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Zurich Release Notes

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Table of Contents

Zurich release notes....4

Using the release notes....6

Build your own release notes....7

Zurich General Availability release highlights....9

Learn about the Zurich release....24

Release notes for upgrading from Yokohama....25

Release notes for upgrading from Xanadu....1422

Release notes for upgrading from Washington DC....1459

Personalized PRB release notes for upgrades to Zurich....1500

Available patches and hotfixes....1564

Browser support....2281

Accessibility and conformance....2282

Prepare your upgrade....2284

ServiceNow upgrades....2284

Pre- and post-upgrade tasks for various products....2287

Upgrade planning checklist....2361

Upgrade tools and resources....2366

Upgrades and the ServiceNow Store....2368

Upgrade to the Zurich release....2369

Phase 1 - Read the release notes and plan your upgrade....2373

Phase 2 - Prepare for the development instance upgrade....2375

Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support....2376

Phase 4 - Upgrade and validate the development instance....2380

Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance....2382

Phase 6 - Prepare to upgrade the production instance....2383

Phase 7 - Upgrade the production instance....2384

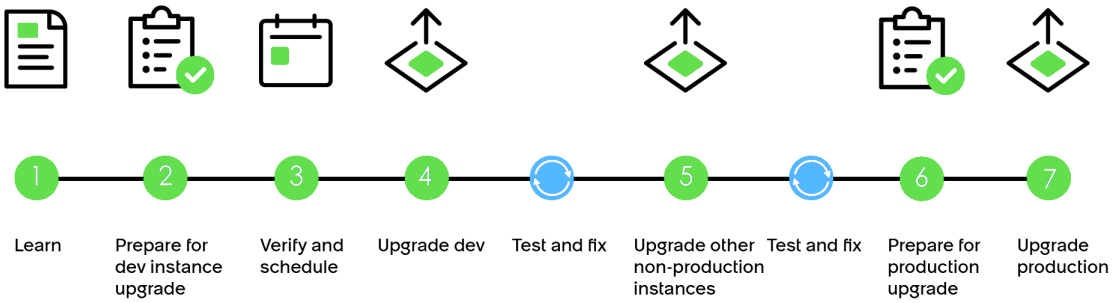
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Zurich release notes

The ServiceNow® Zurich release includes new products and applications, as well as additional features and fixes for existing products. Read the release notes to learn about the release, prepare for your upgrade, and upgrade your instance.

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.



Start your upgrade journey

To use the release notes in your upgrade process, choose the upgrade phase that you're ready to start with. It's recommended you complete the phases in the order listed. For a guide to the redesigned release notes experience, see Using the release notes.

Learn about Zurich	Prepare your upgrade	Upgrade to Zurich
Find out what's new and changed in Zurich	Choose the target version and prepare for your upgrade	Review the process and upgrade your instance

Release timeline

New Zurich release versions are released throughout the year. Here are the current dates for Zurich patch and security patch releases. To view a full list of Zurich release versions, refer to Available patches and hotfixes. Future release dates are subject to change.

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Maximize your release notes value

Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

How to use release notes

Release notes tools

We've created some tools to help you review the release notes and upgrade more quickly and efficiently. For more information, see Build your own release notes.

Release notes summaries

If you're interested in a specific set of release notes information, we've displayed release notes for all products by category. For example, you can read about the browser requirements for all Zurich products, all on one page.

Personalized PRB release notes

Generate a cumulative list of all the problems that are fixed in an upgrade from your current release version to any available target version.

Combined product release notes for cross-family upgrades

View all release notes information for any product, from any family release version to another, on one page.

To check out the release notes tools available for your upgrade scenario, choose your upgrade path to Zurich.

- Release notes for upgrading from Yokohama
- Release notes for upgrading from Xanadu
- Release notes for upgrading from Washington DC
- Zurich patch and hotfix release notes

Choose your upgrade path to Zurich

- Release notes for upgrading from Yokohama
- Release notes for upgrading from Xanadu

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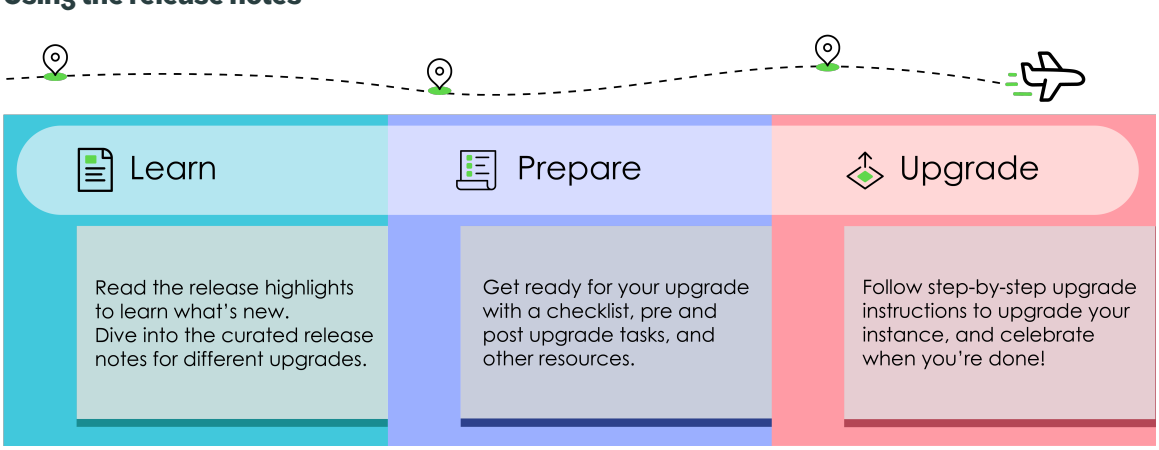
- Release notes for upgrading from Washington DC
- Zurich patch and hotfix release notes

Using the release notes

Learn how to navigate the redesigned release notes and find the information you're looking for.

Navigating the release notes

We've redesigned the ServiceNow release notes experience to provide phased content that more closely matches the upgrade process.



Release notes directory

Learn where you can find different release notes content throughout your upgrade journey.

Section	Content
Learn about the Zurich release	Review the release highlights to learn about new features and enhancements, and use curated release notes that correspond to your upgrade path. • Release notes for upgrading from Yokohama • Release notes for upgrading from Xanadu • Release notes for upgrading from Washington DC Each curated release notes package includes tools to help inform the next steps in your upgrade, including: • Zurich highlights • Features and changes by product, which are pre-combined for cross-family upgrades • Changes to plugins • Personalized PRB release notes • Available patches and hotfixes

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Section	Content
	• Browser support • Accessibility and compliance
Prepare your upgrade	Start preparing for your upgrade with our upgrade planning checklist and series of tasks to complete before and after your upgrade. Improve your upgrade experience with ServiceNow upgrade products, tools, and best practices. • ServiceNow upgrades • Pre- and post-upgrade tasks for various products • Upgrade planning checklist • Upgrade tools and resources • Upgrades and the ServiceNow Store
ServiceNow upgrades	Our upgrade guide includes testing guidance, information on how to schedule your upgrades, and more. • Phase 1 - Read the release notes and plan your upgrade • Phase 2 - Prepare for the development instance upgrade • Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support • Phase 4 - Upgrade and validate the development instance • Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance • Phase 6 - Prepare to upgrade the production instance • Phase 7 - Upgrade the production instance

Release notes tour

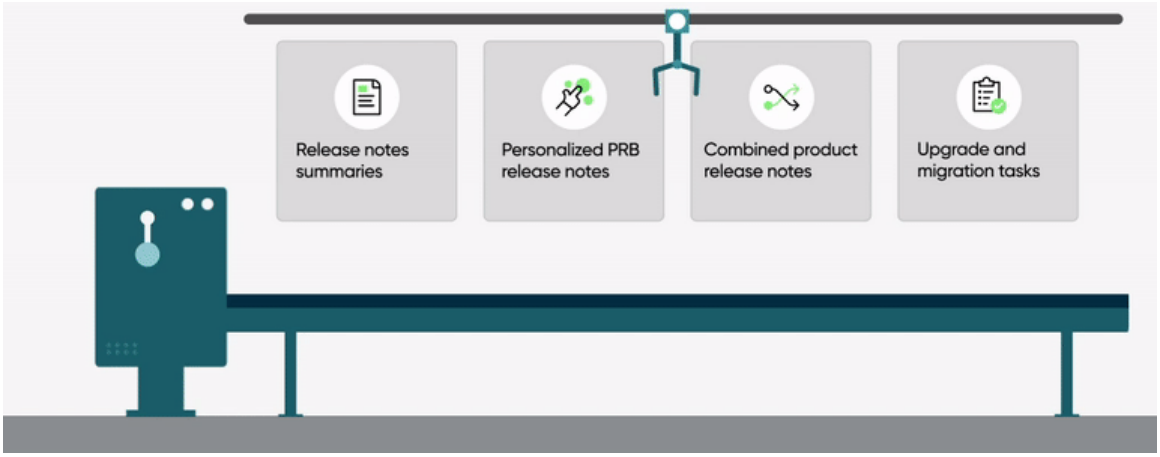
Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

Using the release notes video

Build your own release notes

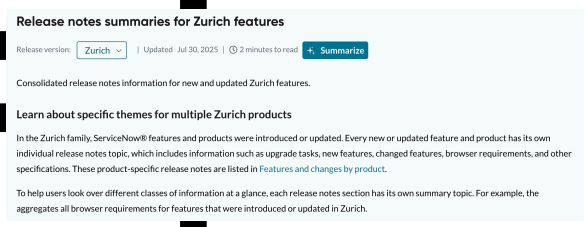
Enhance your upgrade experience with configurable release notes that fit your unique upgrade scenario. Assemble product information, fixes included in your targeted release version, and upgrade tasks to streamline your upgrade preparation, even when you skip a family release.

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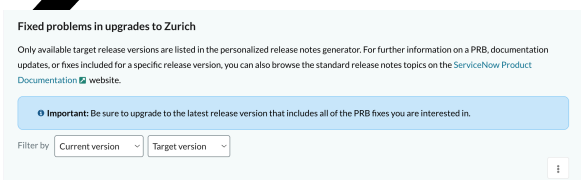
Release notes summaries

Get a simpler view of release notes based on what products you have and what information you need. Release notes summaries enable you to select the information category you're looking for and specify which products you have. Then, your release notes are compiled into a single, easy-to-read summary. Browse product highlights, new and changed features, important upgrade information, and more for N-1 to N upgrades.



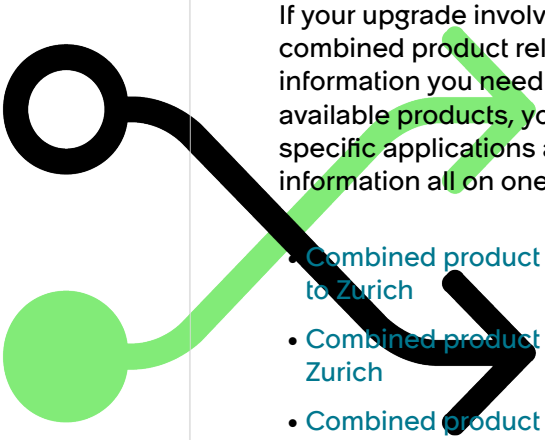
Personalized PRB release notes

With personalized PRB release notes, collect a list of fixes to fit your specific upgrade scenario. Choosing your current release version and your targeted release version generates a list of all the fixes included in your upgrade. View this list in a table, or download a spreadsheet to sort and review PRBs as needed.



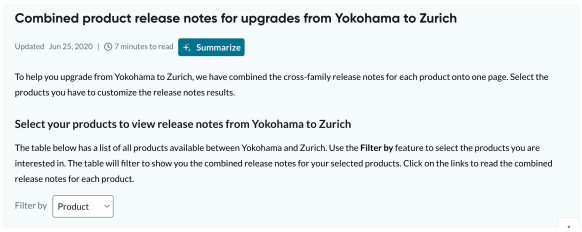
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Combined product release notes



If your upgrade involves skipping one or more family releases, combined product release notes ensure you have all the information you need to prepare for your upgrade. From a list of available products, you can filter changes and features for your specific applications across the relevant releases, and view the information all on one page.

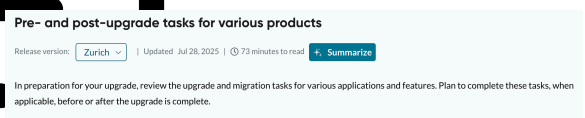
- Combined product release notes for upgrades from Yokohama to Zurich
- Combined product release notes for upgrades from Xanadu to Zurich
- Combined product release notes for upgrades from Washington DC to Zurich



Upgrade and migration tasks



you're equipped with the product and PRB information you mpile a list of upgrade and migration tasks required mplet your journey. View the necessary pre- and post-upgrade ar migration tasks for your products and build a to-do list to help uide your upgrade process.



Get started

To begin building your release notes, choose an option above or select which family you're upgrading from:

- Release notes for upgrading from Yokohama
- Release notes for upgrading from Xanadu
- Release notes for upgrading from Washington DC

Zurich General Availability release highlights

High-level overview of products and features in the ServiceNow AI Platform Zurich release.

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Overview of the Zurich General Availability (GA) release

ServiceNow AI Platform

AI

- Build Agent: Transform natural language prompts into complete, full-stack ServiceNow apps in minutes instead of days. Watch the AI agent plan, create, and edit in real-time for full transparency and control. Iteratively edit and refine existing apps with simple, conversational feedback until they are ready to deploy.
- AI Agent Fabric: Direct access to external data sources using Model Context Protocol (MCP). AI agents can now collaborate with other AI systems with Agent2Agent protocol. Build automations that work across your entire tech stack.
- Model provider flexibility: Match each AI workflow with the ideal model provider for its specific requirements. Rapidly test, switch, and update AI skills without rewriting workflows or managing APIs. Deploy with confidence and control with built-in governance, fallback logic, and real-time monitoring in AI Control Tower.

Workflow

- Agentic playbooks: Optimize workflows by exposing playbooks to AI agents and conversational interfaces. Increase productivity with humans and AI working side by side on the tasks that they can each execute the best. Keep humans in the loop as needed for verification, approval, or mandatory manual steps.
- Reusable triggers: Easily create schedules with time zone support, start/end day and time, and schedule frequency. Create custom external triggers that act like webhooks to launch ServiceNow automations. Empower low code users to reuse saved triggers without being exposed to the complexity of the overall workflow.
- Flow history: Easily access and revert to earlier versions of flows or subflows. Track workflow changes for transparency and increased collaboration across teams. Streamline workflow management in a single, action-driven workspace.

Process Mining

- Task Mining:

  Extend Process Mining reach into the last mile of user-level tasks for end-to-end process visibility and improvement. Analyze how users on Windows and Mac desktops execute tasks in any app (eg Excel, SAP Business Client, browser) within broader processes for end-to-end mining. Identify and act on improvement opportunities at the desktop level for AI Agents and automation.

- Process Mining enhancements: Surface easy to understand insights so business stakeholders can make faster, informed decisions on improvement opportunities. Accelerate legacy or low ROI app rationalization onto the ServiceNow AI Platform with Now Assist for playbook generation directly from the process map in Analyst workbench. Identify and prioritize automation and workforce optimization opportunities with touchpoint and idle time analysis.

Security and Privacy

- ServiceNow Vault Console: Enable guided data classification and protections for CSM and FSO. Leverage auto-classification and recommended actions for protecting your data. Visualize ServiceNow Vault tool performance with dashboards that showcase usage, impact and effectiveness in securing sensitive data.

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- Data Privacy enhancements: Replace "Sensitive Data Handler" with Data Privacy to simplify and consolidate the handling of PII and PHI for Virtual Agent. Find sensitive data faster with Now Assist for Vault to Create data discovery jobs and use natural language to create custom regular expressions. Discover language-based data for scheduled jobs, like names, locations, groups, etc. (NER).
- Field Encryption enhancements: Define custom encryption rules for specific columns and rows for ease of compliance track. Assign specific keys to data within a row to allow visibility to only authorized users. Apply encryption-backed access control to the most sensitive data. View which role has access to encryption keys associated with a field, powered by Now Assist for Vault.
- Machine Identity Console: Discover and manage all machine identities across your ServiceNow instance. Monitor API access use and authentication methods for all integrations. Use the machine identity security score to see actions you can take to improve your machine identity security.

Workflow Data Fabric

Workflow Data Fabric Hub

- Workflow Data Fabric Hub: Discover and manage external data from one interface, including Snowflake, data lakes, and data warehouses. Create data fabric tables to access external data as if it's native to the ServiceNow AI Platform. Enable zero copy to drive workflows, analytics, and AI with real-time external data.
- Zero Copy Connectors: Query external data as if local with federated SQL—no ETL, storage, or sync needed. Trigger AI and workflows in real time, acting on live, governed data without sync delays or duplication. Help protect sensitive data with scoped, time-bound access—minimizing risk and easing compliance.
- Zero Copy Connector for ERP: Enable bi-directional access to ERP objects—like data and orders—as reusable data products without copying data to ServiceNow. Use data products to query or update ERP in App Engine apps or power agentic AI with built-in business logic and semantics. Let developers build workflows and AI agents without ERP expertise—helping to save time and consulting costs.
- RPA Migration Accelerator: Scan and analyze existing bots automatically to evaluate complexity, usage, and migration readiness. Map legacy components to ServiceNow equivalents using predefined logic. Track migration progress and tasks in Automation Center with guided workflows.
- Workflow Data Fabric tokenization: Unify product consumption under a single fabric credit to reduce friction. Monitor usage across the Workflow Data Fabric portfolio with clear, consolidated dashboards. Activate flexible adoption with credit- based SKUs that support any Workflow Data Fabric product.
- AI Agents for Integration Hub: Use out-of-the-box AI agents to trigger Integration Hub actions across systems with minimal setup. Orchestrate complex workflows using the AI Agent Orchestrator to plan and coordinate multiple agents to fulfill business goals. Automate tasks with AI agents using spokes to drive cross-enterprise workflows that connect systems, apps, and departments.

Technology Workflows

IT Service Management & DevOps

- Digital End-User Experience (DEX): Proactively monitor and assist users with Microsoft Teams issues before they encounter problems during a call. Take remedial action in bulk on up to 1,000 devices simultaneously. Enable secure use

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of DEX for utility companies and government institutions within the United States through newly added GCC support.

- Digital Product Release: complex rollout plans: Differentiate between a validation release (traditional use case) and a rollout release (new use case). Connect CIs to release phases for future use in change requests and other activities. View connected CIs in a table view with selection boxes, making it easier to attach them to change requests.
- Self-service in AI agent & voice: Submit tickets and requests instantly with a dynamic, conversational voice agent that eliminates tedious forms. Check, manage, and escalate tickets effortlessly via phone or Virtual Agent, keeping employees informed in real time. Troubleshoot IT issues step by step using a contextual voice agent that tailors every solution to each user's profile
- AI agents for change management: Streamline effective change scheduling. Facilitate high quality change data through conversational change. Understand and mitigate potential conflicts and impacts caused by changes. Identify and assess risk factors associated with a change.

IT Operations Management

- Impact analysis: Minimize downtime of critical systems. Focus on the signal and root cause in alerts, ignore the noise. Collaborate with third party agents from leading Application Performance Monitoring (APM) and Observability solutions.
- Kubernetes visibility agent: Map critical service relationships via a Kubernetes visibility agent (KVA) that analyzes live network traffic. Reduce CMDB noise with smart filtering and ephemeral cleanup. Deploy visibility across clusters faster with new Helm chart options.
- Deep pattern discovery via AWS: Enrich the CMDB with AWS system agents - no additional credentials required. Discover complex software and dependencies for compliance and licensing. Eliminate the need for collectors or MID Servers for each Cloud Provider.
- Simplified Health Log Analytics: Get value early with ServiceNow logs - then add new integrations of industry leading solutions. Enjoy more flexible ways to host HLA including on-premises and cloud friendly options. Breeze through initial steps with less set- up, smarter parsing, and more automated mapping.
- Cloud Account Management compliance dashboard & asset explorer: Address ownership gaps and policy drift quickly from a single compliance view. Map the full range of cloud assets clearly across all major providers. Streamline account setup from guided, configurable request forms.
- Key integrations for Service Observability: Amass critical health metrics via new APM and Cloud integrations. Utilize new Dynatrace and LogicMonitor agentic integrations for robust triage and remediation. Coordinate intelligent action with the ITOM Agent Fleet.

Configuration Management Database (CMDB)

- Retooled configuration management user experiences: Cleanly record critical new technology from a streamlined layout within the CMDB Workspace. Reduce user error and training time with a simpler, more consistent UI for creating and editing records. Accelerate insight with shared presets that let teams launch Unified Maps filtered to relevant services or domains.
- Data certification dashboard: Validate critical CI data from a focused dashboard that highlights gaps and drives accountability. Empower service and domain

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owners to take action with tailored views into their own data quality. Simplify audits and reporting by making certification status visible and trackable in one place.

Software Asset Management

- Help manage software asset requests: Accelerate hardware request fulfillment time with AI agents. Enhance fulfiller experience by automating a large volume of administrative tasks associated hardware requests. Reduce operational bottlenecks and optimize workflows for improved productivity at scale.
- Create software reclamation rule: Provide task workflow to putaway assets into their respective granular locations (space/place) in a warehouse. Automatically update asset records after assets are secured to maintain accurate inventory data. Mitigate the risk of losing or misplacing assets and improve inventory accuracy.
- Evaluate software removal candidate: Use AI agents to identify and recommend software installations. Continuously evaluate usage data and context to ensure appropriate actions are taken. Reduce manual effort, minimize compliance risk, and increase license cost savings.
- Microsoft Hyper-V virtualization support:Accurately showcase licenses required for compliance. Reduce licensing costs by performing optimization on Windows Server. Generate reports on on-premise optimization realized savings.
- Adobe SaaS guided setup: Configure Adobe integration with Software Asset Management with step- by-step, prescriptive guidance. Simplify complex setup process with clearly outlined setup phases. Decrease time to value by minimizing onboarding time and configuration errors.
- Organizational license positions: Use current reconciliation results in effective license position (ELP) reporting feature. Define how to group and filter license consumption by various organizational structure fields. Create and group custom fields for reconciliation results.
- SQL Server high availability compliance: Capture the complete architecture and key attributes of license consumptions using ServiceNow Discovery. Automatically determine passive failover SQL instances that don't require a license. Calculate license compliance for SQL Server in always-on availability group.

Cloud Cost Management

- Enhanced support for MCA customers: Enable out-of-the-box support for Azure Microsoft Customer Agreement (MCA) accounts. Support automated ingestion and mapping of billing data tied to the MCA model. Reduce onboarding time and eliminate the need for customer configuration.
- Robust Azure billing data exports: Schedule actual or amortized cost exports in Azure and use CCM to directly retrieve them from Azure Blob Storage. Reduce reliance on throttled APIs and provide more predictable ingestion timing. Improve billing data visibility and reduce troubleshooting.

Hardware Asset Management

- Help manage hardware asset requests: Accelerate hardware request fulfillment time with AI agents from sourcing to procurement. Enhance employee experience in managing large volume of hardware requests and administrative tasks. Reduce operational bottlenecks and optimize workflows for improved productivity at scale.

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- Asset putaway: Provide task workflow to putaway assets into their respective granular locations (space/place) in a warehouse. Automatically update asset records after assets are secured to maintain accurate inventory data. Mitigate the risk of losing or misplacing assets and improve inventory accuracy.
- Employee asset receiving: Prompt employees to receive assets in transit from Employee Center notifications. Automatically update any related PO, shipment, or asset task after an employee receives an asset. Increase data accuracy with real-time updates to asset records upon receipt.
- Stockroom receiving: Standardize the receiving process with an intuitive UI to reduce time spent receiving assets. Support flexible receiving to meet asset managers' needs, including bulk and import options. Improve quality of data with prompts to encourage filling in blank data spots or creating assets upon receipt.
- Asset attestation remediation: Initiate, execute, and track asset attestation request from inventory workspace via playbook experience. Provide remediation tasks to investigate assets rejected by users. Introduce attestation via the Now Mobile application.

Enterprise Asset Management & Operational Technology Asset Management

- Asset conditions: Provide structured, attribute-driven questionnaires enabled by work order tasks. Make proactive decisions about asset health with consistent assessment and improvement of equipment health. Enable consistent, scalable reporting across the organization.
- Asset performance: Report asset uptime/downtime with maintenance activities. Track asset failures by tracking mean time between failures (MTBF) and mean time to repair (MTTR). Increase uptime, output, and reduced scrap of assets to improve OEE.
- Inventory demand reporting: Provide 5 new reports for different asset counts and types of demand. Enable data-driven decisions that reduce stockouts or excess inventory with expanded reporting. Ensure that the right parts are available at the right time for the right price to improve planning accuracy, lower carrying costs, and enhance uptime.

IT Asset Management for Financial Services

- Asset Audit Response: Reduce legacy communication between asset management and compliance teams with workspace to manage requests for evidence. Deliver accurate responses to regulatory audits with out-of-the-box financial regulation content. Leverage guided experience and automation to fulfill evidence requests and maintain clear historical records of audit processes.

Strategic Portfolio Management

- AI strategy in AI Control Tower: Gain unified visibility into all AI-linked goals, work, risks and priorities. Empower AI leadership with department level and enterprise-level analytics. Drive strategic control by identifying trends, gap, and high-risk areas in AI execution.
- Financials on planning items: Enable financial planning directly on Epics, Demands and Projects without integration with core tasks. Reduce task dependencies for financials, which is ideal for lean and agile portfolios. Improved support for agile forecasting; capturing cost earlier in portfolio planning.

Collaborative Work Management

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- Agile sprint planning: Leverage sprint planning tab to track backlog and create sprints. Create stories and epics directly in Collaborative Work Management (CWM). Plan any CWM task in an agile manner by create story points and adding them to sprints .
- Connected work: Easily import any work type, such as incidents, changes, stories and tasks into a CWM board. Plan and execute work across multiple work types with up-to-date information on a single pane of glass. Manage work flexibly with custom columns and views, such as List, Gantt, Kanban, and Sprint Planning.

Enterprise Architecture

- Monitor AI governance on portfolio tab: Get visibility to the AI portfolio in your company. Connect AI assets to other elements in your portfolio and CMDB.
- Manage TRM products within business applications: Associate business application with TRM products. Enforce governance policies more effectively.
- Map technical capabilities to business apps: Clearly define and manage technical functions across IT, systems, and software. Update product capabilities with business applications. Enhance governance by linking TRM to defined capabilities.

Operational Technology Visibility

- Operational technology shift summarization: Access a centralized and reliable list of OT changes using generative AI. Inform shift handovers with a summary of activities or changes from the past 24 hours. Monitor issues with detailed configuration item level summaries across ISA equipment entity.
- Agentic search for operational technology: Search in natural language to access OT CI-related information. Use AI agents to generate database query code for fast results. Get search results in the Industrial Workspace for quick access.
- Operational technology device import: Import OT devices into CMDB with a single upload step with ServiceNow AI Agents. Execute unstructured excel uploads with automated transformation into the template. Automatically create staging table records, with the option to correct the invalid records.

Operational Technology Service Management

- Operational technology incident summarization: Accelerate diagnosis and action through generative AI incident summarization. Resolve recurring issues faster with auto-generated knowledge and resolution notes. Improve root cause identification with access to historical incident patterns.

Risk Products & Environmental, Social and Governance (ESG)

- AI strategy: Create AI demand, roadmap, portfolio, and scenario planning to achieve business outcomes. Track progress against AI strategic goals and targets in a unified way. Monitor AI work, investments, and proactively address project drifts.
- Unified AI asset inventory: Accelerate the discovery and management of AI agents across the enterprise. Manage the entire lifecycle of the model and data used for training and prediction. Automate via Rest APIs and integration with AWS Bedrock, Azure AI Agent Service & Copilot.
- Enterprise AI value: Drive data-informed decisions regarding AI adoption using value metrics and performance indicators at your fingertips. Assess instantly the

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value and usefulness of your AI implementation. Customize your value dashboard to meet organizational requirements.

