Warren	Positive	Improving

Use the sentiment analysis feature included with Task Intelligence for Customer Service to:

- Evaluate email and case text.
- Identify the current sentiment of new cases.
- Identify the ongoing sentiment of updated cases.
- Display this information to agents and managers.



3. Language Detection:

Identify the language used to create a customer service case and add the language to the **Language** field to the case record. This feature can identify up to 20 different languages.

≡ All 30

Last refreshed 3m ago.

<input type="checkbox"/> Number	Short description ▾	Name ▾	Contact	Account
<input type="checkbox"/> CS0001045	Wifi Connection is poor	English	Alex Linde	Advanced Routing Components
<input type="checkbox"/> CS0001054	Dit is zo'n zonnige dag en ik hou ervan	Dutch	(empty)	Avid Corporation
<input type="checkbox"/> CS0001053	Tohle je tak slunečný den a miluju ho	Czech	(empty)	Advanced Super Routing
<input type="checkbox"/> CS0001052	problema de connexion wifi -es	Spanish	(empty)	(empty)
<input type="checkbox"/> CS0001051	problema de connexion wifi -es.	Spanish	(empty)	(empty)
<input type="checkbox"/> CS0001031	Das ist eine gute Arbeit zu wissen. Ich bin immer für Sie da	German	(empty)	Spark Technologies
<input type="checkbox"/> CS0001032	C'est un bon travail à savoir. Je suis toujours là pour toi	French	(empty)	(empty)
<input type="checkbox"/> CS0001029	これは知っておくと良い仕事です	Japanese	(empty)	Advanced Super Routing
<input type="checkbox"/> CS0001030	To je dobrá práce vědět. Jsem tu vždy pro tebe	Czech	(empty)	Advanced Super Routing

Use the identified language to route cases to assignment groups and agents with the necessary language skills.



4. Document Intelligence:

Extract relevant information from PDF and image files, such as credit card numbers, vendor names, or customer addresses, and add that information to fields on the case.

Details Work Orders SLAs (1) Tasks Interactions Draft Emails Emails (2)

Case

Number

CS0001664

☐ Needs attention

Channel

Email

Opened

2022-07-12 11:39:24

Account

Boxeo USA

Priority

4 - Low

4 - Low

☐ Predicted

Category

Issue

Contact

Amy Pascal

Invoice number

FEIN: 36-3948996

Vendor name

ASDF Inc.

☐ Predicted from DocIntel

☐ Predicted from DocIntel

Amount due

6.07

Invoice date

31-DEC-2021

☐ Predicted from DocIntel

☐ Predicted from DocIntel

Document intelligence reduces the time needed to resolve the case by automating some of the routine case tasks, which enables agents to focus on more complex case resolution.



5. Task Intelligence Admin Console:

The Admin Console provides a business friendly interface that you can use to create, train, and deploy machine learning models to predict field values for cases.

The screenshot shows the Task Intelligence Admin Console. At the top, a dark blue header reads "Improve task creation with machine learning" and "Task Intelligence uses machine learning models built from your data to enhance aspects of task creation." Below this, a section titled "Track your model's performance live" features a dropdown menu set to "account model" and a "View all metrics" link. Two performance metrics are displayed: "Number of cases with predictions in the last 7 days" with a value of 3 (based on 16 new cases), and "Number of predictions in the last 7 days" with a value of 3 (based on 16 new cases). A "Models" table lists four models: "Account Email", "Case sentiment", "account model", and "category model". Each row shows the model type, tags, state (all "Deployed"), and date created, with a "View metrics" link for each. On the right, a sidebar contains a "Let's go over a few things about machine learning models" section with four bullet points, a "Preview agent workspace" button, and three FAQ-style questions with expandable answers.

Name	Model type	Tags	State	Date created	View metrics
Account Email	Categorization	All Cases With Attachment	Deployed	07/19/2022	View metrics
Case sentiment	Sentiment		Deployed	07/11/2022	View metrics
account model	Categorization	Email With Attachment	Deployed	07/11/2022	View metrics
category model	Categorization	All Cases Without Attachment	Deployed	07/11/2022	View metrics

The models provides flexible options to either auto-fill values on the Case form or to provide recommendations only, depending on the sensitivity of those fields. An option is also available to run the model in the background only for monitoring purposes.



