



ACCELERATING BUSINESS TRANSFORMATION



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ServiceNow Xanadu release - New Applications

New Application	Description	Release Notes
<b>Employee Service Management</b>		
HR Service Delivery for Healthcare	The ServiceNow® HR Service Delivery for Healthcare application creates a standardized, digitized, and automated physician onboarding workflow using the Healthcare Professional data model. The application enables you to see the full picture for all the required onboarding information during and after physician onboarding.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/hr-service-delivery/hr-health-care-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/hr-service-delivery/hr-health-care-rn.html</a>
Leader Hub	The ServiceNow® Leader Hub application empowers organizational leaders to understand the strengths of their teams, identify gaps in skills, and facilitate changes that are conducive to the success of their workforce.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/employee-service-management/leader-hub-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/employee-service-management/leader-hub-rn.html</a>

<b>Field Service Management</b>		
Now Assist for Field Service Management (FSM)	The ServiceNow® Now Assist for FSM application brings generative AI to Field Service Management.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/field-service-management/now-assist-for-fsm-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/field-service-management/now-assist-for-fsm-rn.html</a>
<b>Financial Services Operations</b>		
Dispute Content Pack for US Regulations	The ServiceNow® Dispute Content Pack for US Regulations application enables issuers in the United States (US) to track dispute cases and conform with regulatory guidelines.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/dispute-content-pack-for-us-regulation-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/dispute-content-pack-for-us-regulation-rn.html</a>
Dispute Rules Content Pack for Mastercard	The ServiceNow® Dispute Rules Content Pack for Mastercard application provides your agents with the questions that they can ask customers when they intake dispute-related information and determine the dispute reason code.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/dispute-rules-content-pack-for-mastercard-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/dispute-rules-content-pack-for-mastercard-rn.html</a>
Individual Life Claims	The ServiceNow® Individual Life Claims application enables your organization to perform end-to-end claim processing for individual life policies.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/individual-life-claims-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/individual-life-claims-rn.html</a>
Now Assist for Financial Services Operations (FSO)	The ServiceNow® Now Assist for Financial Services Operations (FSO) application brings generative AI to Financial Services Operations. By creating summaries of the card disputes and insurance claims from the case records, agents can quickly view the key details.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/now-assist-for-financial-services-operations-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/now-assist-for-financial-services-operations-rn.html</a>
Verifi Spoke	The ServiceNow® Verifi Spoke application uses the Verifi Spoke actions to connect with the Verifi APIs and streamline the card dispute resolution process.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/verifi-spoke-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/financial-services-operations/verifi-spoke-rn.html</a>

## Governance, Risk, and Compliance

Smart Assessment Engine	The ServiceNow® Smart Assessment Engine (SAE) application helps you to reduce the manual burden and costs of your assessment processes through automation. Smart assessments can help you with evaluating various situations, aspects, or records.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/governance-risk-compliance/grc-smart-assessment-engine-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/governance-risk-compliance/grc-smart-assessment-engine-rn.html</a>
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## IT Operations Management

Service Reliability Management	The ServiceNow® Service Reliability Management (SRM) application helps your organization to respond, collaborate, track, and self-remediate when working on alerts and incidents.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/it-operations-management/service-reliability-management-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/it-operations-management/service-reliability-management-rn.html</a>
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## IT Service Management

Proactive Engagement	The ServiceNow® Proactive Engagement application helps organizations improve their employee digital experience, productivity, and satisfaction by proactively enabling employees to self-solve digital issues that they experience on a day-to-day basis.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/it-service-management/proactive-engagement-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/it-service-management/proactive-engagement-rn.html</a>
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## Hyperautomation and Low Code

ServiceNow IDE	The ServiceNow® integrated development environment (IDE) application enables developers to create scoped applications in source code in an IDE based on Visual Studio Code for the Web on the Now Platform.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/now-platform-app-engine/servicenow-ide-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/now-platform-app-engine/servicenow-ide-rn.html</a>
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## Operational Technology

Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	The ServiceNow® Vulnerability Response Integration with Microsoft Defender for IoT (Azure) application uses data imported from Microsoft Defender for IoT (Azure) to enable risk-based action with the production process context.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/operational-technology/vulnerability-response-integration-with-microsoft-defender-for-iot-azure-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/operational-technology/vulnerability-response-integration-with-microsoft-defender-for-iot-azure-rn.html</a>
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<b>Retail Operations</b>		
Retail Operations	The ServiceNow® Retail Operations application empowers frontline managers and associates to seamlessly manage day-to-day store operations by automating tasks, resolving issues quickly with self-service, and freeing up time to better serve customers.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/retail/retail-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/retail/retail-rn.html</a>
<b>Sales and Order Management</b>		
Lead Management	The ServiceNow® Lead Management application enables your sales development representatives to create and manage leads. Leads are individuals or organizations that have shown interest in a product or service and require nurturing to be qualified for a potential opportunity for sale.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/sales-order-management/lead-management-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/sales-order-management/lead-management-rn.html</a>
Sales Agreement Management	The ServiceNow® Sales Agreement Management application enables you to capture the scope and conditions from a quote for future sales transactions over a specified period between a buyer and a seller.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/sales-order-management/sales-agreement-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/sales-order-management/sales-agreement-rn.html</a>
<b>Telecommunications, Media, and Technology</b>		
Now Assist for Telecommunications, Media and Technology (TMT)	The ServiceNow® Now Assist for TMT application brings generative AI to Proactive Service Experience Workflows. Improve productivity and efficiency by delivering better self-service, recommending actions, and delivering answers.	<a href="https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/tmt/now-assist-for-tmt-rn.html">https://docs.servicenow.com/bundle/xanadu-release-notes/page/release-notes/tmt/now-assist-for-tmt-rn.html</a>

Leverage the expert guidance of Intelibliss ServiceNow consultants team for a smooth and seamless upgrade from Washington DC to Xanadu.

**Please write to us - [Sales@intelibliss.com](mailto:Sales@intelibliss.com)**