- AI Governance: Gain unified visibility, providing useful metrics to assess security and privacy issues for AI agents. Enable effective management of Now Assist and ServiceNow AI agents implementation through governance and control settings. Become proactive with an extensive AI risk and compliance scoring across the whole system.
- Bulk access update configuration for entity- based user access: Select one or more entities and associated record types to define the scope for access restriction. Preview impacted records by type and evaluate the scope and impact before applying changes. See the number of records impacted per record type; detailed result summaries and logs provide full auditability and traceability.
- Risk assessment projects in grid mode: Create an assessment project with appropriate context by adding attributes such as entity, RAM, etc. and defined stakeholders. Compare, edit and prioritize risks and controls quickly with a flexible, spreadsheet-style risk and control self- assessment. Address risks one at a time or in bulk individually or simultaneously with other stakeholders.
- Scoring normalization, collaboration and scanning for Smart Assessment Engine: Standardize different scoring scales to enable fair comparison across assessments with options for linear or custom formulas. Enhance collaboration by enabling multiple stakeholders to work simultaneously on a single assessment. Work across mobile and workspace platforms to drive efficiency and reduce manual data entry errors with barcode scanning.
- Now Assist for IRM: Leverage AI to summarize risk events into actionable insights to improved decisioning. Automate the mapping of incoming regulatory alerts to recommended controls with AI. Create common control objective and retire similar control objectives using Gen AI.
- Smart Assessment Engine for Operational Resilience: Design and execute assessments seamlessly while ensuring compliance and efficiency. Collaborate with multiple stakeholders on Importance and Impact Tolerance Assessments. Standardize different scoring scales, allowing for fair comparisons across assessments.
- O365 integration: Create management reports for Business Impact Analysis, Business Continuity Plans and events using the Microsoft Word add-in. Export reports to Word that can be sent to executives and management for review and approval. Leverage template to save time and create consistency in reporting.
- New processing activity layout: Reflects step-by-step workflows to improve readability and usability. Enables easier grouping, segmentation, and analysis of related actions. Supports more effective compliance assessments, risk evaluations, and collaborative reviews.
- New dashboarding experience: Intelligently map processing activities, issues, and controls to global regulatory requirements. Instantly visualize compliance posture across regulations. Proactively identify gaps against applicable laws and regulations.
- Data subject segmentation: Capture diverse data subject profiles within a single processing activity. Improve accuracy in risk scoring, DPIAs, and compliance mapping. Enable faster, data-driven analysis of privacy impact by user segment.
- Smart Assessment Engine for TPRM: Leverage the SAE for internal and external parties for better navigation, template use and question subsections. Take advantage of new collaboration and score normalization features within third-party assessments. Third-party portal undegraded to support Smart Assessments and published assessment usage.

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- Now Assist for ESG: Automate accurate and scalable extraction of ESG-relevant data from energy and utility bills. Categorize energy consumption, carbon emissions and waste disposal from diverse invoice formats. Accelerate the turnaround time for sustainability insights across enterprise operations.
- Estimations for metric data: Provide an estimate for use in reporting and disclosure in cases where the actual data is not available. Select an estimation method for the data and submit. Replace the estimated data with actual when possible, for final disclosures and reporting.
- Tasks for automated metrics: Review data that is automatically collected for the sustainability program to ensure accuracy before it can be used for reporting. View the supporting data associated with the task for better transparency and ease of use. Update data with a justification, approve or reject metric data task.
- Real-time data from DEX - energy consumption visibility: Seamlessly ingest data from ServiceNow Digital End-User Experience into the Sustainable IT Dashboard. Enhance the accuracy and reliability of sustainability reporting for IT assets, such as desktops and laptops. Deliver more precise calculations of CO2e emissions with real-time usage data.
- Workspace reporting with Platform Analytics: Create and view reports directly within the ESG workspace for sharing with stakeholders. Build tailored dashboards using the platform's configurable components to visualize emissions, diversity, compliance, and other ESG indicators. Embed reports into regular ESG review cycles with sustainability teams, executives, and auditors to improve visibility.

Core Business Services

HR Service Delivery

- Company news and events AI agent: Access company updates with clear, conversational responses on demand. Filter news and events by location, time, or topic—no more digging through portals or emails. RSVP, get more details, or explore related updates directly from the chat.
- Interview setup for recruiters: Enable recruiters to set up interview phases with custom names, durations, and key parameters. Edit and update phases at any time before applying them to a requisition. Empower recruiters to reuse interview plans across roles to drive consistency and speed.
- Streamline employee-to-alumni transitions: Let employees update personal details to stay connected after offboarding. Allow alumni to self-register using system-verified employment details. Automatically create alumni accounts during offboarding with a configurable process.
- Browser extension for Employee Center: Give employees access to Employee Center content via a browser extension. Allow admins to curate various content types available on the browser extension for a given website. Equip employees with access to notifications and search on ServiceNow through the browser extension.

Health and Safety

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- Contractor service center: Streamline communications and processes for contractors via a secure single portal. Facilitate work permits and access prequalification tasks and required safety protocols. Track contractor qualifications and gain insight into workflow approvals.
- Conversational incident reporting: Streamline safety reporting processes guided by AI. Empower employees to quickly log incidents with simple interactions. Reduce frustration and time delay from filling out lengthy forms.

Workplace Service Delivery

- Cleaning schedule optimization: Schedule cleaning based on how many people and spaces are used Adjust workplace cases based on space attendance. Automatically change reservable status for spaces as conditions change.
- Indoor mapping updates: Automatically detect CAD file changes and initiate the upload process based on predefined triggers. Apply the appropriate map configuration and carry out imports with minimal manual effort. Track success and errors, notifying map admins of both completed and failed attempts.
- Bulk workplace moves: Make creating and managing bulk move requests as simple as uploading a spreadsheet. Streamline managing employee relocations to reduce manual workload, minimize disruptions, and mitigate errors. Manage relocation conflicts and resolve data inconsistencies with a conflict resolution interface.

CRM

Customer Service Management

- Task plan templates: Speed up case handling by auto- applying task templates based on predefined conditions. Enable process owners to adapt quickly to evolving business rules and regulations. Enhance task visibility with hierarchical parent-child case task templates.
- Record producer in CSM Configurable Workspace: Reduce admin effort of re-creating the portal intake process with a different service definition. Improve agent case creation efficiency by enabling an existing service definition to launch record producers. Streamline case experience for consumer and agent personas using a single intake view.
- Customer history component: Improve agent productivity with a view of customer activity in workspace. Filter by type or date or search to find specific activities. Available in the contextual side panel for easy access and visibility into the case.
- Data classification: Simplify administrator experience when viewing and applying protections to sensitive data. Decrease time to value for platform administrators by providing OOTB data classifications.
- Declarative framework enhancements: Improve admin experience with a UI-based experience for setting and viewing access controls. Reduce customization with additional filter options and table associations. Reduce time to value by leveraging pre-configured responsibility configurations.

Sales and Order Management

- Complex product modeling: Improve product modeling accuracy for complex, real-world product configurations within CPQ. Streamline data entry with structured input for faster, more accurate quote and order creation. Reduce fallout rates with clean, structured data that supports fulfillment automation.

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- Characteristic-based costing: Calculate more accurate margins to help avoid overquoting or underquoting. Improve bottom-line and deal profits with better discount guidance and governance. Drive higher CSAT with competitive and transparent pricing on every quote, in every situation.
- Lead-to-cash command center: Boost operational productivity with centralized data, reduced swivel chairing, and streamlined workflows. Identify delays or issues early to reduce financial risk and operational impact. Proactively resolve milestone delays to help ensure timely revenue recognition.
- Powerful CPQ configurator via Logki.ai acquisition: Seamlessly sync SOM product data with the new CPQ configurator. Accelerate solution configuration and sales with new advanced guided engine embedded in SOM's CPQ engine. Boost quote-to-cash speed and accuracy with SOM pricing synced seamlessly with the new advanced configurator

Field Service Management

- Hybrid capacity model: Define and manage capacity using a blend of real-time schedules and forecasted availability. Improve appointment availability and planning accuracy—especially in hybrid workforce environments. Balance short-term precision and long- term planning, reducing SLA violations and improving customer satisfaction.
- Schedule Optimization enhancements: Assign technicians based on configurable weighted criteria like skill, efficiency, or cost—not just proximity. Optimize only a subset of agents and tasks, helping avoid unnecessary changes to the full schedule. Connect scheduling with business goals such as SLA compliance and first-time fix rates.
- Dispatcher Workspace enhancements: Display multiple time zones in the scheduling view to coordinate across regions without manual conversions. Expand technician pool to include those from outside their assigned groups or territories in response to demand spikes. Flag and assign tasks directly from list or record views without the need to switch into the Dispatcher Workspace.
- Smart Assessment for Field Service Questionnaire enhancement: Scan asset barcodes directly into mobile questionnaires, reducing manual entry and errors. Automatically generate work order tasks based on questionnaire responses or scores. Validate numeric inputs in real time, alerting technicians when values fall outside acceptable ranges. Flag failed uploads, allowing for retry or replacement without requiring form resubmission.

Industry Solutions

Financial Services Operations for Banking

- Task plan templates: Establish consistent procedures for standard banking processes, such as remote check deposit enrollment. Increase process visibility by laying out all tasks, task statuses, and task owners. Enable permitted business users to create and change task templates. Dynamically adapt templates as needed with simple configuration.
- Card data enhancements: Transmit card data to networks while maintaining advanced, PCI-compliant tokenization. Reduce development costs by centralizing card-related data in a standard, reusable structure. Adapt quickly to new payment types with an extensible data model.
- Dispute analyst workspace enhancements: Enable dispute analysts to work in tandem with AI through a single user interface. Surface relevant tasks to dispute

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analysts throughout the chargeback process. Manage all dispute tasks and source insights directly in the workspace - without switching tabs. Support the complexity of dispute cases with more modular workspaces for analysts.

- Mastercard dispute processing enhancements: Accelerate the dispute case lifecycle with automated task creation and pre- populated data. Comply with Mastercard's required formats, SLAs, and input standards to maximize win rates. Receive acquirer updates in real-time with automatic data flows between ServiceNow and Mastercom. Reduce development costs and time to market with an out-of-the-box integration to Mastercard.

Technology Industry

Technology Provider Service Management

- Support renewals & expansion: Automatically assess renewal risk and expansion potential 120 days before contract end. Leverage personalized renewal strategies based on usage, engagement history, and outcomes. Empower CSMs to manage a higher volume of accounts with repeatable and scalable renewal processes.
- Trigger risk mitigation touchpoint: Auto-triggers draft meeting invites on high-risk signals for timely issue response. Simplifies meeting setup with pre-filled context, suggested agenda, and invitees based on risk. Helps CSMs prevent churn with timely prompts and consistent follow-up across large portfolios.
- Product Adoption Data: Gain a real-time view of product adoption across every customer engagement. Spot underused products or declining usage early, before it threatens renewals or growth. Launch targeted success plays and monitor customer health to drive value from real-time usage signals.
- Foundation data sync for Service Bridge: Reduce manual data transfers and give customers faster access to information. Improve service transparency by making CMDB and asset data available in near real time. Speed onboarding and improve provider-customer alignment with Service Bridge data sharing.
- Diagnostic framework support: Guide agents through system-suggested diagnostic steps to identify the root cause of product or service issues. Accelerate resolution by generating follow-up tasks and instructions tailored to the problem. Standardize troubleshooting with reusable diagnostic flows for faster, consistent service and quicker agent onboarding

Telecommunications

Telecommunications Network Inventory (TIN)

- Floor map visualization with metric overlay: Maintain detailed floor maps of data centers and network sites that provide engineers with accurate visual access to equipment. See site and data center floor and equipment health with a color-coded view for incident, change, alerts, and metrics in real-time. Enhance efficiency, resolve faster, and meet SLAs by quickly identifying and addressing issues. Optimize floor space and capacity requirements for optimal allocation and utilization.
- Converged Service Operations Workspace: Use integrated network visualization and drill down to details from the Service Operations Workspace, and make informed decisions faster. Leverage a dedicated workspace tailored for different network and facility personas, enhancing role-based efficiency. Drill down to view the impact of incidents, change, and alerts on floor maps with equipment and rack health overlays, enabling faster issue resolution.
- CMDB classes for data center power management: Model all types of data center power equipment to gain comprehensive visibility. Model and visualize shared power connections between racks and equipment, quickly understand power

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incident or change. Enable customized rack grouping, owners can securely access and manage only their specific group of racks. Proactively monitor data center power equipment health in real time. Leverage insights into power incidents and change to proactively notify impacted customer services.

Sales and Order Management for Telecom (SOMT)

- TM Forum API updates: Automate quote generation and improve win rates with TMF648 compliant, catalogue-driven customer quoting. Reduce order fallout by helping ensure accurate product and service eligibility with compliance to TMF679 standards. Streamline complex product and service order fulfillment through direct alignment with TMF622, TMF641, and TMF645 standards.

Field Service Management for Telecom (FSMT)

- Work Order API: Help create, retrieve, update, and delete work orders, enabling smarter scheduling. Provide event notifications related to work orders, enhancing task visibility. Allow search of a work order on both external ID and the system ID aligned to the latest TM Forum industry standards.

Telecom Service Management (TSM)

- Diagnose and repair service issues framework: Automate diagnostics and repairs across incident, case, and order workflows with a unified framework to streamline operations. Select and run tests dynamically with accuracy based on the product model and task context. Creates or updates repair tasks automatically based on test results and speed resolution. Make use of built-in flexibility and low- code capabilities to configure changes without heavy scripting.
- Analyze and resolve network incidents: Analyze incidents rapidly and reduce downtime. Identify the most likely cause and improve diagnostic accuracy. Assess affected customers, notify them proactively and prevent escalation. Provide consistent and actionable remediation plans and improve resolution time.
- Service summary using Knowledge Graph: Boost agent productivity and customer satisfaction with context-aware insights. Deliver intelligent, connected summaries of incidents, changes, and impacted services. Make use of Knowledge Graph to help eliminate manual investigation and speed resolution. Tailor operational workflows using customizable skills with editable questions and summarization prompts.
- TM Forum API updates: Unify customer and partner profiles across systems, supporting better engagement, onboarding and personalization with TMF 632. Helps ensure consistent and synchronized product information across channels in compliance with TMF 620 standards. Increases service reliability and speeds up resolution with built in automated diagnostics compliant with TMF 653 standards.

Telecom Service Operations Management (TSOM)

- Telecom discovery builder framework: Leverage builder framework to enable rapid, no-code development of new network discovery service graph connectors. Reduce discovery service graph connectors build costs with no code development and maintenance framework. Improve discovery data quality with out- of-the-box data validation tools.
- Nokia Altiplano Service Graph Connector enhancement: Provide a comprehensive view of physical and logical resources from multi-vendor PON networks. Combine network discovery from multiple network management system instances and view and filter from a single view. Provide flexibility to set a specific

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range or type of elements to discover. Built using the Telecom Discovery Builder framework, helping ensure consistent development and maintenance across all Service Graph Connectors.

- Discrepancy audit enhancement: Identify and resolve physical and logical discrepancies between live network inventory and CMDB inventory to help ensure alignment and boost productivity. Reduce discrepancy noise and complexity with advanced filtering, enabling engineers to simplify discrepancy resolution efficiently. Support holistic discrepancy identification spanning across topology, resource, attribute, and values for detailed discrepancy analysis and resolution.

Government

Grants Management

- Merit review: Track and review applications securely in one place - no more scattered notes or emails. Ensure transparency and reduce bias by automatically capturing and aggregating scores across set criteria. Instantly reassign reviews with built-in workflows, eliminating manual steps.
- Funding proposal and Award Decision: Quickly define, review, and confirm funding proposals in one workspace, reducing delays and accelerating funding decision. Help ensure speed and consistency with ready-to-go templates for award or rejection notifications. Keep applicants informed with real-time visibility into proposal status and delivering award notifications instantly through the workspace.

Retail and Hospitality

Retail Service Management and Retail Operations

- Retail mobile app: Increase store productivity by enabling on-the-go access to assignments, help requests, and more. Improve store team experience with retail specific views to focus on key actions. Reduce time to value with a configurable OOTB mobile experience.
- Retail case types: Improve operational efficiency by standardizing common workflows such as customer complaints, in-store operations, and HQ processes. Reduce time to value with four new foundational case types that can be tailored to individual retailer needs.

Manufacturing

Manufacturing Commercial Operations for Manufacturing

- Recalls - Campaigns Management: Manage campaigns centrally with defined phases, tasks, corrective actions, and impacted assets - all in one place. Streamline the assignment of corrective actions and charges such as parts, labor, external and miscellaneous. Increase transparency to dealers by publishing recall campaigns directly to the dealer portal.
- Recalls - Claims Management: Reduce claims submission time and errors with step-by-step clear guidelines and pre-filled data (e.g., dealer name, vehicle VIN). Improve OEM assessor productivity through detailed job charges breakdowns and flexible adjudication options. Enhance transparency and collaboration via real-time claim tracking and in- context communication.
- Warranty Claims Management: Provide a simplified, intuitive experience for dealers to submit, update, and track warranty repair claims. Enable OEM assessors to resolve claims efficiently with adjudication options— approve, reject, partial, or send back. Strengthen collaboration between dealer administrators and OEM assessors to accelerate resolutions.

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- Sales Promotions - Campaigns Management: Define tailored sales promotion campaigns across multiple products, regions, and dealers using eligibility and visibility criteria. Boost productivity with configurable intake settings (i.e., promotion type, attributes) and checklist templates. Improve visibility and effectiveness by publishing sales promotion campaigns directly to the dealer portal.
- Sales Promotions - Claims Management: Boost dealer productivity by enabling multi-sales campaign claims and bulk uploads. Improve data quality and completeness through required field validations during claims submission. Streamline OEM assessor review and adjudication workflows (e.g., approve all, reject all, partially approve, send back).
- Dealer Portal: Easily look up cases and campaigns containing specific products using their serial numbers. Provide full visibility and easy access to recall and sales promotion campaigns including key details like scope and dates. Enhance dealer experience by enabling submission and tracking of claims and cases in one place.

Application Development

App Engine

- Developer sandbox: Improve quality assurance with isolated testing environments that catch issues early. Facilitate safe branching and merging with modern Git-based workflows. Reduce delivery delays that result from manual coordination
- ServiceNow Studio enhancements: View and access AI components within the ServiceNow Studio taxonomy. Build AI agent-powered apps starting from ServiceNow Studio. Support faster prototyping and tighter integration across the platform's AI ecosystem.

ServiceNow Impact and Expert Services

Impact: Value and Adoption

- Value reporting enhancements: Set business objectives and success metrics directly inside ServiceNow Impact. Monitor outcomes and performance with real-time reporting and visualizations in an enhanced dashboard. Measure value delivered by ServiceNow capabilities in a single view.
- Strategic Portfolio Management integration: Convert Impact insights into Strategic Portfolio Management work items. View the status of generated work items directly inside Impact—via automatic progress syncing from SPM. Streamline execution with enhanced conversion options, visual status indicators, and a consistent, modern user experience.

Impact: Health & observability

- Instance Observer - Root-cause summary: Analyze logs, metrics, and alerts faster by reading clear, GenAI-powered summaries of incident causes. Reduce mean time to detect (MTTD) and mean time to resolve (MTTR) by helping application owners quickly understand issues. Provide contextual insights on demand, without manual data analysis.
- Instance Observer - Alert enhancements: Customers with Impact Guided now have access to the six most common alerts used in Instance Observer. Notify

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platform owners or admins when specific performance thresholds are crossed, so they can take action before issues becomes critical. Use version history to see when alerts were last modified, by whom, and what changed.

Impact: Expertise & guidance

- New AI Accelerators: Jumpstart Your Now Assist in Document Intelligence. Jumpstart Your External Content Connectors.

Impact: Premium support

- Preventive Care add-on: Enhance stability and scalability with bi- annual expert-led engagements. Get deep health insights to identify scalability constraints and reduce performance degradation. Receive guided implementation recommendations and validate improvements.

Expert Services

Expert Services: Solution Architecture Advisory Service. Core Business Suite Implementation.

Upgrading to the Zurich release

Upgrade to the ServiceNow AI Platform Zurich release today. Take advantage of these ServiceNow resources to help you stay current.

Get your Zurich release upgrade kit

Go to the Release and Upgrades forum on the Community. Find everything you need to get started on your upgrade, including a summary of new features, demos, key resources, and more.

ServiceNow Releases and Upgrades community

Ask questions and get answers from ServiceNow experts and peers, get access to the latest best practices and resources, and register for releases and upgrades community events for additional support.

Learn about the Zurich release

The Zurich release includes new features and improvements built on the ServiceNow AI Platform®.

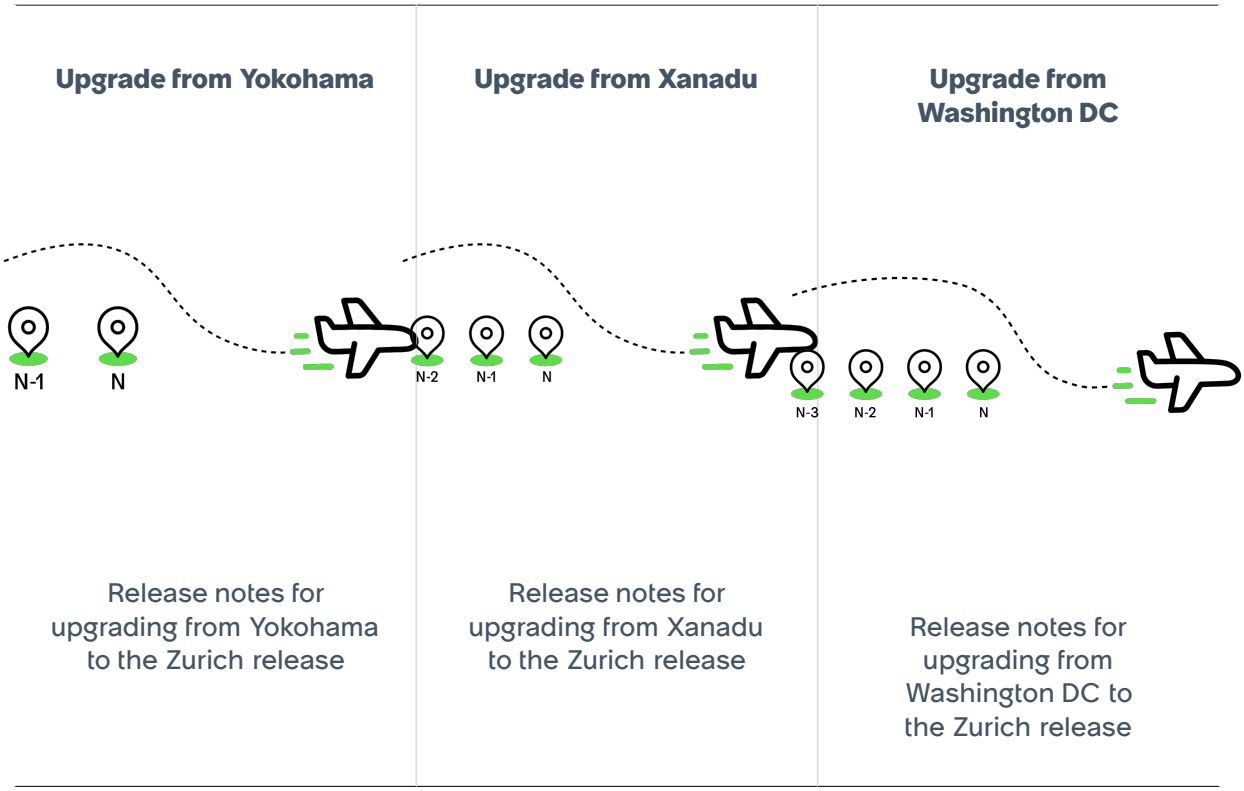
Release dates

- Early availability: July 31, 2025
- General availability: September 10, 2025

Release notes for upgrades

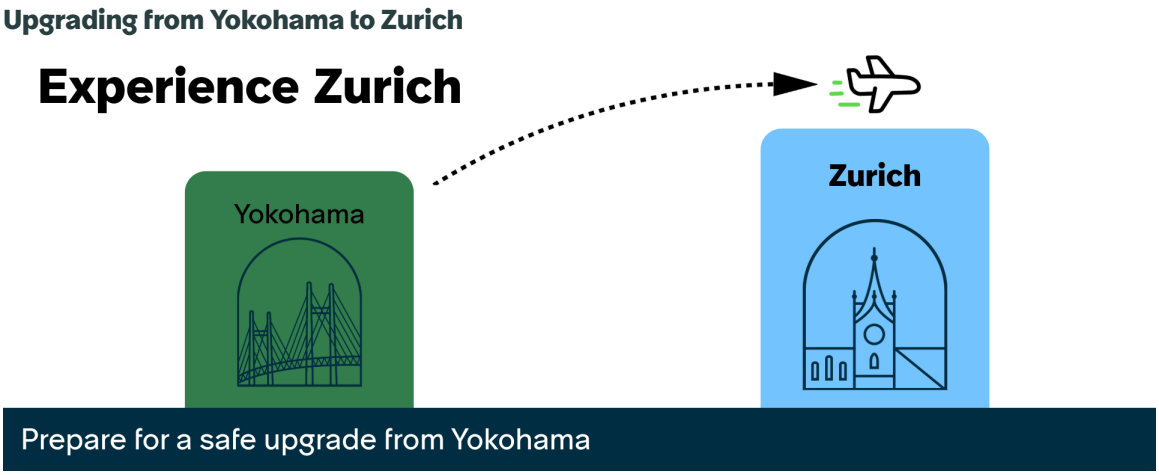
Before you upgrade, review release notes from your current version to the Zurich release. The release notes offer valuable information about new functionality, notable changes, and available fixes. They help you determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.

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Release notes for upgrading from Yokohama

When you upgrade from the Yokohama release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.