Recommended Actions: Enhanced Call to Action

Quickly launch a call to action (CTA) within a guidance. Agents can access recommended actions in the contextual side panel in CSM Configurable Workspace and execute a guidance with a single click.

Recommended Actions - Guidance Card

Users can access recommended actions in CSM Configurable Workspace by clicking the Recommended Actions icon in the contextual side panel. Actions of the type **Guidance** and **Guided Decision Tree** are displayed as cards within this panel.

Recommended Actions

CurrentHistory (1)

🔍 Relevant knowledge article found

How to access my Network Configuratio...

Number	Author	Updated
KB0009999	Aileen Mottern	2017-09-12 07:39:56

DismissReview and attach article



Support for External Business Locations

Use the business location entity to create an organizational structure that includes internal and external business locations such as stores, branches, franchises, and dealerships.

With the business location entity you can:

- Create internal and external business locations using a hierarchy, with parent and child locations.
- Associate users within a business location, which makes them staff members of that location.
- Provide staff members at a business location with access to the customer cases and information for that location.
- Create teams of staff members to support accounts, consumers, and households.
- Provide the staff members on those teams with access that enables them to manage cases for their accounts, consumers, and households.

Service Organization Install Base

Extend proactive customer support to the industry data model, by tracking products and services installed at service organizations.

Starting with the Tokyo release, service organizations can:

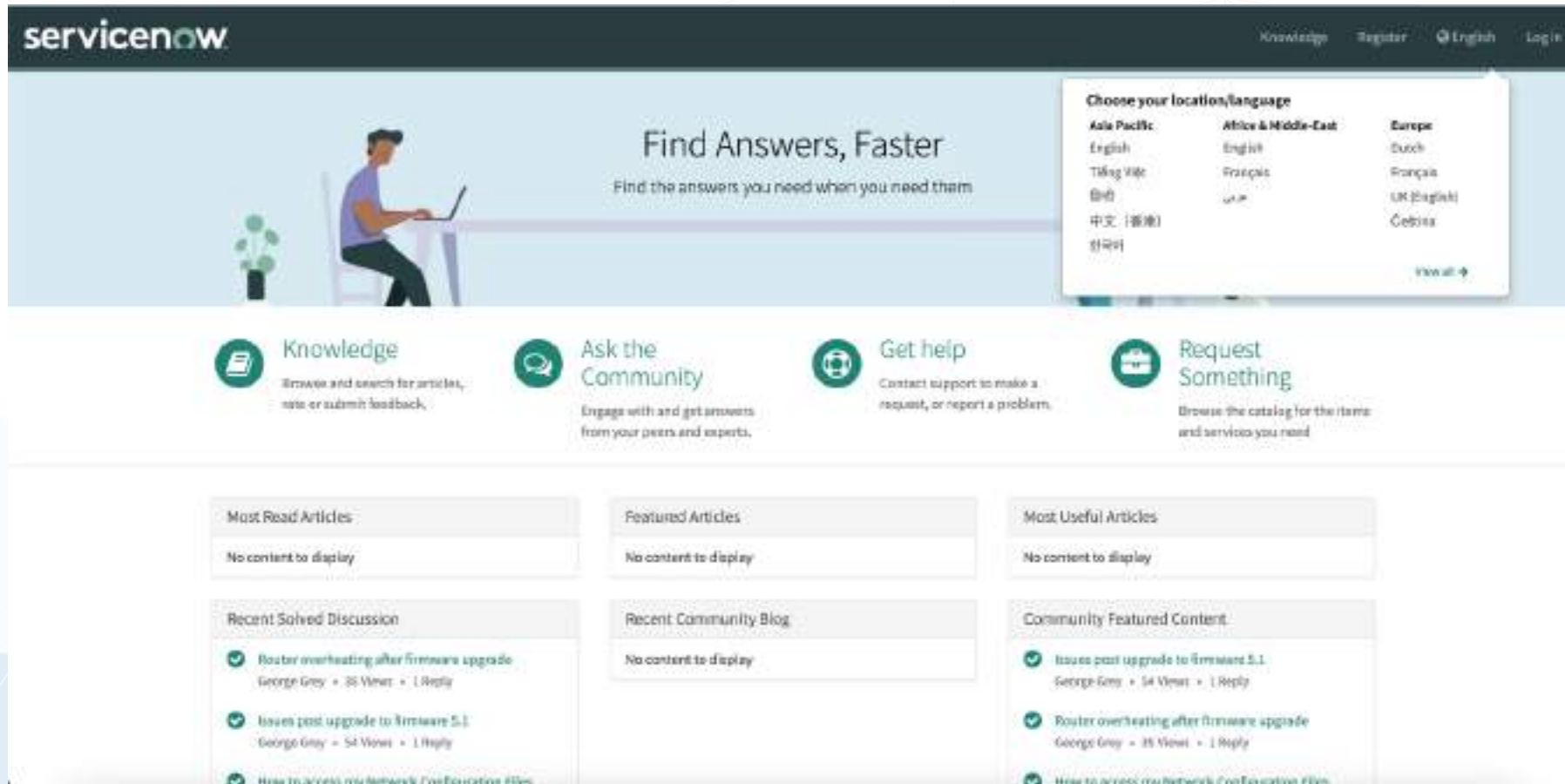
- Track and manage products and services installed at a business location.
- Enable contributors at a business location to submit cases and request help.
- Create and resolve cases for sold products and install base items deployed at a business location.

