



servicenow

Now Platform Orlando release

The smarter way to workflow
just got smarter

The Now Platform® Orlando release delivers a rich set of Artificial Intelligence (AI) capabilities and analytics.

These innovations include:

- Now Intelligence helps people get work done smarter with always-on virtual agents to quickly give customers and employees what they need.
- Now Mobile application gets work done on the go with the swipe of your thumb.
- Powerful new workspaces supercharge agents with everything at their fingertips.

NOW PLATFORM

Now Intelligence

- **Analytics Q&A (Limited Access):** Answer questions on the spot. Ask questions using natural everyday language and receive immediate answers in the form of lists, scores and charts.
- **KPI Composer:** Accelerate your Performance Analytics journey. Visually plan how KPIs support business goals and objectives.
- **Mobile Analytics:** Manage business performance from anywhere. Drill in to view timelines, targets, gaps, team performance and individual records.

App Engine

- **Now Experience:** Develop consumer-grade customer experiences, fast. Build rich UI experiences with reusable out-of-the-box and/or custom components on a single modern tech stack.

Now Mobile

- **Mobile Analytics:** Drive mobile app adoption and usage with session metrics, flow paths, and goal funnels.
- **Mobile app management:** Secure company data on devices and validate mobile device policies before allowing access to apps.

IntegrationHub

- **Large data set streaming:** MID server support and data stream API.
- **No-code automation:** Data transformations, dynamic outputs, and connections and credentials framework.

IT WORKFLOWS

IT Service Management

- **Mobile Agent enhancements:** Prioritize work based on categorized list of incidents/requests.
- **Agent Workspace enhancements:** Automatically initiate workflows to fill knowledge gaps.

IT Operations Management

- **Cloud Insights:** Optimize cloud costs by providing automated recommendations and actions to reduce cloud waste.

CMDB

- **Robust Transform Engine:** Get out-of-the-box mechanism to transfer data to CMDB from 3rd party resources and format 3rd party data properly in CMDB by using automated rules.
- **IntegrationHub-Extract Transform Load (ETL):** Get an automated flow with step-by-step guide to integrating data from your sources.

IT Business Management

- **Agile Work Item Integrations (Jira, ADO):** Bring work from one system into another with configurable data types.
- **Agile Development 2.0 Mobile:** Manage sprints anytime & anywhere.

IT Asset Management

- **SaaS License Connections:** Rapidly build low-code, custom SaaS integrations.
- **Engineering License Manager:** Gain control of your specialty software.

Security Operations

- **Integration with Splunk Enterprise Security:** Smart and automated management of events.
- **Change Management and grouping:** Automate remediation tasks and vulnerability response by leveraging Change Management features.

Risk

- **Virtual Agent chatbots for GRC:** Make GRC an intelligent consumerized experience while monitoring requests from the Service Portal.
- **Advanced Risk Assessments:** Integrated analytics and risk rollup for bottom up analysis of risk assessments.

CUSTOMER WORKFLOWS

Customer Service Management

- **Agent Affinity for Work Assignment:** Assign work to the best agent using intelligent context. Maintain agent continuity to improve customer satisfaction.
- **Knowledge Demand Insights:** Improve self-service and case resolution by automatically identifying and visualizing knowledge gaps.

Field Service Management

- **Agent Workspace integration:** Enable agents to create and view Field Service Management work orders directly from Agent Workspace.
- **Central Dispatch enhancements:** Provide dispatchers greater flexibility and control over task scheduling with visibility into technician parts.

EMPLOYEE WORKFLOWS

HR Service Delivery

- **Mobile Employee Experience enhancements:** Support easy tap or swipe completion of tasks from DocuSign, Adobe, and SuccessFactors.
- **Lifecycle Event enhancements:** Sequence activities in an activity set with an option for dependencies.
- **Employee Experience Packs:** Defined templates to get more value faster- packs cover a variety of hot topics like benefits, tax time, and promotions.

Finance Operations Management

- **Finance Reconciliation Hub:** Accelerate reconciliation certifications. Streamline approvals with audit trail capabilities.
- **Finance Robotics Library:** Enhance task management to automate ERP jobs.

Upgrade Programs

- **HI Upgrade Assist:** Stay current by automating your upgrades. Use an automated service to offload upgrade scheduling tasks.
- **Automated Test Framework enhancements:** Upgrade faster by automating the manual tests. Expanded library of quick start tests with 243 new tests.

*Limited Access: Capabilities identified as Limited Access are not generally available but are fully tested and supported. They are only provided to a limited number of pre-selected customers for evaluation. Limited Access capabilities may be generally available in the next Now Platform release.