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Features and changes by product  Detailed information on new products and features from Yokohama to Zurich	**Release notes summaries**  Consolidated release notes information for all products from Yokohama to Zurich	**Combined product release notes**  Combined information on new products and features from Yokohama to Zurich
Personalized PRB release notes  Generate a list of issues that were fixed between your current version and available target versions	**Changes to plugins in the Zurich release**  List of new, changed, renamed, and deprecated plugins	**Available patches and hotfixes**  Release notes for fixed issues
Browser support  Supported browser versions and additional requirements for specific products	**Accessibility and conformance**  Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	

Combined product release notes for upgrades from Yokohama to Zurich

To help you upgrade from Yokohama to Zurich, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Yokohama to Zurich

The table below has a list of all products available between Yokohama and Zurich. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

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Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Activity Management	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Approval Management	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Desktop	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Control Tower	Link
AIOps LEAP	Link
AI Risk and Compliance	Link

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Product	Combined release notes
AI Search	Link
Alumni Center	Link
Analytics, Intelligence, and Reporting	Link
API	Link
App Engine Management Center	Link
App Engine Studio	Link
Applicant Center	Link
Application Manager	Link
Application Portfolio Management	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link
Benchmarks	Link
Business Continuity Management	Link
Buying Group	Link
Card data security	Link

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Product	Combined release notes
Career Conversations	Link
Care Team Mobile	Link
Care Team Operations for Biomed	Link
Care Team Operations for Environmental Services	Link
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Care Team Work Management	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Change Management	Link
Classic Workflow	Link
Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Cost Management 10.0	Link
Cloud Cost Management 8.0.0	Link
Cloud Cost Management 9.0	Link
Cloud Exposure View	Link
Coaching	Link
Code Signing	Link

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Product	Combined release notes
Collaborative Work Management	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Content Management System	Link
Continual Improvement Management	Link
Continuous Authorization and Monitoring	Link
Contract Management Pro	Link
Contract Management Pro for Legal Service Delivery	Link
Conversation Improvement Themes	Link
Conversation Insights	Link
Core ServiceNow AI Platform	Link
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link

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Product	Combined release notes
Customer Engagement Sequences	Link
Customer self-service for Sales and Order Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link
Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Decision Builder in Workflow Studio	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link
Digital End-User Experience	Link
Digital Portfolio Management	Link
Digital Portfolio Management (DPM)	Link
Dispute Content Pack for US Regulations	Link

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Product	Combined release notes
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Nacha	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Relations	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
ERP Canvas	Link
ERP Customization Mining	Link

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Product	Combined release notes
ERP Data Hub	Link
ERP Semantic Mining	Link
Event Management	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Hardware Asset Management	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link
Healthcare and Life Sciences Service Management Core	Link

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Product	Combined release notes
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
Hiring	Link
HR Multi Instance Integration	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Identity and Authentication	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Individual Life Claims	Link
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link
Industrial Process Manager	Link

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Product	Combined release notes
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link
Interview management	Link
Investment Funding	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Visibility	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
Journey designer	Link
Key Management	Link
Knowledge Center	Link

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Product	Combined release notes
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
Learning Posts	Link
Legacy Application Manager	Link
Legacy Studio	Link
Legal Conflict of Interest	Link
Legal Hold Notification	Link
Legal Matter Management	Link
Legal Request Management	Link
Legal Virtual Agent Conversations	Link
Lifecycle Events	Link
Listening Posts	Link
Localization Framework	Link
Localization Workspace	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link
Mastercard Spoke	Link

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Product	Combined release notes
MCP Server Console	Link
Mentoring	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link
Natural Language Query	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Next Experience Developer Tools	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist AI agents	Link
Now Assist Analytics	Link
Now Assist for App Engine	Link
Now Assist for CMDB	Link
Now Assist for Collaborative Work Management	Link
Now Assist for Collaborative Work Management (CWM)	Link

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Product	Combined release notes
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Configure, Price, Quote (CPQ)	Link
Now Assist for Creator	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Employee Center Pro	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Field Service Management (FSM)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for FSM	Link
Now Assist for Hardware Asset Management (HAM)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Legal Service Delivery (LSD)	Link
Now Assist for Manufacturing Commercial Operations (MCO)	Link
Now Assist for Operational Sustainability Management	Link
Now Assist for Operational Sustainability Management Management	Link
Now Assist for Operational Technology Manager (OTM)	Link
Now Assist for Operational Technology Service Management (OTSM)	Link
Now Assist for Order Management	Link

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Product	Combined release notes
Now Assist for Retail Service Management (RSM)	Link
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Link
Now Assist for Sales Force Automation (SFA)	Link
Now Assist for Security Incident Response	Link
Now Assist for Security Incident Response (SIR)	Link
Now Assist for Security Operations	Link
Now Assist for Software Asset Management (SAM)	Link
Now Assist for Source-to-Pay Operations	Link
Now Assist for Strategic Portfolio Management (SPM)	Link
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist for Third-party Risk Management (TPRM)	Link
Now Assist for Vault	Link
Now Assist for Vulnerability Response	Link
Now Assist for Workplace Service Delivery (WSD)	Link
Now Assist in AI Search	Link
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Platform Analytics	Link
Now Assist in Virtual Agent	Link

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Product	Combined release notes
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Discovery	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Opportunity Marketplace	Link
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link
Patient Support Services	Link

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Product	Combined release notes
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Predictive intelligence for Legal Service Delivery	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link
Proactive Service Experience Workflows	Link
Problem Management	Link
Process Mining	Link
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link
Project Workspace	Link

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Product	Combined release notes
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Release Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail	Link
Retail applications	Link
Retail Core	Link
Retail Operations	Link
Retail Task Management Core	Link
Return Merchandise Authorization	Link
Robotic Process Automation (RPA) Hub	Link

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Product	Combined release notes
RPA Hub	Link
Sales Agreement Management	Link
Sales Forecasting	Link
Sales Territory Management	Link
Scaled Agile Framework (SAFe)	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel engagement for CSM	Link
Service Builder	Link
Service Catalog	Link
Service Creator	Link
Service Exchange	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Add-in for Microsoft 365	Link

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Product	Combined release notes
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Site Reliability Operations	Link
Skills Foundation	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link

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Product	Combined release notes
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Clone	Link
System Update Sets	Link
Table Builder	Link
Table Builder for App Engine	Link
Talent Development Core	Link
Talent Feedback	Link
Talent profile	Link
Task Intelligence for ITSM	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link

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Product	Combined release notes
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Unified Security Exposure Management	Link
Universal Request	Link
Upgrade Center	Link
Upgrade Console	Link
Usage Insights	Link
User Experience Analytics	Link
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link

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Product	Combined release notes
Walk-up Experience	Link
Workflow Data Fabric Hub	Link
Workflow Studio	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for Customer Service CSM	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Features and changes by product

Review the new features and changes in this release by product.

New products in Zurich

The Zurich release includes new products.

AI Experiences

Conversation Insights release notes

App development and low-code

App Engine Management Center release notes

Developer Sandboxes release notes

Performance Analyzer release notes

Workflow Data Fabric Hub release notes

Financial Services Operations

Card data security release notes

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Financial Services Operations Integration with Mastercard release notes

Healthcare and Life Sciences

Care Team Operations for Environmental Services release notes

Care Team Operations for Facilities release notes

HR Service Delivery

HR Multi Instance Integration release notes

IT Asset Management

Asset Audit Response release notes

Legal Service Delivery

Legal Hold Notification release notes

Manufacturing Commercial Operations

Manufacturing Commercial Operations release notes

Platform Analytics

Now Assist in Platform Analytics release notes

Sales and Order Management

Customer Engagement Sequences release notes

Lead-to-Cash Process Management release notes

Return Merchandise Authorization release notes

Now Assist for Sales Force Automation (SFA) release notes

ServiceNow AI Platform Security

Access Management release notes

Domain Separation release notes

Source-to-Pay Operations

Now Assist for Source-to-Pay Operations release notes

Strategic Portfolio Management

Resource Management Workspace release notes

Talent Acquisition

Applicant Center release notes

Hiring release notes

Interview management release notes

Recruitment workspace release notes

Talent profile release notes

Telecommunications, Media, and Technology

Customer Service Problem Management release notes

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Updated features and products

Other products were changed and updated in the Zurich release. For more information, refer to the release notes topics, which are organized by product area.

AI Experiences release notes

AI Experiences has new and updated features in the Zurich release.

AI Control Tower release notes

The ServiceNow® AI Control Tower application provides a centralized workspace for AI stewards to manage and monitor AI within the enterprise. AI Control Tower was enhanced and updated in the Zurich release.

AI Control Tower highlights for the Zurich release

Zurich Patch 7

- Use new security metrics to monitor your LLM and AI agent output for security policy violations, PII, and other potential threats.
- Gain visibility into MCP server access by ServiceNow AI agents on the same instance.
- AI assets—Including AI models, AI systems, prompts, datasets, and MCP servers can be categorized as either managed or unmanaged. Managed assets benefit from AI Control Tower features such as governance, lifecycle management, value assessment, risk classification, security, and privacy. Unmanaged assets, on the other hand, don't have access to these AI Control Tower capabilities.
- AI connections are introduced in AI Control Tower using Service Graph Connectors. AI connections are a combination of hyperscalars, AI apps, and agentic AI frameworks. The AI Service Graph Connectors available from March 2026:
  - AWS
  - Microsoft- Azure Foundry and Copilot
  - Google Cloud Platform (GCP) Vertex AI
  - n8n
  - LangGraph
  - Salesforce
- Manage the end-to-end life cycles of your agentic AI systems.
- Define the intended use and purpose of an AI system so that you can determine its benefits and risks.
- AI Gateway offers MCP Global Clients, which can be used across all servers.
- AI Gateway offers MCP Catalog to choose while adding MCP servers.
- MCP server can be added to an AI Asset inventory from AI Control Tower.

Zurich Patch 5 Review changes to Now Assist usage measurement.

Zurich Patch 4

- Identify ServiceNow® AI assets that impact your security posture using the ServiceNow® AI security score and AI insights.
- Access and monitor security for AWS Bedrock agents running as privileged users, autonomous vs. Supervised tools, and dormant agents.

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- Monitor sensitive data detection, prompt injection, and offensive content metrics to help identify and mitigate AI-driven security and compliance risks before they impact workflows or expose sensitive information.
- See more details in the access map about agent access issues to help you troubleshoot quickly.
- Audit logs capture configuration changes made on Data, Approvals, and AI model providers categories.
- Discover AI assets built and deployed in Google Cloud Platform (GCP) Vertex AI, Copilot Studio, and Azure AI Foundry.
- AI Gateway enables enterprises to actively manage, govern, and observe their MCP traffic, ensuring secure operation of agentic workflows across enterprise boundaries.

Zurich Patch 1

- Monitor the performance of guardrails enabled through Now Assist Guardian using the **Health** tab.
- Measure and improve the quality of interactions with virtual agents using the **Evaluation** tab.
- Display data based on the chosen allowed model providers and the status of the fallback in the Impact Summary table on the AI model providers section.
- Synchronize AI agents automatically when an AI asset is synchronized.

- Enhance the Product Owner experience with a personalized home page, value management tools to manage AI investments, and enhanced visibility into AI assets to simplify task management.
- Evaluate AI productivity and adoption across the enterprise using defined value metrics and performance indicators to drive data-informed decisions and maximize AI impact.
- Access and security monitoring for ServiceNow® AI agents, especially around access issues, agents running as privileged users and dormant agents.
- Discover AI assets built and deployed in AWS Bedrock and Azure Foundry.
- Enable choice for third-party model providers powering ServiceNow® skills and agents.
- Access to aggregated risk scores to improve decision-making, manage risks, and help to promote ethical and transparent AI practices.
- Monitor performance, track progress, and make informed decisions related to your AI strategies, goals, targets, and the associated work from the **AI strategy** tab.
- Track costs of your AI projects, epics, demands, and track key project risks, issues, decisions, actions, and changes from the **AI strategy** tab.

See AI Control Tower for more information.

Important: AI Control Tower is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Security & privacy tab in AI Control Tower

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- Measure whether your model's output or behavior violates predefined security policies using the secure policies violations chart.
- Review potential threats in AI agent output in output deviation, output with PII detected, and high-risk output charts.
- Monitor MCP server access by AI Gateway with these new charts: Clients connecting to MCP servers, authorized access attempts, and failed access attempts.

Data section on Configurations page

Enable and set up secure policies violation, output deviation, and output screening metrics to measure the integrity of your data model and potential threats in LLM output.

Manage agentic AI system life cycles

Create AI system assets to track and manage the complete life cycles of your agentic AI systems, from onboarding to deployment. Gain comprehensive insight into each agentic AI system and take any necessary actions to successfully complete each life-cycle stage. By managing the life cycles of your agentic AI systems, you can extend their lifespans, reduce downtime, and optimize licensing costs.

Define the use and purpose of an AI system

Specify the intended use and purpose of an AI system. Provide insight into who is using the AI system, what the AI system is being used for, and how the AI system works and provides value. This information can help you determine the benefits and risks that are associated with the AI system.

Associate additional related AI asset types with AI systems

Associate the following additional related AI asset types with your AI systems:

- If an AI system has an Asset type of Generative AI or Agentic AI, you can associate it with any of its supported components or subsystems.
- If an AI system has an Asset type of Agentic AI, you can associate it with any of its integrated AI tools.

Create change and offboarding requests for additional AI asset types

Create change requests for the following additional AI asset types:

- AI systems with an Asset type of Agentic AI
- Datasets

In addition, create offboarding requests for the following additional AI asset types:

- AI systems with an Asset type of Agentic AI
- AI models
- Datasets
- MCP servers

Zurich Patch 4

Security & privacy tab in AI Control Tower

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- Identify ServiceNow® AI assets that impact your security posture using the ServiceNow® AI security score and AI insights. AI insights highlight key metric changes, recommend next steps, enabling you to quickly understand the impacts and take action.
- Access and monitor security for AWS Bedrock agents running as privileged users, autonomous vs. supervised tools, and dormant agents.
- Monitor sensitive data detection, prompt injection, and offensive content metrics to help identify and mitigate AI-driven security and compliance risks before they impact workflows or expose sensitive information. AI security tasks are created automatically from Dormant AI systems metrics to streamline your workflow and quickly resolve issues. You can also create AI security tasks directly from more areas, such as access issues and privileged AI agents metrics.
- Review Autonomous vs. supervised systems metrics based on AI tools. Previously, the metrics were based on workflows.
- Show Access issues metrics for only those agents with issues. Previously, agents with issues and no issues were shown.
- See more details about agent access issues in the access map to help you troubleshoot quickly. For example, you can see the user ID of the user who executed the agent and the workflow and tool associated with the access issue, if applicable.

AI Gateway tab in AI Control Tower

The **AI Gateway** tab shows the metrics at the MCP server level, listing all connected MCP servers along with the total number of transactions for each server and its success rate.

Data section on Configurations page

See a read-only view of your data privacy configuration for sensitive data patterns in the Data privacy page. Use this page as a quick reference when troubleshooting sensitive data charts.

AI Task section on AI assets page

Review all AI security tasks for your instance in the All Security Tasks page. You can also create an AI task on this page.

Enhance control of AI asset life cycle through change and offboarding requests

Enhance the management of deployed AI assets by using the change request workflow to make necessary edits to AI assets that have already undergone review and onboarding. Furthermore, facilitate the retirement of AI assets by submitting an offboarding request, ensuring a structured and controlled process for removing assets that are no longer needed or have been superseded.

Zurich Patch 1

Health tab in AI Control Tower

Monitor and evaluate the effectiveness of offensive content and prompt injection guardrails active on your AI assets.

Zurich Early Availability

AI strategy with Strategic Planning(Requires SPM)

- Monitor and track your AI strategies and associated goals and targets.
- Track the costs of your AI projects, epics, and demands.
- Monitor key project risks, issues, decisions, actions, and changes.

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AI strategy with Goal Framework (Requires SPM)

Monitor and track your AI strategies and associated goals and targets.

Enterprise AI discovery: Unlock Visibility, Governance & Value

- Discover and add AI agents and related models and tools to the AI inventory through integration with AWS Bedrock.
- Discover and add AI agents and related models and tools to the AI inventory through integration with Azure AI Foundry.
- Configure AI discovery setup and visibility of connections.

Value tab in AI Control Tower

- Gain insights into the value realized from AI skills and features. The Value insights dashboard page gives you insights into the estimated productivity gains as a result of using AI systems.
- Define and measure value relevant to your AI systems using customizable value templates.
- Perform calculations and approximations for the read and write time saved by users using AI systems by using data points and timestamps from the invoking records.
- Understand the key usage and performance indicators that help you evaluate the adoption of Now Assist in your organization.
- Provide insights on success rate visualization by department, country, and AI assets along with the indicators for task closure efficiency.

Value templates

- Create, manage, and use templates from a Global Template Repository across multiple AI assets, so that you can standardize and streamline your AI experience, and track usage of AI systems, use cases, and skills more effectively.
- Enable users to edit, view, and create customized value templates by enabling a value template assignment experience in inventory records.
- Provide transparency to value calculations of each AI system through value templates.
- Perform calculations and approximations for the read and write time saved by users using AI systems by using data point and timestamps from the invoking records.

Risk and compliance tab

Display the risk classification of AI assets and the compliance posture for selected authority documents and policies through the **Risk and compliance** tab. This tab provides visibility into AI systems, models, and datasets. The Risk overview section uses visual charts to categorize AI assets.

Review adherence to frameworks in the Compliance overview section. For example, adherence to the NIST AI Risk Management Framework or the EU Artificial Intelligence Act, presenting scores based on citations and control attestations that are set by the customer. You can filter data by authority documents or policies, view overall compliance percentages, and identify critical issues and AI cases tied to items deemed non-compliant by the customer.

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- Build trust in the AI asset inventory to effectively manage AI-related risks across the enterprise.
- Drive enterprise-wide risk visibility by aggregating individual scores into a consolidated AI risk profile to support informed mitigation decisions.
- Display real-time residual risk scores on the home page to help practitioners identify high-risk AI assets and prioritize mitigation actions.
- Use enhanced impact assessment templates to help manage and oversee compliance with regulatory requirements.
- Perform bulk control attestations using Core UI to validate multiple controls across AI assets, improving efficiency for large-scale assessments.
- Adopt a proactive approach by leveraging comprehensive AI risk and compliance scoring across the entire AI asset inventory.

AI cases tab in AI Control Tower

Gain a centralized overview of all your AI asset cases and inquiries by using the AI cases. On the **AI cases** tab, you see a list of records that include the case details such as the status, priority, owner, and timeline of your AI cases. You can monitor the progression of a case, stay informed about ongoing investigations, follow up on pending actions, and help to ensure timely resolutions. On this tab, you can also find filtering and sorting options that help you to prioritize cases that require immediate attention.

- Use the enhanced home page to access a single, unified view of all AI-related cases and inquiries.
- Track, manage, and respond to AI-related cases more efficiently through centralized case visibility.

Security & privacy tab in AI Control Tower

Review your AI security health metrics in the **Security and Privacy** tab. Use the access map for a comprehensive overview of agentic workflows, tools, and agent details. The map helps to show how AI agents interface with workflows and tools to accomplish a task. Additionally, you can analyze current AI access, investigate ongoing access issues, and review your AI usage metrics.

Control which third-party models OEM by ServiceNow are enabled for Now Assist AI implementation and how they're used.

Specify additional details during AI asset creation

Use the following fields to specify additional details about your AI systems, AI models, prompts, and datasets when you create AI assets:

- AI systems:
  - Managed by
  - License details
  - Supported locations
- AI models:
  - Managed by
  - License details
  - Supported locations
- Prompts: Managed by

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- Datasets:
  - Managed by
  - Creation type
  - Department
  - Dataset creation date

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Zurich Patch 7

Drop-down menu for associating AI assets with related assets

In both the AI asset creation forms and AI asset records, the **Add new** button that previously enabled you to associate AI assets with other related assets has changed into an Add from inventory drop-down menu with the **Add from inventory** and **Create** options. The **Add from inventory** menu option enables you to associate AI assets with related assets that are currently available in your asset inventory. The **Create** menu option enables you to associate AI assets with related assets that are not currently available in your asset inventory.

Editable asset details fields on the Details tab of AI asset records

You can now modify asset details fields directly on the **Details** tab of your AI asset records.

Related asset lists in AI asset records

The lists of related assets in each AI asset record has moved from the **Related assets** tab to the **Details** tab.

Product Owner portal

- Widgets from both the **Value** and **Adoption** tabs are now combined and accessible within the updated **Value** tab.
- The **Create AI Asset** button is added on the AI Control Tower home page.
- A new Quick link option is added to the employee center to help navigate AI asset owners and AI stewards to the AI Control Tower workspace home page.

Changed in this Zurich release

Zurich patch 7

Security & privacy tab in AI Control Tower

- The Autonomous vs. supervised AI tools chart has been removed.
- The Prompt injection, Offensive content, and Sensitive data tabs have been removed and replaced by Access and Guardrails tabs. Metrics have been reorganized into those two tabs.
- In **Configurations**, under **Data**, the **Data privacy** tab was renamed to **Security & privacy**. In that tab, the data leak detection and anonymization section was renamed to sensitive data input and anonymization.

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Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Changes in Zurich Patch 4

- The AI asset inventory plugin structure has been updated.
- Product owner view: Added a role called AI asset owner [sn_ai_asset_mgmt.ai_asset_owner], which enables the Product Owner view experience with a personalized home page and enhanced visibility into AI assets to simplify task management.
- AI discovery: The Innovation lab store application (AWS AI discovery plugin) is decommissioned. Uninstall the AWS AI discovery plugin prior to installing the AI discovery plugin (sn_ai_disc).
- AI cases management has moved under the **AI cases** tab on the AI Control Tower home page.

Activation information

Install AI Control Tower by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Strategic Planning

Prioritize, roadmap, and track work when using traditional, agile, or hybrid methodologies with ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization. When the Strategic Planning application is installed, the **AI strategy** tab appears in the AI Control Tower workspace, featuring different widgets for AI strategies, goals, targets, costs of planning items, prioritized work, and RIDAC details.

Strategic Planning is available with an SPM Professional license.

Goal Framework

Create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes with the ServiceNow® Goal Framework application. When the Goal Framework application is installed, the **AI strategy** tab appears in the AI Control Tower workspace, featuring different widgets for AI strategies, goals, and targets.

Goal Framework is available with an SPM Standard license.

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Conversation Insights release notes

The ServiceNow® Conversation Insights application delivers Inferred customer satisfaction (CSAT) scores, with underlying factors that improve CSAT actionability. Conversation Insights is a new application in the Zurich release.

Conversation Insights highlights for the Zurich release

- Augment conversations with insights based on the Inferred CSAT score. The Inferred CSAT framework provides an estimated score computed using AI in real time by analyzing the entire sequence of the conversation.
- Use underlying factors like Resolution, Confusion, Effort, Empathy, Next Steps, Frustration, Transfers, and Escalations to provide explainability to the Inferred CSAT scores.
- Leverage the Inferred CSAT framework and Conversation Insights [sn_aci_insights] table linked to the Conversation [sys_cs_conversation] table to create adhoc dashboards and workflows for conversational analytics applications.

See Conversation Insights for more information.

Important: Conversation Insights is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Conversation Insights features

Inferred CSAT

Inferred CSAT provides an estimated score computed using AI in real time by analyzing the entire sequence of the conversation.

CSAT factors

The following CSAT factors provide explainability to the Inferred CSAT score.

- Resolution
- Confusion
- Effort
- Empathy
- Next Steps
- Frustration
- Transfers and Escalations

AI Agent Analytics dashboard

The AI Agent Analytics dashboard includes visualizations with Inferred CSAT scores and factors by default.

Activation information

Install Conversation Insights by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

AI Agent Analytics dashboard

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Track the AI agent use and efficiency gain on your instance through the AI Agent Analytics dashboard. The dashboard can reveal trends in how AI agents are used to improve the time to resolution and the number of tasks closed.

Conversational Analytics dashboard

The Conversational Analytics dashboard helps you improve Virtual Agent (VA) interactions with users by providing insights into conversational data.

AI Control Tower

The AI Control Tower dashboard displays a comprehensive overview of the AI status, AI inventory, and other AI-related metrics.

Conversation Improvement Themes release notes

The ServiceNow® Conversation Improvement Themes application transforms conversation evaluations from AI Control Tower into long-term performance insights by analyzing conversation quality data over time. Conversation Improvement Themes is a new application in the Zurich release.

Conversation Improvement Themes highlights for the Zurich release

- Use automated theme detection with a domain-specific large language model (LLM) theme classification framework to tag Knowledge Base articles, catalog items, Virtual Agent (VA) topics, and agents into themes.
- Receive thematic insights by breaking down poor and good-quality conversations into top underlying themes.
- Compare themes based on whether they lead to good or bad conversations.

See Conversation Improvement Themes for more information.

Important: Conversation Improvement Themes is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Conversation Improvement Themes features

Determine effective and ineffective conversations

Analyze conversation quality data over time and classify them into effective and ineffective conversations.

Categorize conversations into themes

Identify recurring patterns linked to low or high conversation quality and categorize user requests into actionable themes.

Activation information

Install Conversation Improvement Themes by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

AI Control Tower dashboard

The AI Control Tower dashboard displays a comprehensive overview of the AI status, AI inventory, and other AI-related metrics.

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AI Agent Analytics dashboard

Track the AI agent use and efficiency gain on your instance through the AI Agent Analytics dashboard. The dashboard can reveal trends in how AI agents are used to improve the time to resolution and the number of tasks closed.

Conversational Analytics dashboard

The Conversational Analytics dashboard helps you improve Virtual Agent (VA) interactions with users by providing insights into conversational data.

Document Intelligence release notes

The ServiceNow® Document Intelligence application is an artificial intelligence (AI) solution that quickly and accurately categorizes and extracts information from documents. Document Intelligence was enhanced and updated in the Zurich release.

Document Intelligence highlights for the Zurich release

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Document Intelligence for more information.

Important: Document Intelligence is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Removed in this release

The Document Intelligence application has been removed from the application navigator.

Deprecations

- Starting with Zurich release, the document extraction feature in Document Intelligence is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. Instead, you can extract information from documents using the Now Assist in Document Intelligence application. For more information, see .
- The Document Intelligence Admin (sn_docintel_admin) plugin is planned for deprecation in the B release.

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Activation information

Install Document Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. The Document Intelligence application (sn_docintel) depends on the Document Intelligence plugin (com.glide.platform_ml_di), the Predictive Intelligence plugin (com.glide.platform_ml), and the Document Intelligence UIB component (com.sn_docintel_iframe). For more details, see Install Document Intelligence.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Accounts Payable Operations

Use Document Intelligence for ServiceNow® Accounts Payable Operations to extract information quickly and accurately from invoice documents that are received as attachments via email, as well as create invoice records in the Accounts Payable Operations application.

Customer Service Management

Use Document Intelligence for ServiceNow® Customer Service Management (CSM) to extract relevant information from email and case attachments, such as account numbers or customer addresses, and add that information to cases.

Financial Services Operations

Use Document Intelligence integrated with the digital workflows in the ServiceNow® Financial Services Operations applications to help your organization quickly automate document processing and accurately extract information from documents to the ServiceNow AI Platform.

Automation Center

Use Document Intelligence for ServiceNow® Automation Center to discover automation opportunities for document processing using DocIntel automation metrics.

Generative AI Controller release notes

The ServiceNow® Generative AI Controller application enables you to use generative AI capabilities with third-party large language model (LLM) providers on the ServiceNow AI Platform. Generate and summarize content, analyze user sentiment, and write unique prompts. Generative AI Controller was enhanced and updated in the Zurich release.

Generative AI Controller highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Access the Gen AI log for debugging insights, with HR-related records remaining restricted.
- Promote stability with the Long-Term Stable (LTS) model for generative AI.

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- Identify third-party LLM information, including model, version, and language.
- Restrict LLM usage based on domain.

See for more information.

Important: Generative AI Controller is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Generative AI Controller to Zurich

Generative AI Controller is installed or updated when you install or update a Now Assist application. If you have issues installing or updating applications, see this knowledge article or open a support case.

New in the Zurich release

Zurich Patch 4

Administrator access to Gen AI log

Access the Gen AI log [sys_generative_ai_log] table to gain insights for debugging purposes. HR-related records remain restricted to HR admins.

Enhanced AI asset inventory

Track the enhanced AI asset inventory through AI Control Tower using new metadata fields in the Model [sys_generative_ai_model_config] and Prompt [sys_generative_ai_config] tables. Gain better visibility into AI asset status and life-cycle details, such as retirement dates.

Long-Term Stable model for generative AI

Promote stability and adoption for entitled users with a Long-Term Stable (LTS) model. The LTS model provides regulatory alignment, predictable behavior, and life cycle stability to integrate GenAI with confidence.

Zurich Patch 2

AI Model Version Mappings

Review the mappings between AI model versions and their providers in the Gen AI Model Version Mapping [sys_gen_ai_model_version_mapping] table. This table shows the mappings between source and target models, along with associated metadata, such as skill type, model type, resource associations, and provider information.

Identify third-party LLM information

Access the Gen AI Log Metadata [sys_gen_ai_log_metadata] table to identify which LLM model, version, and requested language was used to generate the AI content.

Restrict LLM usage based on the domain

Enable or disable Now Assist for each domain so that you can restrict the use of LLMs and avoid using AI for data processing, if needed.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at

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the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Direct action calls removed from Generative AI Controller

Starting with Zurich Patch 5, the Generative AI Controller (GAIC) no longer supports direct action calls in order to support the security requirements that all AI capabilities be protected by Access Control Lists (ACLs). To create custom generative AI functionality, use Now Assist Skill Kit instead.

- Configure actions in the Generative AI Controller
- Generate Content to create AI-generated text responses
- QnA to answer user questions
- Summarize to shorten long or complex text
- Generic Prompt to generate ideas or content on any topic
- Sentiment Analysis to identify the sentiment of user input

For more information, refer to KB KB2716977: Generative AI Controller actions are no longer avaliable for custom workflows.

Activation information

Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of a Now Assist application. For details, see and .

Localization information

Generative AI Controller uses Microsoft Azure OEM for Dynamic Translation in Now Assist for multilanguage support. You can enable dynamic translation from the Now Assist Admin console. For more information, see .

Related ServiceNow applications and features

Agent Chat

The ServiceNow® Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile®, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

Customer Service Management

The ServiceNow® Customer Service Management (CSM) application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get help through the web, email, chat, telephone, and social media.