Enhanced Address Data Model for Accounts

- Businesses often must share addresses between accounts, within an account hierarchy, or across hierarchies. An enhanced address data model makes it possible to link a location with multiple accounts without creating multiple location records.
- The enhanced address data model maintains the relationship between accounts and addresses in a new table. By default, this feature is enabled for the new customer service management (CSM) customers. However, it is optional for upgrade customers.

Enable language selection for guest users

The language selector widget enables guest users and unauthenticated users to select, view, and update content in their preferred language.



The screenshot displays the ServiceNow Knowledge portal interface. At the top, the 'servicenow' logo is on the left, and navigation links for 'Knowledge', 'Register', 'English', and 'Login' are on the right. The main header area features a large banner with the text 'Find Answers, Faster' and 'Find the answers you need when you need them', accompanied by an illustration of a person working on a laptop. A dropdown menu titled 'Choose your location/language' is open, showing three columns of options: 'Asia Pacific' (English, Tiếng Việt, 日本語, 中文 (简体), 한국어), 'Africa & Middle-East' (English, Français, العربية), and 'Europe' (Dutch, Français, UK (English), Čeština). Below the banner, there are four main sections: 'Knowledge' (Browse and search for articles, note or submit feedback), 'Ask the Community' (Engage with and get answers from your peers and experts), 'Get help' (Contact support to make a request, or report a problem), and 'Request Something' (Browse the catalog for the items and services you need). The bottom section contains six article lists: 'Most Read Articles', 'Featured Articles', 'Most Useful Articles', 'Recent Solved Discussion', 'Recent Community Blog', and 'Community Featured Content'. Each list shows a title, author, views, and replies. For example, 'Router overheating after firmware upgrade' by George Gray has 35 views and 1 reply.



Quick start tests for Customer Service Management

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations



Changes in CSM - Tokyo Release



Task Intelligence: Language detection

Predict the language used to create customer service cases and assign the language to the case as a skill.

Cases can then be routed to agents with the necessary language skills.

Applications moved to the ServiceNow Store

The following applications are available on the ServiceNow Store, providing customers with access to new features and enhancements in between releases.

- CSM Configurable Workspace
- Guided Decisions
- Recommended Actions for Customer Service

Next Best Actions renamed as Recommended Actions

The Next Best Actions feature has been renamed as Recommended Actions.



Deprecations in CSM - Tokyo Release



Starting with the Tokyo release, the following applications have been deprecated:

The Legacy - Workforce Optimization for Customer Service plugin (com.snc.wfo.csm) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

The Vaccine Administration Management v5.0 is no longer deployed, enhanced, or supported..

New Features in Order Management – Tokyo Release



Order Management

for Customer Service Management:

The ServiceNow Order Management application enables you to create products and services, capture and manage customer orders, create product catalogs, add pricing, and group products into bundles..

Order Management highlights for the Tokyo release:

- Create products and add them to a product catalog for easy viewing.
- Use the customer service portal to view an order's status.
- Add pricing to individual product attributes.
- Group products into attractive bundles to increase sales.