Dynamic Translation

The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or in a chat window for a seamless localization experience.

Field Service Management

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The ServiceNow® Facilities Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as installing, repairing, or maintaining equipment.

The ServiceNow® Generative AI Controller lets you integrate third-party LLMs with your workflows.

HR Service Delivery

The ServiceNow® HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a current-day workforce.

Knowledge Management

The ServiceNow® Knowledge Management application enables the sharing of information in the knowledge base. A knowledge base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

ITOM AIOps

The ServiceNow® ITOM AIOps product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

IT Service Management

The ServiceNow® IT Service Management solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

Now Assist for Security Operations

The Now Assist for Security Operations application permits security analysts to resolve security incidents faster with generative AI skills. Analysts and managers can condense long activity streams on security incidents into concise, easy-to-read summaries and automatically generate closure notes.

Workflow Studio

ServiceNow® Workflow Studio enables you to integrate workflow authoring, configuring, and monitoring into a single page experience.

Configurable Workspace UI

ServiceNow® Configurable Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues.

Knowledge Graph release notes

The ServiceNow® Knowledge Graph enables you to create and manage a Knowledge Graph schema for default integrations with Virtual Agent. Knowledge Graph was enhanced and updated in the Zurich release.

Knowledge Graph highlights for the Zurich release

Zurich Patch 7

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- The Knowledge Graph landing page now includes a dedicated tagging section that allows users to create, edit, and manage tags.
- Tagging configuration has been enhanced to support table synonyms, column synonyms, data filters and column filters to improve the accuracy of natural language queries.
- Added an interactive guided tour for admins, providing step-by-step walk through of key features and configurations to simplify setup.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Users can use the new Enterprise Graph Knowledge Graph schema to map all instance tables and their relationships, enabling natural language queries across the entire database. It simplifies setup by eliminating custom schema creation and supports enhanced query accuracy.
- Admins can create and use tags to prioritize relevant tables for specific use cases.
- Users have the option to select Enterprise Graph(small) mode to restricts queries to tables in specified tags for narrower use cases, improving runtime speed and requiring tag specification.
- Knowledge Graph now supports aggregate queries.

Zurich Patch 2

- Admins can create Knowledge Graph schema with Workflow Data Fabric tables that enables users to retrieve data from different systems without moving them. This ensures efficiency and security when working with external tables. This enables Knowledge Graph functionality to external tables

Zurich Patch 1

- Supports nodes from parent and grandparent nodes in the hierarchy.
- Supports Configuration Management Database (CMDB) queries in Now Assist panel.

Zurich EA

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Knowledge Graph in addition to Now LLM Service and Azure OpenAI.
- Select your preferred large language model (LLM) provider for Now Assist platform. Apart from Now LLM Service, the platform supports Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow® third-party model strategy.

See Knowledge Graph for more information.

Important: Knowledge Graph is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Knowledge Graph features

Tagging in Knowledge Graph Designer

The Knowledge Graph landing page now includes a dedicated tagging section that allows users to create, edit, and manage tags.

Using Enterprise graph schema

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Enterprise Graph is a pre-configured Knowledge Graph schema that eliminates the need for custom schema creation in KG designer. By mapping all tables, the Enterprise Graph schema enhances the breadth of query capabilities, enabling database queries across all instance tables.

Tagging in Knowledge Graph Designer

Tags are lists of key tables that are important for answering natural language questions. They provide hints to Enterprise Graph on which tables to prioritize when retrieving information, thereby improving the accuracy of results.

Test a Knowledge Graph schema

Enter a query and test the Knowledge Graph schema using different LLM options. You can also add previous conversations before you run the query.

Configure LLM for Knowledge Graph

Select and configure between Now LLM Service, Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow third-party model strategy.

UI changes

Using Knowledge Graph Designer

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Knowledge Graph is a ServiceNow AI Platform feature that is active on installation, by default.

Additional requirements

Ensure that your instance is upgraded to XP7.

Related ServiceNow applications and features

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist in AI Search

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service generative AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

Virtual Agent

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Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

MCP Server Console release notes

The ServiceNow® MCP Server Console application enables secure and governed access to functionality on a ServiceNow instance for AI applications with Model Context Protocol (MCP) servers. MCP servers extend ServiceNow AI Platform® functionality into any external MCP client and employee experience over the Model Context Protocol. MCP Server Console is a new application in the Zurich release.

MCP Server Console highlights for the Zurich release

- Get started with the preconfigured Quickstart Server for looking up and summarizing incident and case records.
- Create MCP servers and tools based on Now Assist skills for different use cases.
- Connect to any MCP client using OAuth 2.0 authentication.

See MCP Server Console for more information.

Important: MCP Server Console is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

MCP Server Console features

Version 1.2

Create tools from additional capabilities for use with ServiceNow MCP clients

With this release, Moveworks is shipping a Moveworks Quickstart Server. This server allows users to pilot access to upcoming capabilities like Knowledge graph, Subflow, Action, and scripted REST APIs for use with Moveworks MCP client, and ServiceNow Model Context Protocol Client application. These tools can only be added to Moveworks Quickstart Server.

Version 1.0

Get started with the preconfigured Quickstart Server

Get started learning about MCP servers and connecting MCP clients to a ServiceNow instance with the preconfigured Quickstart Server. The Quickstart Server includes tools for looking up and summarizing incident and case records.

Create MCP servers

Create MCP servers that expose different tools for different use cases, such as for HR or IT workflows, or for different MCP clients.

Create tools from Now Assist skills

Create tools for MCP servers from Now Assist skills and configure which fields are exposed as tool inputs.

Connect to MCP clients using an OAuth inbound integration

Create an OAuth inbound integration to use when configuring MCP clients to connect to an MCP server.

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Activation information

MCP Server Console is available with activation of a Now Assist application. For more information, see and .

Plugin information

New plugins

The following plugins are new in Zurich:

Model Context Protocol Server (sn_mcp_server): MCP Server Console enables secure and governed access to functionality on a ServiceNow instance for AI applications with Model Context Protocol (MCP) servers.

Related ServiceNow applications and features

AI Control Tower

AI Control Tower enables enterprises to manage, optimize, govern, secure, and measure the value of their AI investments. AI Gateway in AI Control Tower is a registry for MCP servers and provides observability and metrics for servers and their tools.

Model Context Protocol Client

The ServiceNow® Model Context Protocol Client enables you to access the Model Context Protocol tools that are hosted externally and published using an MCP server in AI Agent Studio.

Machine Identity Console

Create and manage OAuth inbound integrations to connect MCP clients to servers in Machine Identity Console.

Now Assist AI agents release notes

The ServiceNow® Now Assist AI Agents application provides solutions that can perceive the environment, decide, and proactively act to achieve specific goals without the need for constant human oversight. Now Assist AI Agents was enhanced and updated in the Zurich release.

Now Assist AI Agents highlights for the Zurich release

Zurich Patch 7

- Run improved Platform agentic workflows, including Generate resolution plans, Generate my work plan, and Process images to tasks.

Zurich Patch 5

- Run improved Platform agentic workflows, including Generate resolution plans, Generate my work plan, and Process images to tasks.
- Show Agent card URL when using secondary agents.
- Review changes to Now Assist usage measurement.
- Japanese language support for voice assistants enables Japanese-speaking users to experience natural, culturally appropriate interactions with AI voice agents.

Zurich Patch 4

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- Execute agentic workflows, AI agents, and tools in AI Agent Studio with role masking.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Run and review agentic workflow executions on forms in the Core UI and workspaces.
- Framework extensibility with a new condition builder.
- Support multilingual conversations.

Zurich Patch 3

- Consume Global Graph as a Knowledge Graph resource.
- Check for offensive content with MCP guardian.
- Support the latest MCP version from Zurich Patch 3.

Zurich Patch 1

- Authenticate users with the MCP Server to add a Model Context Protocol tool to AI agents using the Model Context Protocol Client.
- Create ACLs for AI agents and agentic workflows to customize who can discover and trigger AI agents and agentic workflows.

Zurich EA

- Create and maintain versions of LLM instructions for AI agents and agentic workflows to help organize and iterate on prompts and test their effectiveness.
- Duplicate existing script, record operations, and search retrieval tools to reduce the work needed to create unique AI agents.
- Monitor new analytics in the AI Agents Analytics dashboard to track valuable insights in customer satisfaction with AI interactions.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- View the agentic workflow and AI agent activity on your AI Agent Studio.

See Now Assist AI agents for more information.

For the Platform Now Assist release notes, see Now Assist release notes.

Important: Now Assist AI agents are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Evaluate voice AI agents for overall task completion and tool choice accuracy

Automated evaluations support voice AI agents. Get a better picture of overall performance by evaluating previous executions against standardized metrics.

Zurich Patch 5

ServiceNow AI agents as secondary agents

Enhance user experience for Secondary Agents by displaying the Agent card URL to admins for easy access and management so the admin can view, copy, and consume the URL easily.

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Additionally, when adding an MCP tool, the name and description of the tool are populated automatically as per the details fetched from the server and the user can update the details.

Zurich Patch 4

Configure role masking for AI agents and agentic workflows

Role masking restricts access to specific roles based on configuration to verify that agentic workflows, AI agents, and tools run within the boundaries of the roles configured to meet their business needs while reducing the risk of unauthorized access to the agents and the agentic data.

Add AI agent learning

Enhance AI agent learning through episodic memory, enabling AI agents to improve by learning from past successful interactions.

Select channels and access for an agentic workflow

Create and update UI actions for workflow executions and display handling. You can specify conditions for the display of the UI actions.

Add a desktop action to an AI agent

Add Desktop action as a tool to an AI agent to perform desktop automation for repetitive tasks.

Configure Now Assist AI agents

Support multilingual conversations for AI agents across languages.

Manually test the execution of an AI agent and Manually test the execution of an agentic workflow

The testing page on AI Agent Studio has two testing options:

- Manual test
- Automated evaluation

Observe the different versions of an AI agent behavior in manual tests and in automated evaluations using the **Manual tests** and **Automated tests** tabs.

Test user access to an AI agent and Test user access to an agentic workflow

Test how an AI agent or agentic workflow completes a task and if it enables users permission to access it.

Model Context Protocol Client

- Authorization upgrades to support segregation of Resource Server and Authentication Server through Protected Resource Metadata (PRM).
- Use the *mcp_guardian_check* property to enable guardian checks for MCP Client when there's an MCP tool call.
- Supervise the pagination with mouse device support to show large number of services from an MCP server through the *sn_mcp_client.cursor.max_iterations* system property.
- Add a title field for human-friendly display names that can be used as a programmatic identifier.

Use in-product experiences for agentic workflows on forms

In the Core UI and workspaces, you can use UI and declarative actions to run agentic workflows. You can also see the presence, progress, and output of agentic workflows performed on a record. The execution details for each agentic workflow

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include who is supervising the workflow, estimated and total time taken, processing messages, and step history.

Review and approve requests and tickets with the Approval Assistance AI agent

You can use the new approval assistance AI agent to view all pending approval requests and access detailed information about them. You can then approve requests and tickets and make updates to them from Now Assist in Virtual Agent.

View the Approval Info Record widget

The Service Portal Approval Info Record widget shows details about the approval request and a full record for an approval including the activity stream.

Configure email notification alerts for AI agent and agentic workflow executions

Configure alert email notifications for unexpected or undesired behavior from AI agents and agentic workflows. You can configure the thresholds for triggering the alerts on the Agent Properties table, and you can add or update the recipients of the email notifications from the Notifications table.

Create an external AI agent

Create new external AI agents that connect to third-party agentic AI systems. Use Agent2Agent protocol or integrate agents manually to configure them in AI Agent Studio to use in the ServiceNow agentic AI system.

Add a Knowledge Graph to an AI agent

Use Enterprise Graph (Small) as a resource to create a Knowledge Graph tool for an AI agent in the AI Agent Studio.

Zurich Patch 3

Add an MCP server tool to an AI agent

The Model Context Protocol Client enables guardian checks for offensive content when Notion is selected as the MCP server.

Configure Model Context Protocol Client

The Model Context Protocol Client application supports the latest MCP version.

Add a Knowledge Graph to an AI agent

Use Global Graph as a Knowledge Graph resource when creating a Knowledge Graph tool for an AI agent in the AI Agent Studio.

Zurich Patch 1

Model Context Protocol Client

Enable users of the ServiceNow® AI Agent Studio to access tools that are hosted externally and published using an MCP server via the Model Context Protocol Client application.

Authenticate users with the MCP server to add the MCP tool to an AI agent.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Zurich EA

Review agentic activity in AI Agent Studio

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View and troubleshoot the agentic workflow and AI agent executions on AI Agent Studio via the **Activity** page.

Configure Now Assist AI agents - Dynamic Orchestrator

Maps the appropriate agents for an agentic workflow with Dynamic Orchestrator for better performance and accuracy of the agentic workflow execution.

View analytics for customer satisfaction with AI interactions

Multiple new metrics have been added to the AI Agent Analytics dashboard, accessible from the AI Agent Studio to provide insight into average customer satisfaction and customer satisfaction with the best and worst performing agentic workflows and agents.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Add tools and information to an AI agent

The output transformation strategy for an AI agent output contains a new option called **Custom**. Using the custom output transformation strategy, the tool output gets transformed according to the LLM instructions.

Configure Now Assist AI agents - AI Agent Background Channel

Invoke the agentic conversations from Workspace or Core UI via the AI Agent Background channel that is associated with the AI Agent Background Provider to execute the AI agents and agentic workflows.

Configure Now Assist AI agents - Interactive and non interactive AI agents

Run AI agents and agentic workflows execution in one of the following ways:

- **Interactive Mode**: AI agents reach out to the user for information during fallback.
- **Non interactive Mode**: AI agents don't reach out to the user during fallback but send the execution output to the user.

UI changes

Zurich Patch 4

Create an AI agent

The guided setups for creating an AI agent and agentic workflow have been updated.

Define security controls for an agentic workflow and Define security controls for an AI agent

New security configuration UI pages have been added in the AI Agent Studio application to configure security controls for agentic workflows and AI agents for role masking.

Zurich EA

Follow new guided setups for agentic workflows and AI agents

The new steps for the guided setups for AI voice agents and agentic workflows include additional help text and guidance for writing LLM instructions to help improve outcome and task completion.

Manually test the execution of an AI agent

The tab names on the AI Agent Studio testing page have been renamed. The **Test scenario** tab is renamed to **Test AI reasoning** and the **Output** tab is renamed to **Chat responses**.

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Changed in this release

Zurich Patch 7

Updates to platform agentic workflows

Several platform agentic workflows have seen updates to how they work and what configurations are available for AI admins. Generate resolution plans now takes related records into account when planning next steps. Generate my work plan shows suggested next steps and reruns after work is done. Process images for new tasks now links to the created task record upon creation and includes certain metadata from the image.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Platform Request status AI agent

The request status AI agent provides an AI-generated summary of the most recent comments from the AI agent or other people working on a ticket. You can add attachments to an open ticket or incident to support a request action. To find more information about an open ticket, you can ask the request status AI agent follow-up questions based on previous answers from the agent.

Understand the Now Assist AI agents

The base reflection prompt has been replaced with the ReAct Orchestrator prompt, introducing a Route scheduling mode when an agent needs assistance from another agent during execution.

Configure Now Assist AI agents

Run AI agents and agentic workflows concurrently in AI Agent Background Channel and in Non-interactive mode.

Add a Knowledge Graph to an AI agent

The Global Graph resource for creating a Knowledge Graph tool has been renamed to Enterprise Graph.

Zurich Patch 3**Zurich Patch 3**

Review and complete actions on requests using the Request Status AI agent

The ticket status AI agent has been renamed to the request status AI agent. Request details include an AI-generated summary of the most recent comments on a request. Performance has been improved.

Confirm your web search tool provider data policies

If you select Google as your web search provider for web search AI agent tools, Google uses Grounding with Google Search, offered under a Global Standard deployment, and data may be routed to places outside of regions specified on your ServiceNow AI Platform instance as a result. Consult your organization's data policies before enabling AI agents with web search tools that use Google as the provider.

Zurich EA

Add version control to instructions sent to the LLM

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You can review multiple versions of instructions sent to the LLM when designing your AI agents or agentic workflows. You can choose which version is active to help with testing or evaluating the success of an AI agent or agentic workflow to compare against other versions. Versions are named and ordered by time created for organizational purposes.

Duplicate and edit existing tools when creating new AI agents

When adding a tool to an AI agent, you can select an existing tool instead of creating a new tool. After an existing tool is added, you can change it to suit the specific needs of an AI agent.

Now Assist AI agents reference

The *sn_aia.enable_agent_tool_input_value_overrides* system property is migrated to the Agent properties [sn_aia_property] table.

Activation information

Now Assist AI agents are available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Now Assist AI agents, see Install Now Assist AI agents.

Additional requirements

You must first install the supported Now Assist version of the ServiceNow AI Platform to be able to use Now Assist AI agents. For more information, see Install Now Assist AI agents.

Next Experience UI Framework must be enabled before you can use the Now Assist panel.

Browser requirements

Now Assist AI agents support various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents aren't supported in Internet Explorer.

Accessibility information

Voice Input for Now Assist AI agents

Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature gives users a voice-to-text input option to access the Now Assist skills in the panel in any supported language. For more information, see Enable voice input for Now Assist panel.

After enabled, the Enable voice input for the Now Assist panel option is available in individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information.

Voice-to-text input can help users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents.

Localization information

The Now Assist AI agents application is built on the GPT-4o-based framework and supports localization according to the GPT-4o model.

Related ServiceNow applications and features

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With the ServiceNow® Now Assist panel, you can get assistance from generative AI experiences to solve customer issues faster. Use this conversational interface to summarize a chat, case, or incident, get help, or generate resolution notes so that you can get the context of this information more quickly.

Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party LLM (large language models) with your workflows.

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers you need.

Now Assist Skill Kit

Use the ServiceNow® Now Assist Skill Kit to create and publish custom prompts and skills for Now Assist. Creating custom skills and prompts enables you to have greater flexibility with Now Assist generative AI capabilities.

Now Assist in Document Intelligence release notes

The ServiceNow® Now Assist in Document Intelligence application uses generative AI to extract information from documents, summarize document content, and provide answers to predefined questions. Now Assist in Document Intelligence was enhanced and updated in the Zurich release.

Now Assist in Document Intelligence highlights for the Zurich release

Zurich Patch 7

- View citations for multiple attachments using the document and visual insights AI agent.
- Create skills with data extraction, question answering, and summarization capabilities using document and visual intelligence in Now Assist Skill Kit.
- Now Assist in Document Intelligence skills are now turned on by default.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- View a test document in a larger workspace on a separate browser tab during use case setup.
- Use the document and visual insights AI agent to upload files, extract information without a predefined use case using a selected LLM, and display the results in a dedicated document view.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Leverage document data extraction and document Q&A capabilities in a single Extract information from documents skill.
- Create skills with data extraction, question answering, and summarization capabilities by using document and visual intelligence in Now Assist Skill Kit.
- Choose the language for a use case to help the optical character recognition (OCR) model better detect the text to extract from your files.

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- Extract information from files with text written in Simplified Chinese or Japanese.
- Extract information from documents for Operational Sustainability Management (Operational Sustainability Risk Management) workflows.

Early Availability

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist in Document Intelligence for more information.

Important: Now Assist in Document Intelligence is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Document and visual insights AI agent enhancements

The document and visual insights AI agent can recognize and provide citations for multiple attachments.

Zurich Patch 4

Open document in a new tab

View a test document in a larger workspace on a separate browser tab during use case setup.

Image captioning in Knowledge Center

Extract information from images to support accessibility captioning in knowledge base articles.

Document and visual insights AI agent enhancements

Leverage features that enable you to use the document and visual insights AI agent with selected LLMs to upload files, extract information without a predefined use case, and display results in a dedicated document view.

- Select an LLM for the AI agent to use when processing documents and images.
- Now LLM Service is not an available option for LLM selection.
- Prompt the AI agent to upload a file to process.
- View the results of the AI agent actions in a document view screen.

Zurich Patch 1

Document Intelligence for Now Assist Skill Kit

Use document and visual intelligence to leverage extraction, question answering, and summarization capabilities for a skill created with Now Assist Skill Kit.

Language model selection

Select the language for a use case to help the optical character recognition (OCR) model to detect text in the document and image files.

Image mode selection for use cases

Turn on image mode to process images more efficiently for use cases that use a multimodal AI model.

Model provider flexibility at the use case level

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Choose a model provider at the use case level, including a Now Assist default option that uses the instance-level model selected in AI Control Tower.

Information extraction for Operational Sustainability Risk Management

Extract ESG-related information from invoices to support Operational Sustainability Risk Management initiatives and regulatory compliance.

Improved security for the document and visual insights AI agent

Enable access control lists (ACLs) to improve the security for the document and visual insights AI agent. ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.

The document and visual insights AI agent and its skills are classified as a worker or helper agent. A worker can act as an AI user with different privileges than the human user. A helper only has the privileges of a human user.

Early Availability

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

Zurich Patch 1

Usability changes for the Extract information from documents skill

Various features for the Extract information from documents skill are updated to unify the experience for data extraction and document Q&A.

- The Extract information from documents skill has been added to the list of Platform skills in the Now Assist Admin console to incorporate both the Document extraction and the Document Q&A skills.
- In the use case setup, the panel for defining a field displays the options for **Field**, **Question**, and **Table**.
- Table columns defined for a use case are displayed in a group in the fields list on the use case page.
- The Document Intelligence workspace displays the fields, tables, and questions in the same review panel.

Early Availability

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 7

Document and visual insights AI agent enhancements

Tools used by the document and visual insights AI agent are consolidated to improve performance.

Changes to limitations

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The file size limit for uploading a file using the attachment summarization feature is changed from 10MB to 20MB.

Document Intelligence for Now Assist Skill Kit

The document and visual intelligence capabilities used to leverage extraction, question answering, and summarization capabilities for skills created with Now Assist Skill Kit are available to users with the appropriate role(s).

Now Assist in Document Intelligence skills are now turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading: Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Changes to limitations

The page count limit decreases to 20 pages per file for an extraction based on a use case with a table defined.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Zurich Patch 1

Merged skills

Document data extraction and document Q&A capabilities are available in a single Extract information from documents skill.

- The Extract information from documents skill is available in the list of Platform skills in the Now Assist Admin console.
- Data extraction and document Q&A capabilities can be set up for the same use case.
- Agents can review the AI predictions for the fields, tables, and questions in the same task.

Document and visual insights AI agent enhancements

Leverage added tools that enable the AI agent to display the extracted data and to look up existing use cases or create use cases based on descriptions and document attachments.

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Changes to limitations

The limitations set for Now Assist in Document Intelligence properties are updated to support processing larger documents.

- DOCX files are supported for information extraction.
- The page count limit is 200 pages per file If image mode is turned off for the use case. If image mode is turned on, the page count limit is 10 pages per file.
- The file size limit is 20 MB.

Removed in this release

- The Document extraction skill has been removed from the list of Platform skills in the Now Assist Admin console.
- The Document Q&A skill has been removed from the list of Platform skills in the Now Assist Admin console.

Activation information

Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available:

-
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
-
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response

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- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

For more information, see Configuring Now Assist in Document Intelligence.

Additional requirements

Now Assist in Document Intelligence requires the installation of the Document Intelligence application (sn_docintel) and at least one Now Assist product.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Localization information

Zurich Patch 1

Support for files in multiple languages

Process files with text in multiple languages, including Simplified Chinese and Japanese.

Related ServiceNow applications and features

Document Intelligence

Use ServiceNow® Document Intelligence to streamline the extraction and classification of data from a variety of documents. Document Intelligence is designed to work with existing automated systems, making operations more efficient and saving effort.

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Skill Kit

Use the generative AI skills in ServiceNow® Now Assist products to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist in Contract Management

Use ServiceNow® Now Assist in Contract Management to analyze contracts for non-standard and missing clauses, and extract information from signed contracts to automatically add in the contract repository.

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Now Assist Skill Kit release notes

The ServiceNow® Now Assist Skill Kit application enables AI developers to create custom skills and to have greater flexibility with the generative AI capabilities of Now Assist. Now Assist Skill Kit was enhanced and updated in the Zurich release.

Now Assist Skill Kit highlights for the Zurich release

Zurich Patch 7

- Use labeling workflows to annotate UI templates.
- Use structured output to constrain AI responses to predefined JSON schemas.
- Improve overisght and compliance with AI Control Tower integration with your custom large language model.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Create a custom model to meet your specific needs and control behavior.
- Customize ServiceNow skills by modifying the prompt, inputs, and providers.

Zurich Patch 1

- Set up a security access control list to verify user authentication for Now Assist Skill Kit.
- Use Document Intelligence as a tool when you create a skill.
- Use UI Builder to deploy custom skills.
- Use a custom data generator to create synthetic datasets.

See Now Assist Skill Kit for more information.

Important: Now Assist Skill Kit is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Use labeling workflows to annotate UI templates

Use the labeling framework to create and manage ground truth data. Published data collections can now be turned into labeling projects. Each record becomes a task assigned to labelers who annotate using pre-configured UI templates

sStructured output support for AI responses

Enables consistent parsing in agentic workflows and reduces ambiguity in downstream automation.

Use multi-table data generatorNew multi-table synthetic data generation option

You can generate related records across multiple tables in a single operation. You no longer need to generate each table separately and manually link records. Define your table relationships, set the cardinality and Now Assist Data Kit generates coherent, referentially linked records across all tables in one pass, with foreign key integrity maintained automatically.

Create a modelAI Control Tower integration with custom LLMs.

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Improve oversight and compliance for AI deployments with formal approval flows for custom models.

Now Assist Skill Kit roles **Update to the abilities of the admin role**

The sn_skill_builder.admin role is now broken into smaller, task-specific roles, including a custom LLM-specific admin role.

Zurich Patch 4

Create a model

When you bring your own model you can keep data in your own environment and fine-tune it to meet your specific needs.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

New skill deployment option

Deploy skills using UI Builder.

Choose a language for data generation

When you create synthetic data, you can select what language you want to receive the data in.

AI-assisted ground truth

Use AI to assist creating ground truth for your data.

Import data with a CSV file

Import data from a CSV file to create a dataset.

Create a custom data generator

Create and use a custom data generator to create synthetic data.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Now Assist features are available with activation of any Now Assist plugins from ServiceNow Store. The following plugins are available:

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- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)

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- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
-
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Microsoft Internet Explorer.

Localization information

Now Assist supports Dynamic Translation for Zurich.

Related ServiceNow applications and features

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

Document Intelligence

The ServiceNow®Document Intelligence (DocIntel) application is an artificial intelligence (AI) solution that enables any organization to automate and accelerate

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the process of extracting data from documents. That data can easily be integrated into larger automation workflows to save time and resources.

Dynamic Translation

The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or in a chat window for a seamless localization experience.

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

Knowledge Management

The ServiceNow® Knowledge Management application enables the sharing of information in the Knowledge Base. The Knowledge Base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

Now Assist in Virtual Agent

Use generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses large language models (LLMs) to create a natural-language conversational experience that can improve the success of your self-service workflows.

Predictive Intelligence release notes

The ServiceNow® Predictive Intelligence application enables you to create and train machine learning models to help improve the performance, efficiency, and flexibility of your systems. Predictive Intelligence was enhanced and updated in the Zurich release.

Predictive Intelligence highlights for the Zurich release

- Predictive Intelligence errors are logged in a new, dedicated table. The PI - Observability Dashboard leverages this table to provide analytics on prediction errors.
- New advanced options for Classification models are available, including new parameters and a new algorithm.
- Validation logic ensures that Predictive Intelligence models have ACLs to access data tables.

See Predictive Intelligence for more information.

New in the Zurich release

Review any errors in predictions using the Observability Dashboard

Monitor errors using the Observability Dashboard which provides analytics derived from a new table. This table is dedicated to logging any errors that may occur during Predictive Intelligence predictions.

Leverage new advanced options for classification solutions

Customize your classification models in Predictive Intelligence with the following advanced options.

- Configure include only top N labels: Limit the classification model to use only the top most frequent labels. You can choose a number as the limit.
- Minimum records needed for label to include it: Set a threshold for the minimum number of records a label must have in your dataset to be included in model training.

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- Remove others label: Reduce noise in the model and enhance predictive accuracy by removing records with the label "others" from training data.
- Use LightGBM algo for classification model training: Enable the LightGBM (Light Gradient-Boosting Machine) algorithm for training classification models.
- Config parameters for model config in classification: Customize training behavior by including a dictionary of parameters in the JSON format.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Validation logic ensures that Predictive Intelligence can access data tables

Reduce errors while training Predictive Intelligence models with the help of new validation logic. This validation checks whether your data tables have ACLs (Access Control Lists) granting access to Predictive Intelligence.

Activation information

Predictive Intelligence is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Document Intelligence

Document Intelligence is an artificial intelligence solution that enables any organization to automate and accelerate the process of extracting data from documents.

Task Intelligence

Task Intelligence uses machine learning to train solutions with your data and achieve important outcomes.

ServiceNow® apps and features that use Predictive Intelligence

Prebuilt Predictive Intelligence solutions tailored to specific BUs are available in apps across the ServiceNow AI Platform.

ServiceNow AI Lens release notes

With ServiceNow AI Lens, which is a ServiceNow® Now Assist application, you can use generative AI to scan, extract, comprehend, and synthesize data to optimize your workflows. ServiceNow AI Lens was enhanced and updated in the Zurich release.

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ServiceNow AI Lens highlights for the Zurich release

Zurich Patch 7

- Upload files, and then analyze and extract information from them.
- Auto-map Microsoft Excel sheet headers with the columns of a ServiceNow® table.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Trigger ServiceNow AI Lens from the Now Mobile® application to extract data from artifacts and auto-fill fields in a form.
- Fill the Catalog Item form fields by triggering ServiceNow AI Lens from Service Portal.

Zurich Patch 1

- Use the Lens actions to define default instructions, trigger options, custom context, transform response logic, and post processing instructions for ServiceNow AI Lens execution.
- Configure Lens actions to launch ServiceNow AI Lens from any part of the ServiceNow AI Platform, such as a workspace form or a portal.
- Trigger ServiceNow AI Lens from a Virtual Agent conversation on a mobile device or in a portal.
- View captured images that are attached to an auto-filled record using ServiceNow AI Lens.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for ServiceNow AI Lens in addition to Azure OpenAI.

See ServiceNow AI Lens for more information.

Important: ServiceNow AI Lens is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Auto-map the headers in a Microsoft Excel sheet to the columns in a ServiceNow® instance table with the Excel Mapping feature. You can change the mapping, if needed, before inserting the sheet data into the table.

Assign roles to a Lens action

Assign roles to a Lens action so that users with those roles can access the Lens action.

Autofill reference and glide list form field types

Auto-fill reference and glide list form field types with the data extracted from captured images or uploaded documents.

Zurich Patch 4

Auto-fill the Catalog Item form in the Service Portal

Fill the Catalog Item form fields by triggering ServiceNow AI Lens from Service Portal. ServiceNow AI Lens extracts data from one or more artifacts and auto-fills the relevant fields in the form.

Handle post-processing in the standalone mode

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Handle post-processing timeout for previewing data in the standalone mode using the following new fields:

- **Wait for processed response**: Option to wait for ServiceNow AI Lens to display the output of post-processing on the Preview window. If turned on, it waits for the post-processing output. If turned off, it doesn't wait for post-processing output, but post-processing continues in the background.
- **Max wait time**: Maximum time ServiceNow AI Lens waits to display the output of post-processing. If the output doesn't appear within this duration, the session times out while the post-processing continues in the background until complete.

Use ServiceNow AI Lens in Now Mobile®

Trigger ServiceNow AI Lens from the Now Mobile® application to extract data from artifacts and auto-fill forms on your mobile device.

Zurich Patch 1

ServiceNow AI Lens UI enhancement

Launch the ServiceNow AI Lens scanner window by using the context defined in the Lens actions or as a standalone application. You can preview the gathered insights or extracted data. You can also see the logged-in user and instance details.

Use Lens actions to customize Lens behavior

- Define Lens behavior depending on how ServiceNow AI Lens is triggered and what context is set. With Lens actions, you can customize how a classic form is auto-filled. You can define default instructions, trigger options, custom context, transform response logic, and post processing instructions for the ServiceNow AI Lens execution.

  For example, you can define a Lens action that is used when Lens is triggered from an instance to populate a form of a table. You can also define form fields that must be used as context.

- As part of your integration logic, configure a Lens action as one of the steps to invoke a ServiceNow AI Lens service from any part of the ServiceNow AI Platform, such as a workspace form or portal.

Use ServiceNow AI Lens in Virtual Agent

Trigger ServiceNow AI Lens from a Virtual Agent conversation by using the ServiceNow AI Lens topic in Virtual Agent.

Auto-attach images to a record

View captured images that are automatically attached to an auto-filled record using ServiceNow AI Lens. You can view the images to understand the source of the auto-filled information.

New third-party AI model provider options available for all Now Assist applications

Use Google Gemini and Anthropic Claude on AWS as AI model providers for ServiceNow AI Lens in addition to Azure OpenAI.

UI changes

Zurich Patch 7

New Attach button on the home screen

An **Attach** button has been added to the home screen of the ServiceNow AI Lens desktop app, enabling you to attach one or more files.

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Upload files icon in the scanner window

An Upload files icon has been added to the scanner window to enable you to attach one or more files.

UI changes in the preview window

The following have changed in the preview window:

- Attached files or captured screenshots appear as cards.
- The preview of a file or screenshot opens on its respective default application when you select the card.
- An **Upload** button has been added.

Zurich Patch 4

Changes in the scanner window UI

The UI of the scanner window has been updated.

When you open the scanner window, the toolbar is displayed outside of it. However, when you maximize the window, the toolbar moves inside.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

ServiceNow AI Lens is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using ServiceNow AI Lens, see Configure ServiceNow AI Lens.

Related ServiceNow applications and features

Help improve productivity and efficiency in your organization, deliver better self-service, display recommended actions, provide answers, and empower your users to search effectively.

The Now Assist Admin console provides you with quick and easy access to important information needed to set up, configure, and monitor Now Assist applications and features.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in Docs.

Agentic Desktop release notes

The ServiceNow® Agentic Desktop application enables you to design, configure, and manage desktop actions to automate repetitive tasks. These desktop actions are executed by AI agents created in AI Agent Studio. Agentic Desktop is a new application in the Zurich release.

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Agentic Desktop highlights for the Zurich release

Zurich Patch 7

- Execution workspace now supports smart sizing with **Fit to window** and **Original resolution** options.
- Enable AI agents to securely access SSH parameters by setting up Parameter records in the ServiceNow instance.
- Test specific screens within desktop actions without running the entire flow.
- The recorder toolbar is now floating, making it easier to access application controls during recording.
- Improved Agentic Desktop installer experience for configurations that are essential for seamless execution of desktop actions.

Zurich Patch 4

- Desktop actions now run reliably on machines with different screen resolutions.

- Design desktop actions of type UI block (UI actions) by capturing user interactions, adding details, and activating them in Design workspace.
- Use default desktop actions of type non-UI block (non-UI actions) that include pre-built connectors to interact with various applications and system components.
- Add desktop actions as tools to AI agents in AI Agent Studio.
- Enable AI agents to interact with legacy systems, thick client applications, and business applications on Windows operating system to perform repetitive tasks.
- Monitor desktop actions being executed by AI agents in Execution workspace in the Desktop-in-Desktop session.

See Agentic Desktop for more information.

Agentic Desktop features

Zurich Patch 7

Smart sizing in the Execution workspace

Smart sizing is now supported in the Execution Workspace with **Fit to window** and **Original resolution** options. The **Original resolution** option allows you to access different areas of the captured screen more easily.

- **Fit to window**: Automatically scales the desktop session to fit within the Execution Workspace while keeping it fully visible and readable.
- **Original resolution**: Displays the desktop session at its original resolution. Scroll bars appear if the desktop session is larger than the Execution workspace.

Recorder enhancements

- The recorder toolbar is now floating, making it easier to access application controls during recording.
- The recorder now adds only one screen per unique window during recording by auto-merging and optimizing duplicate screens.
- You can capture maximum of 50 steps using the recorder in a recording session. While auto-capturing steps, a counter now displays the remaining number of steps you can record using the recorder (for example, “35 of 50 max”).

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Screen-level testing

- Quickly isolate and troubleshoot issues by testing a specific screen within desktop actions without running the entire flow.
- While working on a desktop action, the test values you enter are retained across test runs until you close the desktop action or reset the test values.

View list of existing desktop actions

- View list of all existing desktop actions in the Desktop Action module in the ServiceNow instance. View related lists that include Desktop Action application, AI Agents, and Desktop action executions for UI block, and AI Agents and Desktop action executions for non-UI block.

Improved Agentic Desktop installer experience

The installer now guides you through the following two configurations that are essential for seamless execution of desktop actions:

- Option to automatically add the current user to the Windows Remote User group
- Configuration that validates if required .NET Desktop Runtime is installed or not. If not installed, provides a link to download and install the same.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Support for different screen resolutions and scaling

Desktop actions now run reliably on machines with different screen resolutions and scaling. Screen resolution and scaling are consistent across all screens of a desktop actions during creation, saving, and publishing.

Zurich Patch 4

Design UI block desktop actions in Design workspace

Design, configure, and manage desktop actions in the Design workspace that enables:

- Auto-recording or manually capturing screens and defining UI interactions, such as clicking buttons, typing into text boxes, and selecting from drop-down menus.
- Adding details such as name, description, input and output parameters.
- Testing desktop actions before activating them.
- Publishing desktop actions to AI Agent Studio as tools for AI agents to execute.

Example: Filling out fields and submitting a form.

Use non-UI block desktop actions

Add default desktop actions of the type non-UI block as tools to AI agents in AI Agent Studio. The non-UI block actions include pre-built connectors that enable your agentic workflows to interact with various applications and system components. These connectors streamline automation by offering pre-built actions for common tasks, reducing the need for complex scripting.

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Each connector focuses on a specific application or system area, providing a collection of related actions. For example, the Microsoft Outlook connector offers actions for email management, while the File and Directory connector provides actions for file system operations.

The following connectors are supported:

- Microsoft Excel
- Microsoft Outlook
- Microsoft Word
- PDF
- PowerShell
- SQL
- SSH
- SystemAction

Example: Reading data from Microsoft Excel or emails from Microsoft Outlook.

Adding desktop actions to AI agents in AI Agent Studio

Seamless integration with AI Agent Studio has enabled effortless configuration of desktop actions to automate repetitive tasks on applications without APIs. AI agents can reason, plan, and execute desktop actions autonomously and semi-autonomously across legacy systems and desktop applications without complex setups.

Monitor desktop actions in Execution workspace

Trigger desktop actions from the Now Assist panel that are executed by AI agents in the Execution workspace. Interact with the automation when human input is required. These automations run in the background and listen for instructions dispatched from the ServiceNow instance. You can continue working on other desktop applications outside Execution workspace.

Leverage core desktop capabilities

Automate form filling, application clicks, and Windows OS file handling. Create workflows across legacy systems, thick client applications, and business applications on Windows operating system to perform repetitive tasks.

Activation information

Agentic Desktop is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Agentic Desktop, see Configure Agentic Desktop.

Additional requirements

To use the Agentic Desktop application, the software requirements are:

- Operating system: Microsoft Windows 11.
- .NET 9.0 runtime v9.0.10 or .NET 9 Desktop Runtime v9.0.10.
- No extended monitors are connected.

You must first install the supported Now Assist version of ServiceNow to be able to use the Now Assist AI agents. For more information, see Install Now Assist AI agents.

Enable the Next Experience UI Framework before you can use the Now Assist panel.

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Browser requirements

Now Assist AI agents supports various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents isn't supported in Internet Explorer.

Related ServiceNow applications and features

Now Assist AI agents

The ServiceNow® Now Assist AI agents are entities that mimic human-like intelligence by using large language models (LLMs). AI agents can perform tasks that range from simple automated responses to complex problem solving. By using AI agents, you can reduce the workloads of your live agents and help increase their productivity.

With the ServiceNow®Now Assist panel, you can get assistance from generative AI experiences to solve customer issues faster. Use this conversational interface to summarize a chat, case, or incident, get help, or generate resolution notes so that you can get the context of this information more quickly.

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

API release notes

ServiceNow® APIs enable you to build custom applications and experiences. APIs were enhanced and updated in the Zurich release.

API highlights for the Zurich release

- Use server-side JavaScript APIs in scripts to change the application functionality.
- Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes.
- Use inbound REST APIs to interact with various ServiceNow functionalities within your application.
- Client Next Experience APIs include client APIs compatible with the Next Experience UI.

See API implementation and reference for more information.

New in the Zurich release

New scoped classes and additional methods to existing scoped classes in Zurich

Class	Methods
GlideCurrencyCode - Scoped, Global	• getCurrencyCode() • getNumericCurrencyCode()

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New scoped classes and additional methods to existing scoped classes in Zurich (continued)

Class	Methods
GlideCurrencySymbol - Scoped, Global	• getCurrencySymbol() • getSortedActiveCurrencySymbols()
GlideRecord - Global	addUserQuery()
GlideSysAttachment - Scoped	• addAttribute() • addMultipleAttributes() • deleteAllAttributes() • deleteAttribute() • fetchAllAttributes() • fetchAttribute() • updateAllAttributes() • updateAttribute()
GlideSystem - Scoped	Added support for additional message types to display at the top of forms: • addHighMessage() • addLowMessage() • addSuccessMessage() • addModerateMessage()

New global classes and additional methods to existing global classes in Zurich

Class	Methods
GlideDynamicAttribute - Global	Updated content to remove support for dynamic attribute groups. New method getNamespaceName().
GlideDynamicAttributeStore - Global	Updated content to remove support for dynamic attribute groups. New methods: • getDynamicNamespace() • setDynamicNamespace()
GlideDynamicNamespace - Global	• getName() • isActive() • isTransient()
GlideRecord - Global	addUserQuery()

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New global classes and additional methods to existing global classes in Zurich (continued)

Class	Methods
GlideSysAttachment - Global	• addAttribute() • addMultipleAttributes() • deleteAllAttributes() • deleteAttribute() • fetchAllAttributes() • fetchAttribute() • updateAllAttributes() • updateAttribute()
GlideSystem - Global	Added support for additional message types to display at the top of forms: • addHighMessage() • addLowMessage() • addModerateMessage() • addSuccessMessage()
Message - Global	Retrieves localized messages from the Message [sys_ui_message] table. It supports internationalization (i18n) by dynamically fetching messages based on the user's session language or a specified language parameter. • getMessage() • getMessageLang()

New client classes and additional methods to existing client classes in Zurich

Class	Methods
GlideForm (g_form) - Client	• addChoice() • addHighMessage() • addLowMessage() • addModerateMessage() • addSuccessMessage() • clearChoices() • disableChoice() • enableChoice() • getAnnotationByName() • getAnnotations() • getChoice()

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New client classes and additional methods to existing client classes in Zurich (continued)

Class	Methods
	• getOptions() • hideAnnotation() • hideRelatedLinks() • hideTemplateBar() • removeChoice() • setChoiceLabel() • setRelatedLinksDisplay() • showAnnotation() • showRelatedLinks() • showTemplateBar() • toggleAnnotations()
GlideModal (Next Experience) - Client	• destroy() • get() • getID() • getPreference() • getPreferences() • renderWithContent(Object) • renderWithContent(String) • setDialog() • setPreference() • setTitle() • type()
GlideNavigation (Next Experience) - Client	refreshNavigator()
StopWatch (Next Experience) - Client	• StopWatch() • getTime() • restart() • toString()
GlideForm (Next Experience) - Client	• addChoice() • addHighMessage() • addLowMessage() • addModerateMessage() • addSuccessMessage() • clearChoices()

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New client classes and additional methods to existing client classes in Zurich (continued)

Class	Methods
	• disableChoice() • enableChoice() • getAnnotationByName() • getAnnotations() • getChoice() • getOptions() • hideAnnotation() • removeChoice() • setChoiceLabel() • showAnnotation() • toggleAnnotations()
GlideUser (Next Experience) - Client	getRoles()

New REST APIs and additional endpoints to existing REST APIs in Zurich

API	Endpoints
Conversation Member API	• PUT now/conversation/member/{user_id}/drop • PUT now/conversation/member/{user_id}/update
Omnichannel Callback API	• POST /api/sn_omni_callback/callback/attempt • POST /api/sn_omni_callback/callback/create • PATCH /api/sn_omni_callback/callback/update
CSM Pricing API	• POST /api/sn_csm_pricing/pricingengine/computePrice • DELETE /api/sn_csm_pricing/pricingengine/pricing_context/{pricing_context_id}

New REST APIs and additional endpoints to existing REST APIs in the ServiceNow Store

Application	App Version	Release month	API	Endpoints
Omnichannel Callback	2.0.4	2026-02	Omnichannel Callback API	Added new endpoints, `/get` and `/close`, for retrieving and closing a given callback record. The third endpoint, `/actions`, allows you to perform create, update, close, and

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New REST APIs and additional endpoints to existing REST APIs in the ServiceNow Store (continued)

Application	App Version	Release month	API	Endpoints
				cancel operations for a callback in an external, third party system with routing capabilities. • PATCH api/sn_omichannel_callback/get • POST api/sn_omni_callback/actions • POST api/sn_omni_callback/callback/close
Contact Center Integration Core	1.5.0	2026-01	External ID Mapping API	• GET /sn_ct_ctr_it_core/external_id_mapping/table/{tableName}/documentId/{documentId} • PUT /sn_ct_ctr_it_core/external_id_mapping/table/{tableName}/documentId/{documentId}
Digital Product Release	2.3.0	2025-12	Digital Product Release API	• GET /sn_dpr/digital_product_release/bundle/{sysId} • GET /sn_dpr/digital_product_release/releases/{releaseId}/policies/status • POST /sn_dpr/digital_product_release/product_enhancement • POST /sn_dpr/digital_product_release/release • POST /sn_dpr/digital_product_release/release/{releaseId}/key_date • POST /sn_dpr/digital_product_release/release/{releaseId}/policies/run • POST /sn_dpr/digital_product_release/release/{releaseId}/related_task • POST /sn_dpr/digital_product_release/release_calendar • POST /sn_dpr/digital_product_release/release_id/{releaseId}/complete_phase

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New REST APIs and additional endpoints to existing REST APIs in the ServiceNow Store (continued)

Application	App Version	Release month	API	Endpoints
				• POST /sn_dpr/digital_product_release/release_target • PUT /sn_dpr/digital_product_release/release/{sysId}/retarget
Threat Intelligence Security Center for Security Operations	3.14.4	2025-12	TISC TAXII Server API	• GET /sn_sec_tisc/taxii_server/taxii2 • GET /sn_sec_tisc/taxii_server/{api_root} • GET /sn_sec_tisc/taxii_server/{api_root}/collections • GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id} • GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/manifest • GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects • GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects/{object_id} • GET /sn_sec_tisc/taxii_server/{api_root}/collections/{id}/objects/{object_id}/versions
Telecommunication Open APIs	6.0.9	2025-12	Party Management Open API	New API for managing parties with a relationship to the enterprise. Supports the following methods: • DELETE /api/sn_tmf_api/v1/party/individual/{id} • GET /api/sn_tmf_api/v1/party/individual/{id} • GET /api/sn_tmf_api/v1/party/individual • GET/api/ sn_tmf_api/v1/party/organization/{id} • GET /api/sn_tmf_api/v1/party/organization • PATCH/api/sn_tmf_api/v1/party/individual/{id}

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New REST APIs and additional endpoints to existing REST APIs in the ServiceNow Store (continued)

Application	App Version	Release month	API	Endpoints
				• PATCH /api/sn_tmf_api/v1/party/organization/{id} • POST /api/sn_tmf_api/v1/party/individual • POST /api/sn_tmf_api/v1/party/organization
Telecommunication Open APIs	6.0.9	2025-12	Product Inventory Open API	• DELETE /sn_prd_invt/order/product/{id} • PATCH /sn_prd_invt/order/product/{id}
Telecommunication Open APIs	6.0.9	2025-12	Service Catalog Open API	Supports new methods for service offerings and service candidate entity: • DELETE /api/sn_tmf_api/catalogmanagement/serviceCategory/{id} • GET /api/sn_tmf_api/catalogmanagement/serviceCategory • GET /api/sn_tmf_api/catalogmanagement/serviceCategory/{id} • PATCH /api/sn_tmf_api/catalogmanagement/serviceCategory/{id} • POST /api/sn_tmf_api/catalogmanagement/serviceCategory
Threat Intelligence Security Center for Security Operations	3.14.4	2025-12	TISC Intel Exchange API	POST /sn_sec_tisc/tisc_intel_sharing_api/post_intel
Threat Intelligence Security Center for Security Operations	3.14.4	2025-12	TISC RPZ API	POST /sn_sec_tisc/rpz_export
Network Inventory Advanced	10.0	2025-08	DCIM Metric Data Feed API	POST /api/sn_ni_adv/dcim/feed/{vendorname}

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New REST APIs and additional endpoints to existing REST APIs in the ServiceNow Store (continued)

Application	App Version	Release month	API	Endpoints
Omnichannel Callback	2.0.2	2025-08	Omnichannel Callback API	• POST /api/sn_omni_callback/callback/attempt • POST /api/sn_omni_callback/callback/create • PATCH /api/sn_omni_callback/callback/update
Quote Management	6.0.1	2025-08	Quote Management API	• DELETE /sn_tmf_api/quote_management_api/quote/{id} • GET /sn_tmf_api/quote_management_api/quote • GET /sn_tmf_api/quote_management_api/quote/{id} • PATCH /sn_tmf_api/quote_management_api/quote/{id} • POST /sn_tmf_api/quote_management_api/quote
Telecommunication Open APIs	4.1.1	2025-08	Work Order Management API	• CANCEL /sn_tmf_api/work_order_management_api/cancelWorkOrder • GET /sn_tmf_api/work_order_management_api/workordermanagement • GET /sn_tmf_api/work_order_management_api/workorder/{id} • PATCH /sn_tmf_api/work_order_management_api/workOrder/{id} • POST /sn_tmf_api/work_order_management_api/workOrder

Changed in this release

Changed scoped classes in Zurich

Class	Methods
GlideSysAttachment - Scoped	Support for copying any attributes from source attachment records and deleting attributes with attachments.

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Changed scoped classes in Zurich (continued)

Class	Methods
	• copy() • copy(targetFieldName) • copyAttachmentsByFieldNames() • deleteAllAttachment() • deleteAttachment()
IdentificationEngine - Scoped	Enable the *referenceItems* properties of the incoming payload to be populated before identifying a CI using the IRE rules defined on a class. • createOrUpdateCI() • createOrUpdateCIEnhanced() • identifyCIEnhanced()
ProducerV2 - Scoped	send() - Added a return value and error handling.
RESTMessageV2 - Scoped, Global	setHttpMethod() - Added support for HEAD method calls via the *method* parameter.

Changed scoped classes in ServiceNow Store

Application	App Version	Release month	API	Endpoints
Lead to Cash Core	1.7.1	2026-02	LeadtoCashCore - Scoped	*createInstance()* now supports the *allowedContextTypes* parameter, enabling partial synchronization of updates or deletions for selected Related Parties back to the originating Opportunity. Previously, partial sync behavior was limited to quote line items only.
Lead to Cash Core	1.6	2025-12	LeadtoCashCore - Scoped	To allow more complex business needs, *getPrimitivesEPService()* supports the new *context.entityConfigId* parameter, which invokes *createInstance()* script without any defined mapping using only the entity's configuration ID.

Changed global classes in Zurich

Class	Methods
GlideAggregate - Global	Remove support for groups in Dynamic Schema. • addAggregate() • addHaving()

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Changed global classes in Zurich (continued)

Class	Methods
	• getDynamicAttributeValue() • getDynamicAttributeDisplayValue() • getValue() • groupBy() • orderBy() • orderByAggregate()
GlideDynamicAttribute - Global	Remove support for groups in Dynamic Schema. • getGroupName() • getName() • getPath() • getType() • isTransient() Remove getSysId(). Remove GlideTransientDynamicAttribute API documentation because GlideDynamicAttribute and GlideTransientDynamicAttribute APIs provide the same solution.
GlideRecord - Global	Remove support for groups in Dynamic Schema. • addQuery() • getDisplayValue() • getDynamicAttribute() • getDynamicAttributeDisplayValue() • getDynamicAttributeValue() • getValue()orderBy() • orderByDesc() • setDisplayValue() • setDynamicAttributeDisplayValue() • setDynamicAttributeValue() • setDynamicAttributeValues() • setValue()
GlideSysAttachment - Global	Support for copying any attributes from source attachment records and deleting attributes with attachments. • copy() • copy(targetFieldName) • copyAttachmentsByFieldNames()

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Changed global classes in Zurich (continued)

Class	Methods
	• deleteAllAttachment() • deleteAttachment()
IdentificationEngineScriptableApi - Global	Enable the *referenceItems* properties of the incoming payload to be populated before identifying a CI using the IRE rules defined on a class. • createOrUpdateCI() • createOrUpdateCIEnhanced() • identifyCIEnhanced()
RESTMessageV2 - Scoped, Global	setHttpMethod() - Added support for HEAD method calls via the *method* parameter.