Group products into Bundles Feature

A bundle type product offering lets you group products together and allows you to add attribute pricing to products within the bundle.

1. Add product attribute pricing and bundle pricing:

- Add pricing attributes to features in a product in the Order Management for Customer Service Management application. Attribute pricing lets an agent set up a difference for a feature, such as a larger microwave instead of a smaller microwave, and it automatically updates when the product is selected.

2. Create and publish product offerings:

- Create and publish product offerings in Order Management for Customer Service Management to enable order agents to begin the order process.
- A product offering is the entry in a catalog that includes the products, their characteristics, and pricing. When a product is published, it becomes available to order agents who can then create orders for the product.



New Features in Workforce Optimization – Tokyo Release



Workforce Optimization for Customer Service Management:

Workforce Optimization for Customer Service application is used to manage and maintain the productivity of your workforce from a single location.

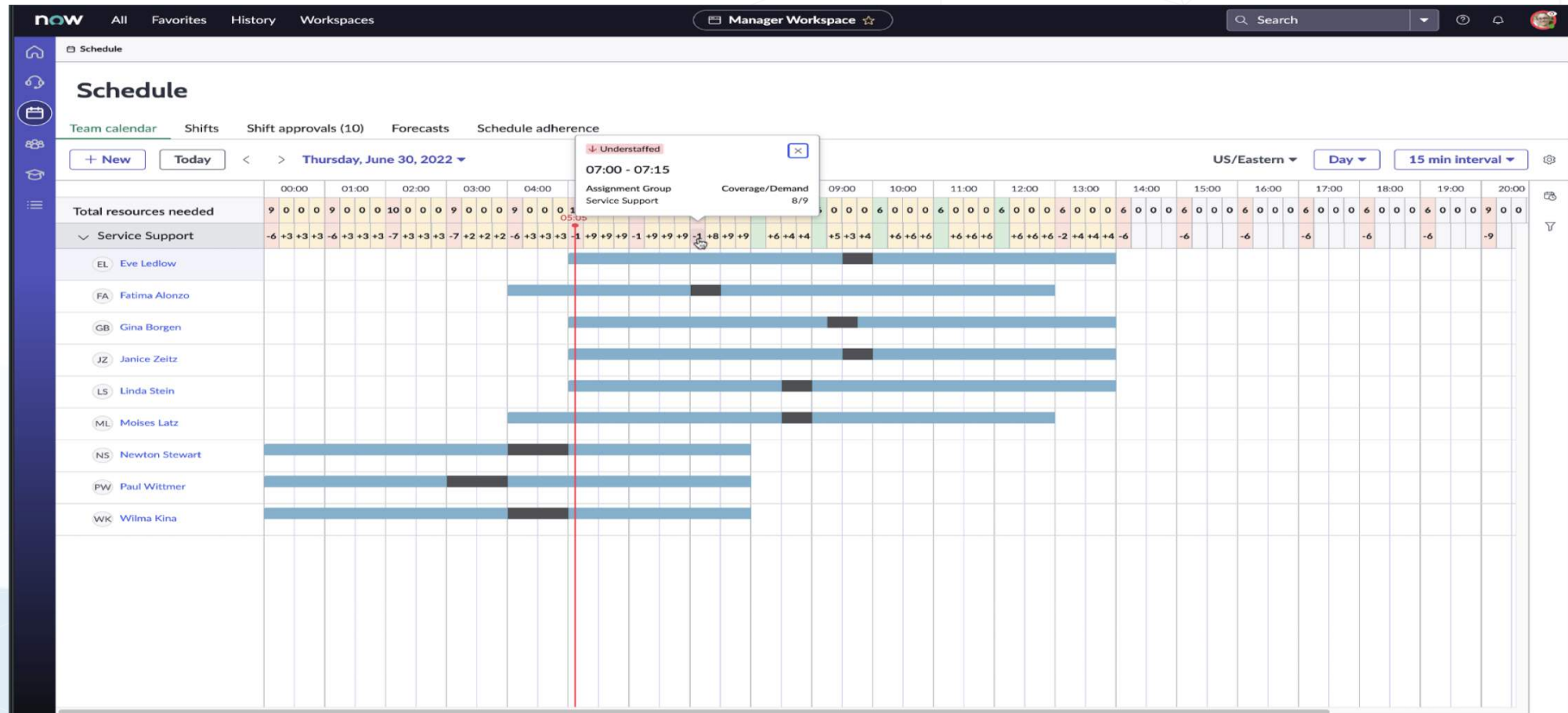
Workforce Optimization highlights for the Tokyo release:

Use Demand Forecast to enable managers to view their agent staffing forecast at 15-, 30-, and 60-minute intervals.