Changed REST APIs in the ServiceNow Store

Application	App Version	Release month	API	Endpoints
Telecommunication Open APIs	3.1.0	2026-02	Product Order Open API	When submitting a change payload with a new or update *productOrderItem.product.place.id*), the re order. This means that the product order remains the sa new designated location. • Product Order Open API - PATCH /sn_ind_tmt_orm/or • Product Order Open API - PATCH /sn_ind_tmt_orm/pr • Product Order Open API - POST /sn_ind_tmt_orm/ord • Product Order Open API - POST /sn_ind_tmt_orm/pro
Omnichannel Callback	2.0.4	2025-12	Omnichannel Callback API	Added voicemail information to the callbackContext requ endpoints: • POST api/sn_omni_callback/callback/create • POST api/sn_omni_callback/callback/update
Proactive Service Experience Workflows	7.7.1	2025-12	Trouble Ticket Open API	Now supports creating, retrieving, and filtering on the Se • GET /sn_ind_tsm_sdwan/ticket/troubleTicket • GET /sn_ind_tsm_sdwan/ticket/troubleTicket/{id} • PATCH /sn_ind_tsm_sdwan/ticket/troubleTicket/{id} • POST /sn_ind_tsm_sdwan/ticket/troubleTicket
Telecommunication Open APIs	6.0.9	2025-12	Product Catalog Open API	Various methods are enhanced with the following param • *externalSystem*: Specifies the external system of • *internalVersion*: Specifies the version of the pro

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Changed REST APIs in the ServiceNow Store (continued)

Application	App Version	Release month	API	Endpoints
				• *prodSpecCharValueUse.valueType*: Supports characteristic value types, like choice, checkbox, objec • *version*: Specifies the external version of the produc Enhanced the version and supports external system logi
Telecommunication Open APIs	6.0.9	2025-12	Service Catalog Open API	Various methods are enhanced with the following param • *externalSystem*: Specifies the external system of • *internalVersion*: Specifies the version of the ser • *specCharacteristic.valueType*: Supports m value types, like choice, checkbox, objects, and so on. • *version*: Specifies the external version of the service
Telecommunication Open APIs	6.0.9	2025-12	Product Order Open API	Various methods are enhanced with the following param • *externalSystem*: Specifies the external system of • *internalVersion*: Specifies the version of the pro • *productOrderItem.product.productChara* Supports more complex product characteristic value t objects, and so on. • *productOrderItem.product.productSpeci* the external version of the product specification.
Telecommunication Open APIs	6.0.9	2025-12	Service Order Open API	Various methods are enhanced with the following param • *externalSystem*: Specifies the external system of • *serviceOrderItem.service.serviceChara* Supports more complex service characteristic value t and so on. • *serviceOrderItem.service.serviceSpeci* Specifies the version of the service specification. • *serviceOrderItem.service.serviceSpeci* the external version of the service specification.
Threat Intelligence Security Center for Security Operations	3.14.4	2025-12	TISC API	POST /sn_sec_tisc/threat_intel_data/observables now s tags and taxonomies.
Accounts Payable Invoice Processing	v9.5.17	2025-08	AP Invoice API	The following endpoints now support attachments: • POST sn_spend_intg/ap_invoice/json • POST sn_spend_intg/ap_invoice/xml

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Changed REST APIs in the ServiceNow Store (continued)

Application	App Version	Release month	API	Endpoints
Telecommunication Open APIs	4.1.1	2025-08	Service Order Open API	The following endpoints now support complex service ch the *serviceOrderItem.service.serviceChar* parameter: • GET /sn_tmf_api/order/serviceOrder • GET /sn_tmf_api/order/serviceOrder/{id} • PATCH /sn_tmf_api/order/serviceOrder/{id} • POST /sn_tmf_api/order/serviceOrder
Telecommunication Open APIs	4.1.1	2025-08	Product Catalog Open API	The following productSpecification endpoints are update complex product specification characteristic value types *productSpecCharacteristic.valueType* par • POST /sn_tmf_api/catalogmanagement/productSpeci • PATCH /sn_tmf_api/catalogmanagement/productSpec • GET /sn_tmf_api/catalogmanagement/productSpecifi • GET /sn_tmf_api/catalogmanagement/productSpecifi
Telecommunication Open APIs	4.1.1	2025-08	Product Inventory Open API	The following endpoints now support complex product ch *productCharacteristic.valueType* parameter • GET /sn_prd_invt/product • GET /sn_prd_invt/product/{id} • GET /sn_prd_invt/productinventory • GET /sn_prd_invt/productinventory/{inventoryId} • POST /sn_prd_invt/product • POST /sn_prd_invt/productinventory
Telecommunication Open APIs	4.1.1	2025-08	Product Order Open API	The following endpoints now support complex product ch the *productOrderItem.product.productChar* parameter: • GET /sn_ind_tmt_orm/order/productOrder • GET /sn_ind_tmt_orm/order/productOrder/{id} • GET /sn_ind_tmt_orm/productorder • GET /sn_ind_tmt_orm/productorder/{id} • PATCH /sn_ind_tmt_orm/order/productOrder/{id} • PATCH /sn_ind_tmt_orm/productOrder/{id} • POST /sn_ind_tmt_orm/order/productOrder • POST /sn_ind_tmt_orm/productOrder
Virtual Agent API	4.0.0	2025-08	Virtual Agent Bot	New options for the *action* request body parameter wi

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Changed REST APIs in the ServiceNow Store (continued)

Application	App Version	Release month	API	Endpoints
			Integration API	POST /sn_va_as_service/bot/integration

Deprecations

- The `GlideEncrypter` API no longer supports Triple Data Encryption Standard (3DES) due to updated NIST 800-131A Rev 2 guidelines.
  - For existing instances that upgrade to the Zurich release, the `GlideEncrypter` API is available for use but has been updated to automatically use the Key Management Framework algorithm. See GlideEncrypter - Global (deprecated) for more information on how to continue calling this API.
  - For all new instances created starting with the Zurich release, the `GlideEncrypter` API is no longer supported. Directly use the Key Management Framework instead for all cryptography operations.
- Dynamic groups have been removed from dynamic schema in Core Platform. For dynamic attributes defined with an associated dynamic attribute group before the Zurich release, the GlideDynamicAttribute `getGroupName()` method originally designed for dynamic attribute groups continues to work for backwards compatibility.

  The `getGroupName()` method returns null for migrated attributes and newly created attributes.

  Customers are urged to migrate to the current Dynamic Attribute definitions to take advantage of future improvements in features and functionality. For migration details, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the Now Support Knowledge Base.

Activation information

The following APIs are available by default:

- `Identification and Reconciliation`
- `IdentificationEngine`
- `IdentificationEngineScriptableApi`
- `GlideDynamicAttribute`
- `GlideDynamicAttributeStore`
- `GlideDynamicNamespace`
- `GlideCurrencyCode`
- `GlideCurrencySymbol`
- `GlideForm (Next Experience)`
- `GlideModal (Next Experience)`
- `GlideNavigation (Next Experience)`
- `GlideRecord`
- `GlideSysAttachment`

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- `GlideUser (Next Experience)`
- `StopWatch (Next Experience)`

The following APIs require plugin activation:

- `ProducerV2` requires the ServiceNow Stream Connect Installer plugin (com.glide.hub.stream_connect.installer).
- `Product Order Open` API requires the Order Management for Telecommunications (sn_ind_tmt_orm) plugin.
- `Service Order Open` API requires the Order Management for Telecommunications (sn_ind_tmt_orm) plugin.
- The `Omnichannel Callback` API requires the Omnichannel Callback (omnichannel_callback plugin) plugin.
- `Party Management Open` API requires the Telecommunications Open APIs (sn_tmf_api) and Customer Service Management (com.sn_customerservice) plugins.
- The `sn_erp_integration API` requires the Zero Copy Connector for ERP (com.sn_erp_integration) plugin.

App development and low-code release notes

The ServiceNow AI Platform® has new and updated automation, as well as and no-code, low-code, and platform developer features in the Zurich release.

App Engine Management Center release notes

The ServiceNow® App Engine Management Center (AEMC) application enables admins to manage app development from intake through production. AEMC was enhanced and updated in the Zurich release.

AEMC highlights for the Zurich release

- Manage deployments using the new ReleaseOps integration in AEMC. ReleaseOps enables the deployment of update sets via a pipeline and leverages the automation capabilities of ServiceNow Playbooks for deployments that are less manual and error-prone.
- Migrate your existing App Engine pipelines to ReleaseOps.
- Oversee application development, deployment, and insights using AEMC.

See App Engine Management Center for more information.

Important: App Engine Management Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Use AEMC to manage app delegation, development, and deployment

AEMC is a centralized tool for IT admins and developers to manage the entire app development life cycle, from idea submission to deployment and monitoring. AEMC enhances efficiency and governance, and provides clear insights into custom app usage and developer productivity.

ReleaseOps integration

Starting with version 28.2.1 of AEMC, you can deploy using ReleaseOps. ReleaseOps enables the deployment of update sets via a pipeline and leverages the automation capabilities of ServiceNow Playbooks.

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Migrate App Engine pipelines to ReleaseOps

Starting with version 28.2.1 of AEMC, migrate your existing App Engine pipelines to ReleaseOps to take advantage of ReleaseOps features without disrupting your existing pipeline and deployment process.

UI changes

Release management tab

Starting with version 28.2.1 of AEMC, you can manage your ReleaseOps deployments in the **Release management** tab of AEMC.

Activation information

Install AEMC by requesting it from the ServiceNow Store.

Starting with version 28.2.1 of AEMC, you can use ReleaseOps pipelines or migrate your existing App Engine pipelines to ReleaseOps. To use ReleaseOps, you must install ReleaseOps by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

App Engine Studio

If you've ever wanted to create an application but you don't know how to code, then Creator Studio was designed for you!

Creator Studio

The ServiceNow® Creator Studio application is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development.

ReleaseOps

ReleaseOps automates the deployment process, including moving changes between instances, running scans and tests, and releasing changes, by using update sets and customizable pipelines. ReleaseOps orchestrates the process while providing transparency into the process for release managers and teams.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and easily create custom apps.

App Engine Studio release notes

The ServiceNow® App Engine Studio application enables creators of varying skill levels to build applications that meet the immediate needs of your organization. App Engine Studio was enhanced and updated in the Zurich release.

Important: App Engine Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Granular configuration admin roles

Several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role.

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Separate App Engine Management Center release notes

The App Engine Management Center (AEMC) release notes now appear separately from the App Engine Studio release notes because you can use AEMC to manage app development for apps built in App Engine Studio, Creator Studio, and ServiceNow Studio. For information about AEMC, see App Engine Management Center release notes.

Deprecations

The ui_builder_admin role was removed from the AES Portal UI Template plugin in the Zurich release. Admin and delegated developer roles can still access the AES Portal UI Template plugin (sn_portal_starte_0).

Activation information

Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Access Control

Work with access controls and roles for an application in AES.

App details page in ServiceNow Studio

Leverage the redesigned App details page in ServiceNow Studio to focus on featured application file types.

App Engine Management Center

Track and manage requests, deployments, applications, and collaborative developers for your custom applications using the App Engine Management Center (AEMC).

Catalog Builder

Edit the catalog items that you create in AES.

Change Management

Control the life cycle of all changes systematically and facilitate changes with minimum disruption to IT services.

Configuration Management Database (CMDB)

Build logical representations of assets, services, and the relationships between them that comprise the infrastructure of your organization.

Create applications without writing code using Creator Studio

Edit apps built in Creator Studio and add features to customize functionality.

Decision tables in Workflow Studio

Add decision rules and use decision tables to decouple decision logic from code.

Email and SMS notifications

Create and edit email and SMS notifications that are automatically sent when a record is created or updated. Email notifications are also used as a reference in flows or can be triggered by an event.

Zero Copy Connector for ERP

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Simplify the use of Enterprise Resource Planning (ERP) data from the system of record, such as SAP.

Flows in Workflow Studio

Edit the flows that you create in AES.

Integration Hub - Import

Import data into existing tables in AES.

Mobile App Builder

Add mobile experiences in AES.

Now Assist for app generation in ServiceNow Studio

Create applications through a conversation with generative AI.

Now Assist for App Engine

Enhance custom applications with AI agents and skills that application users can leverage at runtime.

Playbooks in Workflow Studio

Edit cross-functional processes and consolidate them into automated task-oriented views.

ReleaseOps

ReleaseOps automates the deployment process, including moving changes between instances, running scans and tests, and releasing changes, by using update sets and customizable pipelines. ReleaseOps orchestrates the process while providing transparency into the process for release managers and teams.

Source control in ServiceNow Studio

Link applications to source control using ServiceNow Studio to manage app files a Git repository.

Table Builder

Work with data models in a table format. Table Builder is exclusive to AES.

UI Builder

Edit the experiences that you create in AES.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single page experience.

Workspace Builder

Edit and customize workspaces built in AES.

Classic Workflow release notes

The ServiceNow® classicWorkflow application is a legacy application that provided a drag-and-drop interface for automating multi-step processes across the platform. Workflow was enhanced and updated in the Zurich release.

Workflow highlights for the Zurich release

- Added the snc_required_script_writer role to all Workflow tasks.
- Deprecated support of Workflow.
- Removed the legacy workflows created and published by ServiceNow, Inc. from new customer installations.

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See Classic Workflow for more information.

New in the Zurich release

Restrict access to Workflow Editor with a new role

Grant access to the Workflow editor by giving users the snc_required_script_writer role.

Removed in this release

- Removed the legacy workflows created and published by ServiceNow, Inc. for new customers who start on the Zurich release.
- Retained the legacy workflows created and published by ServiceNow, Inc. for customers who upgraded from versions prior to the Zurich release.

Deprecations

- Support for classic workflows is deprecated.
- Use Workflow Studio flows and subflows instead of classic Workflow.

Activation information

Workflow is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single page experience. Consolidate playbooks, flows, actions, decision tables, and integrations into one design environment.

Creator Studio release notes

The ServiceNow® Creator Studio product is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development. Creator Studio was enhanced and updated in the Zurich release.

Creator Studio highlights for the Zurich release

- Create customized email notifications that are sent by the apps that you build.
- Add playbooks with a new activity that automatically updates some fields on the app's generated record.
- Augment forms with the new Duration and Attachment question types.

See Creator Studio for more information.

Important: Creator Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Customizable email notifications

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Promote consistent branding by having admins create custom email notifications and templates, which are sent when users request something from an app or the request was changed or closed. In support, several of the standard email notification activities are now in the public scope, and a new Configure email notifications item is available in Guided Setup.

New playbook activity to update record fields

Enable apps to change several fields automatically on the submitted record using the new Update submission playbook activity. In support, a new Configure playbook activities item is available in Guided Setup.

New question types for forms

Two new question types are available for forms: Duration and Attachment.

- Duration enables users to specify a length of time.
- Attachment enables users to upload an attachment as a question. The **Attachment** field differs from the **Add attachment** option for the form, because the Attachment question type can be used in dynamic behavior questions.

Granular configuration admin roles

Several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role.

Delete unpublished forms

You can now delete unpublished forms from Creator Studio, which completely removes the record for the form from the ServiceNow AI Platform.

Changed in this release

Deleting questions from unpublished forms removes the record

When you delete a question from an unpublished form, the record for the question is now also removed from the ServiceNow AI Platform.

Activation information

Install Creator Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

You must have the App Engine Enterprise license to use Creator Studio.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

For more information, see Dark mode in Creator Studio.

Related ServiceNow applications and features

App Engine Management Center

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Track and manage your Creator Studio requests, deployments, applications, and collaborative developers using App Engine Management Center.

App Engine Studio

Open Creator Studio apps in AES to add more complexity to the app, such as email notifications and additional security.

Catalog Builder

Create or edit a catalog item using a visual and guided experience.

Form Builder

Visually create, configure, and customize the different form views for your users using the form editor in Form Builder.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and create custom apps with ease.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience.

Workspace

Address customer requests and issues in a workspace, which provides a suite of tools where agents, case managers, help desk professionals, and managers work with tools to resolve customer needs.

Developer Sandboxes release notes

The ServiceNow® Developer Sandboxes application enables your administrators and delegated developers to request, access, and manage the individual sandboxes on top of the same underlying development instance. Delegated developers can write and merge code and configuration changes without the risk of getting their changes overwritten on the instance mid-development. Developer Sandboxes is a new application in the Zurich release.

Developer Sandboxes highlights for the Zurich release

- Enable your administrators and delegated developers to request, access, and manage the isolated development environments on top of the same underlying development instance.
- Provide developer isolation and parallelism for customer development environments and instances.
- View the total, available, and allocated sandboxes in your instance by using the Sandbox Management home dashboard. The dashboard also displays information about each sandbox, including the status, data utilization, owner, when it was last accessed, and when the sandbox was allocated.

See Developer Sandboxes for more information.

Important: Developer Sandboxes is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Developer Sandboxes features

Exploring Developer Sandboxes

View the total, available, and allocated sandboxes in your instance by using the Sandbox Management home dashboard. The dashboard also displays information

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about each sandbox, including the status, data utilization, owner, when the sandbox was last accessed, and when the sandbox was allocated.

Create a sandbox template

Enable your delegated developers to reuse the data so that they can test their changes without manually inputting the data every time.

Create a Data Generation Profile

Enable your customers to generate the data for testing within the context of developer sandboxes, but also independently of sandboxes.

> **Note:** Developer Sandboxes can't copy all the instance data. Data generation profiles enable a statistical sampling of data from selected tables with curated mappings to populate the sandbox with the data needed for building an application.

Allocate a sandbox

Allocate the sandboxes that were created to your development teams.

Retire Developer Sandboxes

Retire outdated sandboxes to make room for the new sandboxes in your instance.

Automatically backed up update sets

If you install Developer Sandboxes on an instance after Zurich Patch 5, update sets are automatically backed up when the instance is upgraded.

Activation information

Contact your ServiceNow account manager to install Developer Sandboxes.

Related ServiceNow applications and features

ServiceNow IDE

Create and develop scoped applications in source code in an integrated development environment (IDE) on the ServiceNow AI Platform to improve collaboration across development teams and accelerate application development.

ServiceNow SDK

The ServiceNow SDK is used in the background of the ServiceNow IDE as the application packaging service that builds applications and provides the ServiceNow Fluent APIs for developing applications in source code. Scoped applications created or converted with the ServiceNow IDE or ServiceNow SDK can be developed with either application.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and create custom apps with ease.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience.

ERP Semantic Mining release notes

The ServiceNow® ERP Semantic Mining product enables you to identify customizations and recommend candidates for replatforming from an ERP system onto the ServiceNow AI Platform®. ERP Semantic Mining was enhanced and updated in the Zurich release.

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ERP Semantic Mining highlights for the Zurich release

Important: Starting with the Zurich release, ERP Semantic Mining is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

The name of the ERP Customization Mining application has been changed to ERP Semantic Mining.

See ERP Semantic Mining for more information.

Note: ERP Semantic Mining is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

ERP Customization Mining application name change

The name of the ERP Customization Mining application has been changed to ERP Semantic Mining.

Activation information

Install ERP Semantic Mining by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Zero Copy Connector for ERP

Zero Copy Connector for ERP enables you to simplify the use of ERP data from the system of record such as SAP. You can also create extraction tables on the ServiceNow AI Platform® to transform data and create ERP models.

Build apps using App Engine Studio

AES consumes Financial Services Remote Tables to help you create custom low-code apps and flows based on migration candidates.

Remote tables

Financial Services Remote Tables connect the ServiceNow AI Platform to third-party sources or to another instance so you can retrieve external data and optionally cache it in the memory.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience. Consolidate Playbooks, Workflow Studio, Workflow Studio, Integration Hub integrations, and Decision Builder into one design environment.

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Zero Copy Connector for ERP release notes

The ServiceNow® Zero Copy Connector for ERP application enables you to connect to the ERP (Enterprise Resource Planning) system of record, query remote tables, and build data models to use ERP data on the ServiceNow AI Platform®. Zero Copy Connector for ERP was enhanced and updated in the Zurich release.

Zero Copy Connector for ERP highlights for the Zurich release

Zurich Patch 4

- Obtain ERP information and explore ERP data products using generative AI and agentic AI in ERP models.
- Control data access and permissions for Zero Copy Connector for ERP AI agents to ensure that users can only interact with data they are authorized to obtain.
- Retrieve IDOC information from SAP to create and update a greater number of SAP business entities.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Some Now Assist skills are now turned on by default.

Zurich Patch 1

- The name of the ERP Canvas application has been changed to Zero Copy Connector for ERP.
- The name of the ERP Contact Packs application has been changed to ERP Data Products.
- Accelerate your adoption of Zero Copy Connector for ERP using new and updated ERP Data Products.

See Zero Copy Connector for ERP for more information.

Important: Zero Copy Connector for ERP is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Zero Copy Connector for ERP to Zurich

If you have existing scheduled extractions and have upgraded to Zurich, run the *`Scheduled Extraction V2 Move`* fix script to place scheduled extractions in a new table where scheduling is done by the scheduled scripts engine. For detailed steps, see Run fix scripts.

New in the Zurich release

Zurich Patch 4

Use agentic AI

Discover ERP database table information and identify relevant ERP Data Product models using the Explore ERP models agentic AI workflow in Now Assist for Zero Copy Connector.

Now Assist for Zero Copy Connector skills

More easily identify SAP objects like tables, BAPI endpoints, and OData endpoints that can then be used to query the data you need with the ERP Data Query skill. Query SAP standard database tables for data and transactional records using the ERP Data Discovery skill.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

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- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Use AI to discover model entity options

Use ask AI in model manager to obtain detailed entity options by describing the entity you want to add to a model.

Set security on model operations

Apply roles and user group names to control access to create, read, and update model operations.

More easily create model operation entity inputs and outputs using scriptable API

Query complex request/response structures faster and easier using scriptable Glide APIs for models instead of Flow Designer.

Check that your production instance has the latest version of a model

Determine if production and non-production instances are using the same or different versions of a model to check if the latest model updates are on your production instance.

Create and change SAP business entities with IDoc

Work with SAP business entities that can only be created or changed using IDOC.

Control data access for ERP AI agents

Grant, modify, and revoke AI agent data access with specific read, write, and query privileges.

Use ETag in update operations

Create update operations where ETag is required and OData services are used. The ETag is fetched by default and sent with the update call.

SAP ECC and SAP S/4HANA are now primary connectors

The SAP ECC and SAP S/4HANA connectors are now primary connectors in Workflow Data Fabric Zero Copy Connectors.

Upload data from SAP SuccessFactors

Access data from SAP SuccessFactors using OData V2 APIs and use the information in Zero Copy Connector for ERP models.

Use automatic mapping to map table fields between systems faster

Map table fields between systems faster with automatic mapping.

View session-level debugging logs

View debug logs from within Zero Copy Connector for ERP to obtain information about requests, responses, and payloads without having to open Workflow Studio.

Zurich Patch 1

Accelerate the development of Source to Settle-based applications

Create applications with ERP data more easily by exploring the models in the ERP Data Product for the Source to Settle procurement process.

Use OAuth 2.0 in Zero Copy Connector for ERP

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Securely validate the user's identity to the external ERP system by executing an OData call to an ERP system, such as SAP, using the OAuth authorization code flow.

More easily connect to an ERP system without Service Discovery enabled

Connect to an ERP system, such as SAP, based on metadata from Swagger or Postman.

Use the new models added to the ERP Data Product for Enterprise Data Foundation Masterdata

More easily create applications with ERP data using a new set of standard models in the ERP Data Product for Enterprise Data Foundation.

Use the new models added to ERP Data Product for Quote to Cash

More easily create Quote to Cash applications with ERP data using additional credit memo request models in the ERP Data Product for Quote to Cash.

Export Zero Copy Connector for ERP metrics

Export detailed Zero Copy Connector for ERP transaction logs to audit, monitor, and externally analyze and troubleshoot model operations and data flows.

UI changes

Zurich Patch 4

New icon for outbound messages

A new icon is available in the sidebar to help you easily see existing and create new outbound message configurations for IDOC.

View model version

To help you better understand if your production instance is using the latest version of a model, the version number is visible in the models list and on individual model records.

Zurich Patch 1

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

System info page displays more details

On the system info page, software and other information is shown from the system info table.

Entity cards contain additional information

On an entity card, view where data was retrieved from, the scope used during retrieval, and when the data was last retrieved.

Changed in this release

Zurich Patch 7

Additional system property to specify how many records are retrieved

The system property sn_erp_integration.result_page_size has been added to specify the number of records to retrieve from the external system. The default global property for all extractions is set to 50, but can be overridden with this new property.

Zurich Patch 4

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Zero Copy Connector for ERP Enterprise Data Foundation data product

Additional models, including Business Partner, Chart of Account, Cost Center, and Vendor have been added to the data product for use when interacting with an SAP system.

Zero Copy Connector for ERP Quote to Cash data product

Additional models, including Customer Invoice, Outbound Deliveries, and Service Notification have been added to the data product for use when interacting with an SAP system.

Zero Copy Connector for ERP Source to Settle data product

Additional purchase order models have been added to the data product for use when interacting with an SAP system.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Zurich Patch 1

ERP Canvas application name change

The name of the ERP Canvas application has been changed to Zero Copy Connector for ERP.

ERP Content Packs name change

The name of the ERP Contact Packs application has been changed to ERP Data Products.

Updated guided tours

The Add Entity and Add Operation guided tours were updated.

Activation information

Install Zero Copy Connector for ERP by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

SAP ECC and SAP S/4 HANA are currently the only available systems that integrate with Zero Copy Connector for ERP.

Accessibility

Zurich Patch 1

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Related ServiceNow applications and features

ERP Semantic Mining

Identify ERP application candidates from your system of record with custom data to re-platform using ServiceNow AI Platform® low-code apps.

Build apps using App Engine Studio

AES consumes Financial Services Remote Tables as ERP data pills to help you create custom low-code apps and flows based on migration candidates.

Remote tables

Financial Services Remote Tables connect the ServiceNow AI Platform to third-party sources or to another instance so you can retrieve external data and optionally cache it in the memory.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience. Consolidate Playbooks, Workflow Studio, Workflow Studio, Integration Hub integrations, and Decision Builder into one design environment.

Integration Hub release notes

The ServiceNow® Integration Hub application extends the ServiceNow® Workflow Studio automation capabilities by enabling you to integrate your instance data with data in external systems. Integration Hub was enhanced and updated in the Zurich release.

Integration Hub highlights for the Zurich release

- Streamline the setup process for REST-based Data Stream actions by automatically generating the parsing and output components.
- Use load-balancing MID Server clusters in Stream Connect message replication.
- Enable testing of connection aliases directly from configuration templates.

See Integration Hub for more information.

New in the Zurich release

Generate the parsing phase for REST-based Data Stream actions

Automatically configure the splitter step, script parser step, and outputs for REST-based Data Stream actions. The **Test REST step** functionality in REST-based Data Stream actions executes a request to the configured REST endpoint, analyzes the response payload, and automatically sets up the parsing and output components.

Stream Connect enhancements

- Use a MID Server cluster, instead of a single MID Server for message replication. With a MID Server cluster, if one of the MID Servers fails, the other MID Servers can share the load of the failed MID Server.
- In the Kafka subscription record, view the estimated time required for a consumer to process the current queue. The subscription record also links to the consumer record, so that you can see which consumer is processing the queue.
- Specify a compression format for Stream Connect producers with the **com.glide.kafka_producer.compression_type** system property. Stream Connect supports the GZIP and LZ4 compression formats.

View alerts in the Stream Connect dashboard

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Get detailed information about alerts, including their severity level, state, type, and the affected entity in the Stream Connect dashboard.

Test connection aliases directly from configuration templates

For aliases using a configuration template, you can configure a Test Action field. This field enables you to test a connection from within the Action Properties section of actions in Workflow Studio.

Support for PowerShell version 6.0 or later in the PowerShell step

Enable the PowerShell step to use a newer version of PowerShell by adding the MID Server property *`mid.property.ihub.prefer_powershell6Plus`* and setting it to `true`.

Use WS-Security in a SOAP step on a MID Server

Enable a WS-Security policy in a SOAP step running on a MID Server.

Delay parallel loading in custom (load by script) data sources

Configure a delay for parallel loading in custom data sources. When the data source is called, the parallel loading is scheduled to run after the configured amount of time.

Spoke-specific AI agents

AI agents that implement different agentic workflows are available for various spokes. Use these spoke-specific AI agents to execute agentic workflows.

Save draft, publish, update external trigger definition, and support domain separation

The external trigger definition is updated to match the trigger builder so that the external trigger definition supports the saving of draft, publishing, updating external trigger definition, and supporting domain separation.

Create and manage external event sources

Define and manage custom trigger definitions after creating external event sources.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Stream Connect menu changes

- The Rescan Topics and Topic Inspector menu items are no longer listed under Stream Connect. You can view them on the Hermes Messaging Service menu.
- The Stream Connect Alerts sub menu has been removed. Its menu items, Alerts and Alerting Properties, are now listed directly under Stream Connect.

Changed in this release

New debugging property for Stream Connect

Enable more detailed logging in the Stream Connect logs with the *`glide.ih.kafka.stream_connect.debug`* property. This property replaces the *`glide.ih.kafka.debug.consume`* property.

Spoke Generator license changes

Starting with Zurich, the Spokes list page and Spoke details pages are a part of the ServiceNow Integration Hub Starter Pack. To create a spoke using OpenAPI or

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Postman collection specification or Now Assist, you need a ServiceNow Integration Hub Professional license in your prod and sub-prod environments.

Activation information

Integration Hub is included in Workflow Data Fabric and is available with activation of an Workflow Data Fabric subscription package. For details, see https://www.servicenow.com/now-platform/workflow-data-fabric.html.

Related ServiceNow applications and features

Workflow Studio

ServiceNow® Workflow Studio enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Workflow Studio design environment to author flows and actions and to view the results that they produce.

App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

Connections and Credentials

Credentials and connection information are required to gain access to a computer or network device for ServiceNow® Discovery, ServiceNow® Service Mapping, and ServiceNow® Cloud Management, or to perform work using ServiceNow® Orchestration. When adding content to share on the ServiceNow® Developer Site or the ServiceNow® Store, you can configure connections and credentials relevant to your environment without modifying the built content.

Legacy Studio release notes

The ServiceNow® Legacy Studio application provides an integrated development environment (IDE)-like interface for application developers to work on custom applications in one centralized location. It offers a simple way to create, review, and update application files from a tabbed environment. This application is currently supported for the Zurich release, but it will be deprecated in a future release.

Deprecations

Starting with the Zurich release, Legacy Studio is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details on this process, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. For more information about app development on the ServiceNow AI Platform®, see ServiceNow Studio.

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Next Experience Components

The ServiceNow® Next Experience Components are the components used to build custom user interfaces. Next Experience Components was enhanced and updated in the Zurich release.

Next Experience Components highlights for the Zurich release

- Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Horizon site Next Experience Components doc.
- Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers.
- Reuse components across multiple user interfaces to create a cohesive experience for your end users.
- Use preset property values to configure properties and event handlers automatically for a component so that the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature).

New in the Zurich release

Components

Component	Description
AI Summary Card	Organizes AI-generated summary information into a simple, easily scannable format.
Animated icon	Animated sparkle icon that indicates an entry point for a Now Assist flow or event.
Carousel Text	Cycles through a series of text messages with animated transitions. Provides visual feedback during loading states with customizable message content.
Catalog browse	Enables users to explore, search, and find the catalog items they want across multiple catalogs and categories. Users choose a catalog from a dropdown and then a category in a side panel. A selectable card for each available item in the category is displayed in the main view.
Filter overview	Provides a summary of the filters currently applied to the page. Primarily used on the list page in combination with condition builder.
Flyout menu	Organizes multiple levels of options within a hierarchical structure.
Now Assist context menu	Provides actions like generating text, creating incident or task summaries, or refining content.
Schedule Recurrence	Enables users to create and to manage recurring events with daily, weekly, monthly, and yearly frequency. Users can add additional rules like skip dates, exceptions, and validations.
Simple timer	Displays elapsed time with an optional leading icon.

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Bundle

Bundle	Description
Activity stream compose with modeless dialog	Component bundle that contains all the functionality of Activity Stream Compose with the added functionality of modeless dialog pop-up. To add modeless dialog capabilities to the compose experience, replace the Activity Stream Compose component with this component bundle.

Changed in this release

Components

Component	Enhancement
Activity Stream	• Dynamic translation support for emails in Activity Stream • Events show AI agent as author on behalf of user • Hide the title and move the setting toggle to compose tabs line • Live Presence in Activity Stream
Activity Stream Compose	Increased agent productivity by reducing scroll time and seamlessly stacking the compose experience with Activity Stream
Appointment calendar	• Updated UI Builder property labels and UI • Date-Time replaces mini calendar • Changing the month doesn't automatically select the current selected date • Disable categories • Disable previous dates and unavailable slots • Show event duration in event slots • Disable truncation in screens with resolution lower than 640 pixels
Attachments	• Enable uploading multiple files • Set restrictions on file types and size • Preview upload modal for viewing the selected attachments before upload • Rename or remove files during upload preview • Single-click upload for multiple files
Button	Enable the animated sparkle icon
Button bare	• Multi-line label text available • Enable the animated sparkle icon
Button circular	Enable the animated sparkle icon

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Components (continued)

Component	Enhancement
Button iconic	Enable the animated sparkle icon
Calendar	• Add multiple columns in timeline views • Date-Time replaces mini calendar in timeline views
Carousel	Expose a badge on the side of the title, by adding optional text and any 1 of a variety of colors
Checkbox	Display the label slot before or after the check box
Checklist	Control size of the checklist
Date-time	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Date-time-interval	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Email composer	• Enable user mentions in the compose area • Enable digital signing and encryption of emails • Selecting a user pill displays user contact card
Email composer mini	• Option to pop out to modeless dialog • Enable user mentions in the compose area • Enable digital signing and encryption of emails • Selecting a user pill displays user contact card
Email viewer	Selecting a user pill displays user contact card.
Feedback	Configure the character limit in the text area of the component
Form	• Unsaved field indicator: An unsaved indicator that displays a black dot next to field names that have unsaved changes. • Field context menu hide option: Provide admins access to hidden field context menu options. • Label wrapping and width limit: Have field labels on a form wrap instead of truncate when the container width you specify is reached.
Form record presence	Select an active viewer's avatar to launch a customer card pop-up that contains their contact info.
Heading	Change the text alignment from **start** to **center**, **end**, or **justify**.
iFrame	Enforce consistent practices, as well as more safely compose third-party content by selecting what functionality is available to the iFrame.

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Components (continued)

Component	Enhancement
Input	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Input password	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Input phone	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Input URL	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Kanban board	• Maximum of 3 highlighted values, 3 to 5 icons, and 1 hyperlink supported on the VTB card • Drag multiple, selected cards at once
Label value tabbed	• Set fixed width instead of auto-sizing to content • Enable label text wrapping instead of truncation
Modeless dialog	By default, the dialog dynamically resizes when the user types beyond the height of the dialog.
Node map	• Horizontal type layout that supports all key capabilities such as, custom nodes, node animation, and all edge types • Enhanced spacing behavior for layouts that improves spacing utilization • Expose unified node in UI Builder • Enhanced knowledge graphs with dynamic edge positioning, optimized label handling, and intuitive edge highlighting
Playbook	Improved navigation and user interface based on feedback from users.
Playbook activity picker	Improved navigation and user interface based on feedback from users.
Playbook stage picker	Improved navigation and user interface based on feedback from users.
Predicate builder	Configuration for read only
Radio buttons	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation

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Components (continued)

Component	Enhancement
Select	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Split button	Enable the animated sparkle icon
Textarea	• Disable the minimum height constraint of 64 pixels • Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Typeahead	• Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation
Typeahead multi	• Pills can display a custom tooltip on hover • Configurable slot for unsaved field indicator • Enable label text wrapping instead of truncation

Bundles

Bundle	Enhancement
Record list	• Display the list in cards • HTML fields can be viewed without HTML tags in the list view • Export to Google Sheets • Images and icons display in the list • Enable live lists on a per table basis • Scrollable and inline editable HTML fields

Activation information

Next Experience Components is a ServiceNow AI Platform feature that is active by default.

Accessibility information

To view Next Experience Components accessibility conformance information, refer to the components section of the Horizon site Components section. The Overview for each component contains accessibility (A11y) information.

Related ServiceNow applications and features

UI Builder

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UI Builder is a low-code tool that helps enable you to build pages for workspace and portal web-based experiences.

Configurable Workspace UI

Use components to build custom workspace experiences for agents who solve internal or external customer issues.

Next Experience Developer (NED) Tools release notes

The ServiceNow® Next Experience Developer Tools application enables you to create the components to track and enhance page performance and improve overall developer productivity. NED Tools was enhanced and updated in the Zurich release.

Next Experience Developer (NED) Tools highlights for the Zurich release

- View traces as a full-screen waterfall with an enriched root span list that has more actionable metadata.
- Access cache buster details to view how service workers impact page performance.

See Next Experience Developer Tools for more information.

UI changes

Traces tab in the Next Experience Inspector

The following UI changes have been made to the Traces tab:

- The Traces tab displays a full-screen waterfall view for trace inspection and an enriched root span list with more actionable metadata.
- Locate traces by the name, IDs, or any other metadata directly from the root span list.
- Filter traces by the minimum durations, span count, or source to view relevant traces only.
- Sort traces by the duration, span count, or start time.
- View high priority traces first by toggling between ascending or descending order.

Changed in this release

Service Workers tab in the Next Experience Inspector

The **Service Workers** tab displays cache buster details for viewing how service workers impact page performance.

Activation information

Install Next Experience Developer Tools from the Google Chrome Web Store.

Browser requirements

Next Experience Developer Tools requires Google Chrome.

Now Assist for App Engine release notes

The ServiceNow® Now Assist for App Engine application enables creators to enhance custom applications with AI agents and skills that application users can leverage at runtime. Now Assist for App Engine was enhanced and updated in the Zurich release.

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Now Assist for App Engine highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Generate summaries for records in custom applications using the generative AI capabilities of Now Assist.

Zurich release notes

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for App Engine for more information.

Important: Now Assist for App Engine is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Custom app record summarization skill

Generate summaries for records in custom applications and tables with the custom app record summarization skill.

Configure the custom app record summarization skill

Configure the custom app record summarization skill so that it generates summaries for the tables and records that you specify. You can add context about the table or tables and describe the purpose of the table, so that Now Assist can use that information when generating summaries.

Summarize a record in-product using Now Assist for App Engine

Select the **Summarize** button on a record in-product to generate a summary. You can also summarize a record through chat in the Now Assist panel. See Summarize a record through chat using Now Assist for App Engine for more information.

Zurich release notes

New third-party AI model provider options available for Now Assist

Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic .

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Activation information

Install Now Assist for App Engine by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

AI Agent Studio

With the ServiceNow® AI Agent Studio application, you can create, manage, or test AI agents and agentic workflows all in one place.

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist AI agents

The ServiceNow® Now Assist AI agents are entities that mimic human-like intelligence by using large language models (LLMs).

Now Assist Skill Kit

The ServiceNow® Now Assist Skill Kit enables you to create and publish custom prompts and skills for Now Assist.

Now Assist for Creator release notes

The ServiceNow® Now Assist for Creator application includes generative AI skills that can help you develop on the ServiceNow AI Platform efficiently. Now Assist for Creator was enhanced and updated in the Zurich release.

Now Assist for Creator highlights for the Zurich release

Zurich Patch 7

- Generate themes and color palettes from brand images using the new theme generation workflow in Theme Builder.
- Edit published or live catalog items directly through conversations with Now Assist.
- Configure UI policies, location, access, fulfillment, and portal settings for catalog items with the catalog item generation skill.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Expedite the troubleshooting process by using the ATF troubleshooting agent store application.
- Learn about how to use UI Builder and modify UI pages with the UI Builder agent.

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- Plan your application development with the Build Agent planning tool.
- Generate catalog items conversationally and preview them during the creation process with Now Assist in Catalog Builder.

Zurich Patch 3

- Accelerate the transition from application design to development by connecting the Build Agent to the Figma Model Context Protocol server.

Zurich Patch 2

- Try the Build Agent for free with the Build Agent (Trial).

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Create, edit, and deploy fully functional ServiceNow applications using the Build Agent in the ServiceNow IDE.
- Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities.

See Now Assist for Creator for more information.

Important: Now Assist for Creator is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Generate themes using the new theme generation workflow in Theme Builder

Leverage the new theme generation workflow in Theme Builder to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling.

Edit already published catalog items using Now Assist

Edit and refine published catalog items conversationally using Now Assist in Catalog Builder.

Generate UI policies in Catalog Builder

Use Now Assist to create new UI policies, update existing ones, and deactivate them, all through simple, conversational prompts. Each UI policy can include multiple actions, and Now Assist can create that for you.

Assign catalog item location with Now Assist

When creating or editing a catalog item, you can use plain language to assign values for catalog, category, or topic. If the value you provide matches an existing entry, Now Assist automatically applies it to the item, helping to streamline the process and reduce manual data entry.

Zurich Patch 4

Configure AI model providers for Now Assist for Code skills

Choose a model provider for Now Assist for Code skills in the script editor. You can choose from the models that are enabled in the AI Control Tower.

Planning tool available with the Build Agent

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Build a detailed, step-by-step plan for your application development with the Build Agent planning tool. You can refine the plan iteratively by prompting for changes and providing feedback until you reach a final version.

Build Agent supports Azure OpenAI and Google Gemini

Use Build Agent with Azure OpenAI and Google Gemini in addition to Anthropic Claude on AWS.

Use images as prompts in Build Agent

Attach images, such as architectural diagrams or UI wireframes, to provide context for prompts in the Build Agent.

Generate catalog items conversationally with Now Assist in Catalog Builder

Create catalog items and record producers efficiently using the conversational interface within Catalog Builder. Communicate your requirements and specifications for your desired catalog items through guided conversation. Now Assist for catalog generation helps to simplify and streamline the catalog item creation process.

Preview catalog items during the creation process

Preview catalog items during the creation process. Quick previews enable you to verify that catalog items appear and function as intended before publication.

Getting help with the Now Assist panel in UI Builder

Create pages using natural language text prompts with Now Assist in UI Builder. Quickly add layouts, components, and content to your pages without manually configuring each element. You can also quickly analyze page structure and data flow by asking questions using natural language.

Key features of UI Builder agent

Ask your questions about using UI Builder to the UI Builder agent. The UI Builder agent provides an overview of page configuration, such as the structure and interconnections of page elements. You can also use the UI Builder agent to apply different layouts, configure components, and update styling.

ATF troubleshooting agent

Accelerate troubleshooting and resolve test failures quickly by using ATF troubleshooting agent on covered metadata.

Zurich Patch 3

Application development with Figma MCP server

You can now connect the Build Agent to the Figma MCP server. The Figma MCP server enables the Build Agent to access the structured data within Figma files. This connection accelerates the transition from application design to development, helping to make the developer workflow more efficient.

Zurich Patch 2

New Build Agent (Trial) available

A trial version of the Build Agent is now available with Build Agent (Trial). With Build Agent (Trial), you can explore limited interactions with the Build Agent for free.

Zurich release notes

New third-party AI model provider options available for Now Assist

Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini.

Build Agent, an autonomous AI agent for ServiceNow application development

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The Build Agent, located in a chat panel within the ServiceNow IDE, functions as an autonomous AI agent capable of independently generating a complete ServiceNow application. It can handle various code-related tasks, such as rewriting tables, explaining code, validating and improving existing applications, fixing application errors, and more.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Removed in this release

Zurich Patch 6

- Spoke generation has been removed from Now Assist for Creator. See the ServiceNow Store website for additional information.

Zurich Patch 4

- Starting with version 28.4.3 of Now Assist for Creator, the now.assist.creator role has been removed as a required role for using most Now Assist for Creator skills and agents. Some skills and agents might have additional role requirements. See the Now Assist for Creator product documentation for more information.

Activation information

Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Creator Studio

The ServiceNow® Creator Studio application is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development.

Integration Hub

Automate integration tasks using ServiceNow® components for Workflow Studio, or develop custom integrations. A separate subscription is required.

Integration Hub spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

Now Assist for App Engine

ServiceNow® Now Assist for App Engine enables you to enhance custom applications with AI capabilities, such as AI agents and skills, that you can leverage at runtime.

Now Assist for Code

With the Zurich release, the code autocomplete skill of the Now Assist for Code is available in the ServiceNow IDE.

Playbooks

ServiceNow® Workflow Studio playbooks enable process owners to author cross-enterprise workflows and create a single, unified process. You can also use playbooks to provide end users with a simplified, task-oriented view of your process.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

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 ServiceNow AI Platform.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and easily create custom apps.

UI Builder

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The ServiceNow® UI Builder application is a web user interface builder for building pages for workspaces and portals or custom web experiences with Next Experience Components.

Workflow Studio

The ServiceNow® Workflow Studio application provides a single location to access all process automation applications.

Performance Analyzer release notes

The ServiceNow® Performance Analyzer application enables you to access page load time data, trends, and waterfall visualizations directly from your instance. It also helps you to identify page performance issues and bottlenecks in UX framework pages independently. Performance Analyzer is a new application in the Zurich release.

Performance Analyzer highlights for the Zurich release

- View a waterfall or request flows displayed as executions sequences in a structured tree-like timeline.
- Receive page load time data directly on the instance.
- Access aggregated metrics by application and routes.

See Performance Analyzer for more information.

Important: Performance Analyzer is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Performance Analyzer features

Filter by duration

Select a duration from the last fifteen minutes to the last seven days to view the aggregate data from that time period for each of your applications. The aggregate data includes total UI time, download time, trends, and a comparison to previous performance over that duration.

Application metrics

Select an application to filter metrics by total UI time and download time, as well as view page route performance.

Page route metrics

Select a page route within an application to view interaction metrics including timestamps, interaction types, total UI time, download time, and record.

Interaction metrics

Select an interaction within a page route to view a waterfall with details for each resource on the page during that interaction.

Important upgrade information for Performance Analyzer

Starting with the Zurich release, Performance Analyzer is available on your instance automatically. For access to Performance Analyzer on earlier instances, install Performance Analyzer from the ServiceNow® Store.

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Activation information

Install Performance Analyzer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Next Experience Developer (NED) Tools

Next Experience Developer (NED) Tools is a Google Chrome extension that enables you to create components that track and enhance page performance and improve overall developer productivity.

ReleaseOps release notes

The ServiceNow® ReleaseOps application enables developers to manage deployments using pipelines and the automation power of playbooks to streamline testing, validating, and releasing changes to production. ReleaseOps is a new application in the Zurich release.

ReleaseOps highlights for the Zurich release

- Use ReleaseOps guided setup to simplify initial configuration.
- Customize ReleaseOps pipelines to move changes from development to production through as many instances as needed for your ReleaseOps ecosystem.
- Schedule releases or deploy changes on-demand.
- Automate the testing and validation process with ReleaseOps to ensure that the proper checks, tests, scans, and approvals are completed before releasing changes to production.

See ReleaseOps for more information.

Important: ReleaseOps is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Pipelines in ReleaseOps

A pipeline is the flow of a deployment in ReleaseOps. A pipeline's flow is defined within playbooks, which enables you to customize as needed.

Releases in ReleaseOps

Scheduled and on-demand releases are how changes are deployed to target instances with ReleaseOps. Releases can contain one or more deployment requests.

Deployment requests in ReleaseOps

Deployment requests contain one or more update sets, and are contained in a release.

Configure a new ReleaseOps ecosystem

Configure a new ReleaseOps ecosystem using the sample pipelines and playbooks to begin deploying changes from your development to test to production instances.

Create a custom pipeline

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Create a custom pipeline to move changes through your production environment to testing by duplicating one of the ReleaseOps playbooks.

Promote an update set for deployment

When you're ready to deploy your changes, promote your update set to begin the deployment process.

Create a deployment request for a scheduled release

Create a deployment request for a scheduled release to contain your update set and enable your changes to move through the pipeline for deployment.

Create a release

Specify the details for your release, including the target instance that the changes deploy to and when the release should occur.

ReleaseOps guided setup

Starting with version 1.2.1 of ReleaseOps, you can use guided setup to help simplify the initial configuration process.

Activation information

Install ReleaseOps by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

App Engine Management Center

Track and manage requests, deployments, applications, and collaborative developers for your custom applications using the App Engine Management Center (AEMC).

Create applications without writing code using Creator Studio

If you have ever wanted to create an application but you don't know how to code, then Creator Studio was designed for you.

ServiceNow IDE

Create scoped applications in source code in an IDE based on Visual Studio Code for the Web on the ServiceNow AI Platform.

ServiceNow Studio

Easily create and edit custom apps and app files in one powerful development tool.

RPA Hub release notes

The ServiceNow® RPA Hub application enables end-to-end automation for your organization. RPA Hub was enhanced and updated in the Zurich release.

RPA Hub highlights for the Zurich release

Zurich Patch 7

- You can now selectively define which actions (components) are handled within a Try-Catch block and which are handled outside it.
- Versions of model provider are now supported for RPA bot generation skill.

Zurich Patch 4

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- Promote stability with the Long-Term Support (LTS) model for generative AI.
- Only the sn_rpa_fdn.rpa_admin role can create, update, and delete records in the Robot License Distribution table.

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for RPA bot generation skill in addition to Now LLM Service and Azure OpenAI.
- Use the Python connector to execute custom Python scripts or files as part of an automation workflow.
- Use a Smart Card authentication for enhanced security.
- Enhanced access controls for RPA bot generation skill.

See Robotic Process Automation (RPA) Hub for more information.

Important: RPA Hub is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading RPA Hub to Zurich

Upgrade any of these currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications:

- RPA Desktop Design Studio
- Attended Robot
- Unattended Robot
- Unattended Robot Login Agent

For more information, see Download the RPA applications from RPA Hub.

The following upgrade information is applicable only when you’re upgrading from San Diego or Tokyo to Zurich.

Based on the number of records in the application file table, you may experience a delay while upgrading the RPA Hub applications from Tokyo or earlier releases to Zurich.

Before upgrading RPA Hub to Zurich, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.

After you upgrade to Zurich, the bot process definitions change to the new structure, which is the bot process configuration.

Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to Zurich without updating the system property value, the tables don’t extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the Now Support Knowledge Base.

New in the Zurich release

Zurich Patch 7

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Try catch component enhancement

You can now precisely control the scope of Try-Catch blocks by selecting which actions (components) to include within exception handling and which to manage outside it. This enhancement provides better control over error handling logic and improves workflow reliability.

Zurich Patch 4

Role changed for creating, updating, and deleting the Robot License Distribution records

Role for Create, Update, and Delete ACLs in the Robot License Distribution table is changed from admin to sn_rpa_fdn.rpa_admin.

Long term stable models

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

Zurich Patch 1

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for RPA bot generation skill in addition to Now LLM Service and Azure OpenAI.

Python connector

Execute custom Python scripts or files as part of an automation workflow in the RPA Desktop Design Studio.

The connector comprises two methods:

- Execute: Runs Python scripts set up in the configuration window.
- InvokeScript: Runs Python script on local computers and gets the output.

Ensure to install the Scripting plugin from the Plugins Manager as a prerequisite. Along with Python, VB.NET, C#, and Javascript connectors are available with this plugin.

Smart Card authentication

Use a physical smart card instead of a username and password for logging into a Windows machine.

You can run unattended automations on the machines that use smart cards for authentication. While configuring a robot credential, you can store the smart card username and password to allow the unattended robot to log in to machines that use smart card.

Enhanced ACLs for security measures

Enhanced access controls for RPA bot generation skill for Now Assist for RPA Hub in compliance with AI security directives.

Access to RPA bot generation skill is now restricted to users with the RPA developer or RPA admin role. These roles contain the RPA Hub Admin user role (sn_nowassist_admin.user).

Activation information

Install RPA Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Additional requirements

To use the Unattended Robot application, the hardware requirements for a single robot are as follows:

Hardware requirements for standard robots

Resource	Minimum	Recommended
CPU	2 cores of Intel 1.8 GHz 64-bit processor	4 cores of Intel 2.4 GHz 64-bit processor
RAM	4-GB RAM	8-GB RAM
Disk space	Minimum 50-GB free disk space after installing the OS, patches, and base software	Minimum 100-GB free disk space after installing the OS, patches, and base software

To use the Unattended Robot application, the minimum and recommended hardware requirements for a high density robot are multiplied by the number of runtimes. Multiple robots execute jobs concurrently on the same Windows Server machine. For example, with three users concurrently executing jobs, the minimum hardware requirements for a high density robot are:

- 6 cores of Intel 1.8GHz 64-bit (6 cores of 1.8GHz 64-bit per runtime).
- 12 GB of RAM (4 cores per runtime).

To use the Unattended Robot application, the software requirements for a standard robot are:

- Operating system: Microsoft Windows 10, Windows Server 2016, Windows Server 2019, Windows Server 2022.
- NET framework: Windows 4.7.1 or greater.
- DPI scaling setting must be deactivated.

To use the Unattended Robot application, the software requirements for a high density robot are:

- Operating system: Windows Server 2022.
- NET framework: Windows 4.7.1 or greater.
- DPI scaling setting must be deactivated.

If you are upgrading to Zurich, verify that you have the latest robot MSI from Zurich installed. The older versions of the robots do not work.

An unattended robot is mapped to only one machine. This is applicable for standard robot.

Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on.

To use the Attended Robot application, the hardware requirements are:

Hardware requirements for Attended Robot

Resource	Minimum	Recommended
CPU	Intel Processor (1vCPU)	Intel Processor (4vCPU)
RAM	4-GB RAM	8-GB RAM

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Hardware requirements for Attended Robot (continued)

Resource	Minimum	Recommended
Disk space	Minimum 20-GB free disk space after installing the OS, patches, and base software	Minimum 50-GB free disk space after installing the OS, patches, and base software

To use the Attended Robot application, the software requirements are:

- Operating system: Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- NET framework: Windows 4.7.1 or greater.
- DPI scaling setting must be deactivated.

An attended robot is mapped to only one user.

To use the RPA Desktop Design Studio application, the hardware requirements are:

Hardware requirements RPA Desktop Design Studio

Resource	Minimum	Recommended
CPU	Intel Processor (At least, Core i5)	Intel Processor (Core i7).
RAM	4-GB RAM	8-GB RAM
Disk space	Minimum 20-GB free disk space after installing the OS, patches, and base software	Minimum 50-GB free disk space after installing the OS, patches, and base software

To use the RPA Desktop Design Studio application, the software requirements are:

- Operating system: Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- NET framework: Windows 4.7.1 or greater.
- Monitor with 1920x1080p resolution.
- DPI scaling setting must be deactivated.

Browser requirements

ServiceNow workspaces don't support mobile devices. For more information about the list of supported browsers, see Browser support.

Accessibility information

Accessibility improvements

Accessibility improvements were completed to support WCAG 2.1 Level AA conformance.

Localization information

RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.

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Related ServiceNow applications and features

Workflow Studio

ServiceNow® Workflow Studio integrates with RPA Hub for a seamless robot execution. You can use the Workflow Studio design environment to author flows and actions, as well as view the results they produce.

Service Creator release notes

The ServiceNow® Service Creator application enables a department to offer custom services through the service catalog. This application is currently supported for the Zurich release, but it will be deprecated in a future release.

Deprecations

Starting with Zurich release, Service Creator is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

ServiceNow IDE release notes

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 ServiceNow AI Platform. ServiceNow IDE was enhanced and updated in the Zurich release.

ServiceNow IDE highlights for the Zurich release

- Clone a Git repository that contains multiple applications.
- Use light and dark developer themes.
- Use the ServiceNow IDE in any supported left-to-right language.

See ServiceNow IDE for more information.

Important: ServiceNow IDE is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading ServiceNow IDE to Zurich

ServiceNow IDE version 2.1.2 is active by default on instances on the Zurich release. Update to ServiceNow IDE version 3.0 or later to use the latest features. For information about updating ServiceNow IDE, see Install or update the ServiceNow IDE.

New in the Zurich release

Clone a repository that contains multiple applications

Clone a Git repository that contains multiple applications that support development in source code. The repository must contain at least one `package.json` file and one `now.config.json` file.

Default to using the latest version of the ServiceNow SDK in new or converted applications

Configure whether to use the bundled version or the latest version of the ServiceNow SDK when creating or converting applications in the ServiceNow IDE with the *`sn_glider.default_to_bundled_sdk`* system property. By default, the latest version of the ServiceNow SDK is used.

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UI changes

New developer themes

Use the Developer Light (default) and Developer Dark themes in the ServiceNow IDE. Select a theme from the user settings in the ServiceNow IDE or with the `Preferences: Color Theme` command from the command palette.

The theme preference selected by a user from the ServiceNow IDE applies to other builder applications such as ServiceNow Studio and Creator Studio.

Activation information

ServiceNow IDE is active by default and available for upgrade in the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

ServiceNow IDE uses the public npm registry (`https://registry.npmjs.org`) as its default package source. If your network blocks access to this registry, you must have access to an alternate registry to download packages and build applications in the ServiceNow IDE. If access to the public npm registry is blocked on your system, you must configure a private npm registry in your Package Manager user settings in the ServiceNow IDE. For more information, see Install an npm package from a private registry with the ServiceNow IDE.

Localization information

The ServiceNow IDE is localized in all supported left-to-right languages and reflects the language preference selected by users for the instance. For information about how to activate a language on an instance, see Activate a language.

Related ServiceNow applications and features

ServiceNow SDK

The ServiceNow SDK is used in the background of the ServiceNow IDE as the application packaging service that builds applications and provides the ServiceNow Fluent APIs for developing applications in source code. Scoped applications created or converted with the ServiceNow IDE or ServiceNow SDK can be developed with either application.

Build Agent

Use Build Agent, an autonomous AI agent, to help you create and edit applications from a chat panel in the ServiceNow IDE.

Now Assist for Code

With Now Assist for Code, you can use the Code autocomplete skill to generate code suggestions for scripts in applications in the ServiceNow IDE.

Developer Sandboxes

Developer Sandboxes provide admins and delegated developers the ability to request, access, and manage individual sandboxes on top of the same underlying development instance. Delegated Developers can write and merge code and configuration changes without the risk of their changes getting over-written on the instance mid-development.

ReleaseOps

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ReleaseOps automates deployment of changes across your pipeline, increases predictability and reliability of deployments, and reduces the risk of releasing changes to production.

ServiceNow SDK release notes

The ServiceNow® software development kit (SDK) enables developers to create scoped applications in source code locally in Visual Studio Code Desktop and upload changes to a ServiceNow instance. ServiceNow SDK was enhanced and updated in the 4.0 release.

ServiceNow SDK highlights for the Zurich release

- Develop a user interface (UI) with React to build a full-stack application in source code.
- Define flows, service catalogs, UI pages and more in source code with ServiceNow Fluent APIs.

See ServiceNow SDK for more information.