Demand Forecast in Workforce Optimization feature

Demand Forecast enables managers to view their agent staffing forecast at 15-, 30-, and 60-minute intervals on the team calendar. This feature enables managers to adjust and prioritize schedules, tasks, breaks, and meetings for their agents without impacting service objectives.

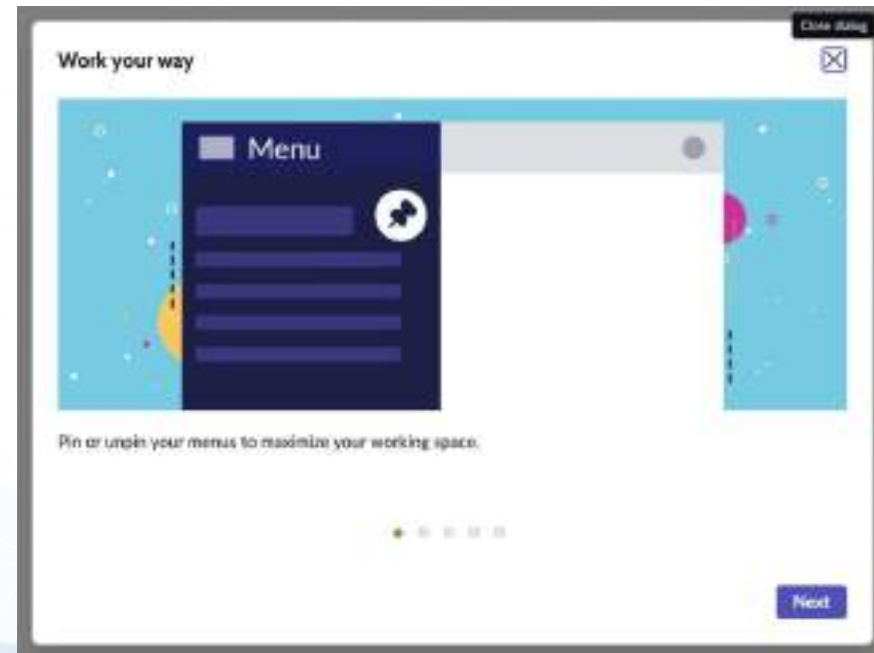
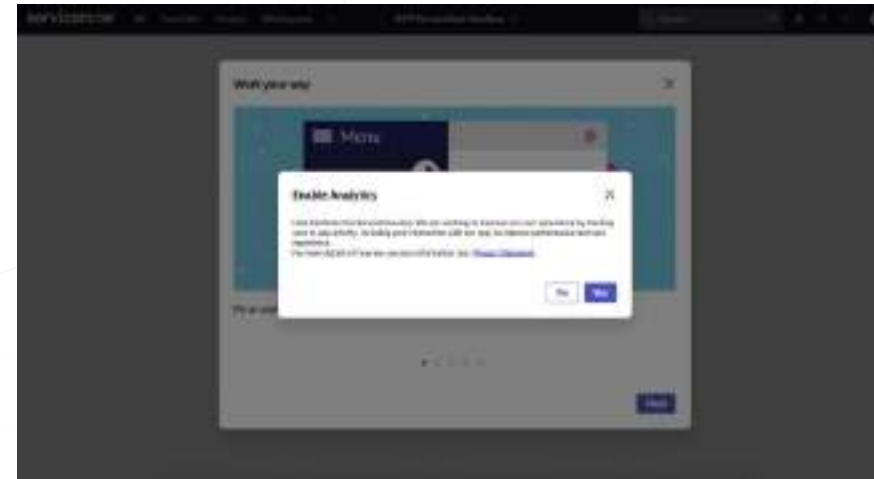
Demand Forecast view for a team:



Login




For The First Time

- User Analytics works to improve user experience by tracking your in-app activity, including your interaction with app, to improve performance and user experience.
- Introduction, quick guide.





THANK YOU

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