Important information for upgrading ServiceNow SDK to Zurich

To upgrade to the latest version of the ServiceNow SDK globally or within an application, see Upgrade the ServiceNow SDK.

ServiceNow SDK version 4.0 supports integration with ServiceNow instances beginning with the Washington DC release.

On Windows systems, after upgrading to ServiceNow SDK version 4.3 or later, existing stored credentials aren't supported due to the deprecation of Keytar. Users on Windows systems must add their user credentials again using the `now-sdk auth --add` command to authenticate with instances. For more information, see Authenticating to a ServiceNow instance with the ServiceNow SDK.

Note: For more information about minor releases of the ServiceNow SDK, see the ServiceNow SDK repository on GitHub.

New in the Zurich release

Version 4.3

Flow API - ServiceNow Fluent

Use the Flow API to create flows and subflows [sys_hub_flow] that automate business processes with reusable multiple-step components.

Service Catalog API - ServiceNow Fluent

Use the Service Catalog API to define catalog items [sc_cat_item] and related aspects of service catalogs.

Email Notification API - ServiceNow Fluent

Use the Email Notification API to define notifications [sysevent_email_action] that send automated emails.

Service Level Agreement API - ServiceNow Fluent

Use the Service Level Agreement API to define service level agreements (SLAs) [contract_sla] that set the amount of time for a task to reach a specified condition.

Dashboard API - ServiceNow Fluent

Use the Dashboard API to define dashboards [par_dashboard] for organizing and sharing data visually.

Workspace API - ServiceNow Fluent

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Use the Workspace API to define configurable workspace experiences for organizing and sharing data visually.

Allow access to ServiceNow APIs for third-party modules

Configure which third-party library modules to identify as trusted and have access to ServiceNow APIs with the `trustedModules` parameter in an application's `now.config.json` file.

Version 4.2

Import Sets API - ServiceNow Fluent

Use the Import Sets API to define transform maps [sys_transform_map] that specify how to transform and map data from the import set staging table to target tables.

UI Policy API - ServiceNow Fluent

Use the UI Policy API to define user interface policies [sys_ui_policy] that dynamically change the behavior of information on a form and control custom process flows for tasks.

Attach user images to records from source code

Attach user images to records associated with metadata defined in source code with the `Now.attach` construct.

Use utility functions for additional type validation

Use utility types that help validate values for properties that support the Duration (*`Duration()`*), Time (*`Time()`*), Field List (*`FieldList()`*), and Template Value (*`TemplateValue()`*) field types in ServiceNow Fluent APIs. Utility types provide validation at build time for tables both within and outside of an application.

Generated ServiceNow Fluent code organized in taxonomy-based directories

Configure a custom directory structure for metadata transformed into ServiceNow Fluent code with the `taxonomy` parameter in an application's `now.config.json` file. By default, generated ServiceNow Fluent files are organized in a taxonomy-based directory structure within the `fluent/generated` directory.

Version 4.1

Specify which files to build as JavaScript modules

Configure which files to include or exclude when building JavaScript modules with the `serverModulesIncludePatterns` and `serverModulesExcludePatterns` parameters in an application's `now.config.json` file.

Version 4.0

Develop a user interface with React

Develop a user interface with the React library and the UI Page API to build a full-stack application in source code.

Script Action API - ServiceNow Fluent

Use the Script Action API to define script actions [sysevent_script_action] that run when an event occurs.

Script Include API - ServiceNow Fluent

Use the Script Include API to define script includes [sys_script_include] that store JavaScript functions and classes for use by server-side scripts.

Service Portal API - ServiceNow Fluent

Use the Service Portal API to create custom widgets [sp_widget] for portal pages.

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UI Action API - ServiceNow Fluent

Use the UI Action API to configure custom user interface actions [sys_ui_action], such as buttons, links, and context menu items on forms and lists.

UI Page API - ServiceNow Fluent

Use the UI Page API to configure custom user interface pages [sys_ui_page] that display forms, dialogs, lists, and other UI components.

Download application metadata from an instance

Download application metadata (XML) from a ServiceNow instance to compare it with the metadata in your local application using the `now-sdk download` command.

Clean or package an application

Remove the build artifacts that were output with the previous build using the `now-sdk clean` command. You can also package the build artifacts that were output with the previous build into an installable ZIP file using the `now-sdk pack` command.

Changed in this release

Version 4.3

Get type checking and validation of client-side TypeScript files

Full-stack TypeScript applications support type checking and validation of `.ts` and `.tsx` files in the `src/client` directory when building applications.

Version 4.2

Manage dependencies with additional parameters on the dependencies command

Control which dependencies and TypeScript definitions to download with additional parameters on the `now-sdk dependencies` command.

Use additional column types with ServiceNow Fluent

Use the following additional types of table columns with ServiceNow Fluent APIs: *`Password2Column`*, *`GuidColumn`*, *`JsonColumn`*, *`NameValuePairsColumn`*, *`UrlColumn`*, *`EmailColumn`*, *`HTMLColumn`*, *`FloatColumn`*, *`MultiLineTextColumn`*, *`DurationColumn`*, *`TimeColumn`*, *`FieldListColumn`*, *`SlushBucketColumn`*, *`TemplateValueColumn`*, and *`ApprovalRulesColumn`*.

Version 4.1

Download TypeScript definitions for script includes used in JavaScript modules

Download TypeScript definitions for script includes imported in JavaScript modules from an instance using the `now-sdk dependencies` command.

Apply a template to an existing application

Add template files and directories for development in ServiceNow Fluent using the `--template` parameter with the `now-sdk init` command in an existing application.

Version 4.0

Automated Test Framework API supports additional test steps

Use the following test steps with the ServiceNow Fluent Automated Test Framework API.

- *`atf.form.addAttachmentsToForm`*
- *`atf.form_SP.addAttachmentsToForm`*

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- `atf.server.addAttachmentsToExistingRecord`
- `atf.server.runServerSideScript`
- `atf.server.setOutputVariables`

Build command doesn't package build artifacts

Use the `now-sdk pack` or `now-sdk install` commands to package build artifacts. The `now-sdk build` command compiles the source files but doesn't package the build artifacts.

Removed in this release

- The `now-sdk upgrade` command has been removed. To upgrade the version of the ServiceNow SDK, see Upgrade the ServiceNow SDK.

Deprecations

- The `$id` property is deprecated in the List API and Role API.
- Property names that use snake case are deprecated in all ServiceNow Fluent APIs. Use the equivalent property name in camel case instead.

Activation information

The ServiceNow SDK is available as a Node Package Manager (npm) package from the public npm registry and installed locally. For information about installing the ServiceNow SDK, see Install the ServiceNow SDK in an application.

Additional requirements

You must have Node.js and Node Package Manager (npm) installed to install the ServiceNow SDK. For more information, see Install the ServiceNow SDK in an application.

Related ServiceNow applications and features

ServiceNow IDE

The ServiceNow IDE uses the ServiceNow SDK as its application packaging service to build applications, and the ServiceNow SDK provides the ServiceNow Fluent APIs for developing applications in source code in the ServiceNow IDE. Scoped applications created or converted with the ServiceNow SDK or ServiceNow IDE can be developed with either application.

ServiceNow Studio release notes

The ServiceNow® Studio application provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and easily create custom apps. ServiceNow Studio was enhanced and updated in the Zurich release.

ServiceNow Studio highlights for the Zurich release

- As of version 28.2.1, simplify the app creation process by using Creator Studio, Now Assist for app generation, or by gaining inspiration from the App Gallery.
- As of version 28.2.1, elevate your access to security_admin from within ServiceNow Studio to make changes to roles and ACLs.

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- As of version 28.2.1, several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role in ServiceNow Studio.
- As of version 28.2.1, for file types that open in a builder, decide whether you want to edit the file in the builder or in the classic UI16 view.
- As of version 28.2.1, access your favorite lists in ServiceNow Studio by bookmarking them.

See ServiceNow Studio for more information.

Important information for upgrading ServiceNow Studio to Zurich

ServiceNow Studio no longer has to be downloaded from the ServiceNow Store. It's available on the ServiceNow AI Platform by default.

New in the Zurich release

Add AI files to your apps in ServiceNow Studio

You can add agentic workflows, AI Agents, and skills to your apps in ServiceNow Studio.

Link an app to source control in ServiceNow Studio

Use source control operations on the App details page to link an application to a Git repository.

App details page

View and manage app files and metadata on the enhanced App details page. You can also link your app to source control from the App details page and create new files for your application.

Focus the Navigator panel on an app or app file

Improve efficiency as you work in ServiceNow Studio by focusing the Navigator panel on any file or application open in an integrated tab.

Personalize your UI with dark theme

Dark theme is now supported in ServiceNow Studio. Access user preferences to switch between dark and light mode on your instance.

Create an application in ServiceNow Studio

As of version 28.2.1, you can use Now Assist or Creator Studio to begin creating your applications. You can also view the App Gallery for more inspiration.

Elevate your role in ServiceNow Studio

As of version 28.2.1, you can elevate your role to security_admin without having to leave ServiceNow Studio. Users with the security_admin role can make changes to other roles and to access control lists (ACLs).

ServiceNow Studio personas and roles

As of version 28.2.1, several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role in ServiceNow Studio.

Opening files in your preferred editor

As of version 28.2.1, for file types that open in a builder, decide whether you want to edit the file in the builder or in the classic UI16 view.

Bookmark lists in ServiceNow Studio

As of version 28.2.1, access your favorite lists by bookmarking them.

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AppSee support in ServiceNow Studio

As of version 28.2.1, AppSee is supported in ServiceNow Studio.

Create an app file in ServiceNow Studio

As of version 28.2.1, you can create files directly from an app open in the Navigator panel.

UI changes

Open in Creator Studio link

The link to open an app in Creator Studio was previously available on the App details page in the app metadata section. The link is now in the More actions menu.

App details page

As of version 28.2.1, access to source control integration and collaboration functions on each App details page has moved into the More actions menu. Some icon placement depends on the configuration for each application.

Activation information

ServiceNow Studio is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Access Control

Work with access controls and roles for apps and files in ServiceNow Studio.

Creator Studio

If you've ever wanted to create an application but you don't know how to code, then Creator Studio was designed for you!

Catalog Builder

Create and edit catalog items directly in ServiceNow Studio.

Decision tables in Workflow Studio

Add decision rules and use decision tables to decouple decision logic from code.

Email notifications

Create and edit email notifications that are automatically sent when a record is created or updated. Email notifications are also used as a reference in flows or can be triggered by an event.

Flows in Workflow Studio

Create and edit flows, subflows, and actions directly in a Workflow Studio tab within ServiceNow Studio.

Integration Hub - Import

Import data into existing tables in ServiceNow Studio.

Mobile App Builder

Add mobile experiences in a Mobile App Builder within ServiceNow Studio.

Now Assist for app generation in ServiceNow Studio

Create applications through a conversation with generative AI.

Playbooks in Workflow Studio

Edit cross-functional processes and consolidate them into automated task-oriented views.

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ReleaseOps

ReleaseOps automates deployment of changes across your pipeline, increases predictability and reliability of deployments, and reduces the risk of releasing changes to production.

Table Builder

Work with data models in a tabular format in a tab within ServiceNow Studio.

UI Builder

Create and edit experiences in a tab within ServiceNow Studio.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience within ServiceNow Studio.

Table Builder release notes

The ServiceNow® Table Builder application is a centralized way to build tables, forms, and display logic. Table Builder was enhanced and updated in the Zurich release.

UI changes

Accessing Table Builder

In the search input, enter `tablename.builder`, `tablename.view`, `tablename.sheet`, or `tablename.flow` to access the table directly.

Browser requirements

Internet Explorer isn't supported.

Related ServiceNow applications and features

App Engine Studio

App Engine Studio (AES) is a guided, low-code tool for developing rich web applications to store information, automate business processes, and solve business problems.

Related topics

Accessing Table Builder

UI Builder release notes

The ServiceNow® UI Builder application is a web user interface builder for building pages for Workspaces, as well as custom workspaces or portals with Next Experience Components. UI Builder was enhanced and updated in the Zurich release.

UI Builder highlights for the Zurich release

- Assemble components in a low-code editor by dragging and dropping content from the UIB toolbox onto the stage.
- Add Now Assist skills to enhance your page, component, or controller with generative AI capabilities.
- Get instant conversational help within UI Builder through the Now Assist Panel.

See UI Builder for more information.

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Important: UI Builder is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Build and customize components

Build custom components and configure them to be used across pages and experiences.

Utilize AI on pages you are building

Easily add generative AI capabilities to any page, component, or controller

Get conversational help with the Now Assist panel

Ask questions directly in the Now Assist panel to receive immediate AI-driven guidance without leaving UI Builder.

Build pages and gain page insights using the Now Assist panel in UI Builder.

As of UI Builder Version 28.2, use Now Assist to add components, bind data, adjust layouts, and get page insights such as number of components, data resource information, and access permissions.

Add test values in Component Builder

As of UI Builder Version 28.2, define simulated page parameters to preview and validate how customer components behave during development.

Changed in this release

Add events to track components with unsaved changes

Use an event to quickly identify modified components.

Configure alerts to auto-dismiss

Enable alerts to auto-dismiss across an experience by configuring all of them in the experience settings or individually through an event.

Use pages across experiences

Share and reuse pages across workspaces without switching contexts or rebuilding content to help save time and simplify maintenance.

Use the floating Now Assist panel to streamline your workflow

As of UI Builder version 28.2, the fixed Now Assist panel has been replaced with a drag-enabled floating panel improving layout flexibility and workflow visibility.

Specify your page type in the Create a page wizard

As of UI Builder version 28.2, the Create a page wizard now includes a page**Type** dropdown field. This new field helps you to later identify and filter important pages within the Experience view list, especially helpful in large experiences with many pages.

Explore the newly enhanced Experience view

As of UI Builder version 28.2, the Experience view has improved usability in the following ways:

- Pages and their variants appear collapsed by default for a cleaner, more focused view.
- Locate pages and variants with ease utilizing the search field.

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- Search by name, URL, URL type, or variant, and toggle between filters for a cleaner, more intuitive page list.
- Pagination is automatically enabled when 10 or more pages are present.

Activation information

UI Builder is active by default. You can update to the latest version of UI Builder by downloading it from the ServiceNow Store.

Browser requirements

Internet Explorer isn't supported for UI Builder.

Accessibility information

The expanded drop-down menus for column properties can be read by screen readers.

Related ServiceNow applications and features

App Engine Studio

After you create apps in ServiceNow App Engine Studio, you can then create their user interface in ServiceNow UI Builder.

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist Skill Kit

The ServiceNow® Now Assist Skill Kit enables you to create and publish custom prompts and skills for Now Assist.

Workflow Data Fabric Hub release notes

The ServiceNow® Workflow Data Fabric Hub application unifies data from across the enterprise, providing access to external data in real time without needing to copy it to your instance. Workflow Data Fabric Hub is a new application in the Zurich release.

Workflow Data Fabric Hub highlights for the Zurich release

- Access enterprise data from external data warehouses including Snowflake, Google BigQuery, and Amazon Redshift, data lakes such as Databricks, and databases, including Oracle.
- Retrieve data from external sources in real time without copying any data to your instance using zero copy connections.
- Enrich AI agents and workflows on the ServiceNow AI Platform with external data using data fabric tables.

See Workflow Data Fabric Hub for more information.

Important: Workflow Data Fabric Hub is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Workflow Data Fabric Hub features

Established connections

Retrieve real-time data from external sources directly in the ServiceNow AI Platform, without copying any data to your instance using zero copy connections.

Data fabric tables

Enable data consumers to access external data on the ServiceNow AI Platform to power AI features and build applications using data fabric tables.

Connect to Teradata

Retrieve data from Teradata in real-time without copying or duplicating the data.

Connect to Amazon S3 tables

Retrieve data from Amazon S3 tables in real-time without copying or duplicating the data.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

SAP ECC primary connector

The SAP ECC connector is now certified as a primary connector.

SAP S/4HANA primary connector

The SAP S/4HANA connector is now certified as a primary connector.

Primary connectors in preview

Primary connectors that are still being enhanced to include all planned functionality are now identified as in preview. These connectors are fully supported by ServiceNow®.

Activation information

Install Workflow Data Fabric Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Workflow Data Fabric Hub is also available with activation of the Zero Copy Connectors app (sn_data_fabric_zcc), which requires a separate subscription. For details, see Request Zero Copy Connectors.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Workflow Studio release notes

The ServiceNow® Workflow Studio application consolidates playbooks, flows, actions, decision tables, and integrations into one design environment. Workflow Studio was enhanced and updated in the Zurich release.

Flows, subflows, and actions in Workflow Studio release notes

The ServiceNow® Workflow Studio application enables process analysts to automate work without having to code and to build multiple-step flows from reusable components. Workflow Studio flows, subflows, and actions were enhanced and updated in the Zurich release.

Workflow Studio flows, subflows, and actions highlights for the Zurich release

- Create a scheduled trigger that you can use across your flows.
- Save flows, subflows, and actions automatically as you work on them.
- View and manage the history of flows and subflows to copy, restore, or remove past configurations.
- Create multiple skills for conversational subflows and actions from the conversational settings.
- Configure a default LLM for generating metadata for conversational subflows and actions.

See Exploring flows, Exploring subflows, and Exploring actions for more information.

Important: Workflow Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading flows, subflows, and actions to Zurich

An earlier version of the save as you go feature was released and withdrawn from the Washington DC release. If you're upgrading from the Washington DC release, you might have manually turned off the save as you go features by setting a system property. To restore the save as you go features, see Restore save as you go functionality.

New in the Zurich release

Create and manage external event sources

Create an external event source on your ServiceNow instance that listens to events occurring in an application or system outside of the ServiceNow AI Platform®. Based on the external event source, you can define one or more external trigger definitions in your instance and then associate the external trigger definitions with the external event source. When an event that you specified in the external trigger definition occurs, the external trigger definition executes one or more flows. You can update or remove external event sources that you create.

Create a domain-separated saved external trigger

Create a domain-separated saved external trigger. Configurations that you make to the trigger are auto-saved. After the trigger is published, you can edit only the **Label** field values.

Create a reusable scheduled trigger

Create a scheduled trigger that starts your flow when you need. Use the trigger across your flows.

Create a skill for conversational subflows and actions

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Create a skill for the conversational subflow and action and make the skill discoverable in conversations. You can have multiple skills for the same subflow or action.

Enhancements in the subflow and action conversational settings

To make the error messages more useful in a conversation, you can show specific error messages from the subflow or action rather than showing generic error messages. Additionally, if you override an input with reference, you can apply a filter to limit the number of records in the Reference field.

Make a flow wait for an email reply

Pause a flow until an email reply is received to an outbound email record

Show subflow stages in a parent flow

Show subflow stages as part of the execution details of a parent flow.

Save flows, subflows, and actions automatically

Save flows, subflows, and actions automatically as you work on them.

Support Now LLM Long Term Stable models (LTS) with Flow generation

Support the Now LLM Long Term Stable models (LTS) for Flow generation.

Support Now LLM Long Term Stable models (LTS) with Flow summarization

Support the Now LLM Long Term Stable models (LTS) for Flow summarization.

Use an AI agent action

Use flow data to run an AI agent and configure the expected agent output for use later in the flow.

Use your preferred LLM to generate descriptions for subflow or action skill, input, and output

Leverage generative AI to generate descriptions for the subflow or action skill, inputs, and outputs. You can configure a default LLM to generate the descriptions.

View flow history

View and manage the history of a flow. See past configurations of a flow to copy, restore, or remove them.

View subflow history

View and manage the history of a subflow. See past configurations of a subflow to copy, restore, or remove them.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Display flow recommendations in flow diagramming view

Get a list of recommendations for the next item in your flow while in a flow diagramming view.

Launch the flow debugger from an updated button

Start the flow debugger from an updated button.

Open conversational subflow settings from an updated button

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The option to open subflow conversational settings has moved from the more action menu to the sidebar.

Open conversational action settings from an updated button

The option to open action conversational settings has moved from the more action menu to the sidebar.

See event sources from a new menu

Create, read, update, or delete external event sources with the Event sources menu. An Event sources menu has been added to a panel of the spokes page that appears after you select a spoke under the **Integrations** tab.

Open conversational action settings from an updated button

The option to open action conversational settings has moved from the more action menu to the sidebar.

Event sources menu added to spokes page under the Integrations tab

Create, read, update, or delete external event sources with the Event sources menu. An Event sources menu has been added to the left panel of the spokes page that appears after you select a spoke under the **Integrations** tab.

Activation information

Workflow Studio is a ServiceNow AI Platform feature that is active by default.

Get the latest Workflow Studio features by updating the app from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Reflow improvements of canvas headers and footers

The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

- Workflow Studio canvas header
- Workflow Studio canvas footer

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See for details.

Related ServiceNow applications and features

Exploring playbooks

Workflow Studio playbooks enable process owners to author cross-enterprise workflows and create a single, unified process. Build the underlying processes for playbooks that Playbook Experience agents and fulfillers use.

Data Stream actions and pagination

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Send REST, SOAP, or JDBC requests from Workflow Studio to APIs that return a stream of response data larger than 10 MB, or that return paginated results. Parse stream data into a series of complex object outputs and use the data pills in other actions in a flow.

Exploring Decision Tables

Decision tables in Workflow Studio enable developers to decouple decision logic from their code by creating and maintaining decision rules.

Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

Playbooks in Workflow Studio release notes

The ServiceNow® Playbooks builder within the ServiceNow® Workflow Studio application enables playbook owners to create multiple-flow processes in a diagram or task board interface. The Playbooks builder was enhanced and updated in the Zurich release.

Playbooks highlights for the Zurich release

- Add permissions for playbook authors and runtime users.
- Activate a playbook without a trigger. Set multiple potential triggers for a playbook, or trigger a playbook on a schedule.
- Enable AI agents to complete activities without human intervention during runtime.
- Set child variants to evaluate later in a playbook.
- Create decision branches for stages.

See Exploring playbooks for more information.

Important: Playbooks is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Playbooks to Zurich

After you upgrade to Zurich, update the Workflow Studio application in the ServiceNow Store.

New in the Zurich release

Set child variants to evaluate later in a playbook

Instead of evaluating immediately after the trigger, set a playbook's child variants to be evaluated after a specific activity in the playbook.

Agentic Playbooks

Enable AI agents to assist users with activities during runtime.

Add permissions for playbook authors

Control which playbook authors can create, edit, and view playbooks in Workflow Studio

Add permissions for runtime users

Control whether runtime users can view a playbook, add optional activities, restart a playbook, and complete work within specific stages.

Create decision branches for stages

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Add a decision node between stages to determine which stage to run next, based on runtime conditions.

Set multiple triggers

Configure a playbook to run based on any one of multiple triggers.

Schedule when a playbook should trigger

Configure a playbook to run based on a schedule.

Choose your LLM for playbook generation and recommendations

Choose between NowLLM, OpenAI ChatGPT4-o, Gemini, Claude for playbook generation and recommendations.

Route users to stages based on decisions

Send runtime users to a stage based off of the trigger record or input that users provide.

Yokohama 27.2 and 27.3 releases

See 27.2 and 27.3 features in the Yokohama Playbooks release notes:

- Generate a playbook with the OpenAI GPT-4o LLM
- Retrieval Augmented Generation (RAG) for playbooks

Changed in this release

Activate playbooks without a trigger

Configure and activate playbooks without specifying triggers, so that playbooks are only triggered programmatically.

Implement playbooks that are callable by a scriptable API

Configure a playbook that executes with an input object instead of requiring the configuration of a trigger record reference and trigger conditions.

Decision activity enhancements

User experience improvements to decision activities:

- In the Board view, select the branch or Start rule icon on a decision activity card to see a list of dependent activities and branches, and to navigate to them.
- When a decision or one of its branch nodes is selected in Diagram view, the decision and all of its branches are selected, and the side panel opens.
- Add parallel activities within decision branches.

Enter a combination of pills and text in an email body

Enter a combination of text and multiple pills in any rich text / HTML editor container, such as an email body.

Deprecations

- now.assist.creator role

Activation information

The application comes with the Workflow Studio ServiceNow Store app. Workflow Studio is part of the ServiceNow AI Platform® and is available by default. Get the latest Workflow Studio features by downloading the latest Workflow Studio app in the ServiceNow Store, as well as

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related applications like the Process Automation Content and Process Automation Experience Demo applications. The application can be downloaded for patch fixes.

To use the playbook generation feature in Workflow Studio, download the Now Assist for Creator application.

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

Download the latest Workflow Studio app in the ServiceNow Store to access the newest features.

Accessibility information

- In Diagram view, navigate between and configure stages and activities via keyboard.
- Set the action bar to always show in Diagram view. To learn more, see View all buttons without hover.

Localization information

Using OpenAI LLMs for playbook generation is not available in the APAC region.

Related ServiceNow applications and features

Workflow Studio

ServiceNow® Workflow Studio consolidates , Workflow Studio, Action Designer, Integration Hub integrations, and ServiceNow® Decision Builder into one design environment. Author, configure, and monitor all of your workflows in a streamlined experience.

Flow Designer

ServiceNow® Workflow Studio enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Workflow Studio design environment to author flows and actions and to view the results they produce.

Playbook Experiences

ServiceNow® Playbook experiences enable you to customize the default playbook user experience for your agents.

Conversational Interfaces release notes

Conversational Interfaces includes enhancements and changes in the Xanadu release.

Updates are available for the following Conversational Interfaces applications on the ServiceNow AI Platform.

Agent Chat release notes

The ServiceNow® Agent Chat application enables agents to interact directly with end users through chat. Agent Chat was enhanced and updated in the Zurich release.

Agent Chat highlights for the Zurich release

Integrate and use Agent Chat with third-party chat apps.

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See Using Agent Chat for more information.

Important: Agent Chat is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Third-party chat integrations

Use the new customer message area for third-party chat integrations to see these features:

- Third-party chat providers can update messages in real time.
- Individual messages from third-party bots are correctly attributed to the appropriate customer and agent.
- Agent and queue transfers to third-party chat systems are supported.
- Show or hide capabilities for specific Contact Center as a Service (CCaaS) chat integration requirements can be configured.

Activation information

Agent Chat is a ServiceNow AI Platform feature that is available with activation of the Agent Chat plugin (com.glide.interaction.awa). For details, see Configuring Agent Chat.

Related ServiceNow applications and features

Virtual Agent

Provide your employees and customers with a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Now Assist in Virtual Agent release notes

The ServiceNow® Now Assist in Virtual Agent application uses generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses large language models (LLMs) to create a natural-language conversational experience that can improve the success of your self-service workflows. Now Assist in Virtual Agent was enhanced and updated in the Zurich release.

Now Assist in Virtual Agent highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.
- Japanese language support for voice assistants enables Japanese-speaking users to experience natural, culturally appropriate interactions with AI voice agents.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience.
- View a people citation's org chart in the interactive view. The interactive view opens to the right of the chat conversation area.

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- Notice several UI improvements to enhanced chat and enhanced chat's full-page experience, including an updated input bar, gradient borders, copy message icon for received messages, and more.
- Enable voice input to allow users to use a microphone to type the input. Voice input is only available for Now Assist panel Platform assistant.

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Use agentic conversations and view agentic conversational processing flow steps.
- View extended entities and records in standard and enhanced chat conversations if they’re associated with the Knowledge Graph Natural Language Query (NLQ) schema.
- View suggested search queries previously performed in the portal's search bar within enhanced chat conversations.
- Work with the simplified subheader of enhanced chat.
- Delete closed enhanced chat conversations.
- Expand the fallback options.
- Enter into web search mode manually via the input bar.

See Now Assist in Virtual Agent for more information.

New in the Zurich release

Zurich Patch 7

Improve the chat greeting and input experience by making it easier for users to start and continue conversations with the Now Assist in Virtual Agent (NAVA) personalized welcome screen.

Enable users to ask natural-language questions and receive concise, synthesized answers while maintaining transparency, trust, and efficient task completion.

Provide a consistent, reusable building block framework for the NextWave web experience using primitives and widgets.

Enable a web search experience that includes a "Include Web results" button in the input box that includes internal and external web results.

Test voice agents directly in Assistant Designer with live transcription, tool execution tracking, and conversation logs.

Dutch and Thai language support for voice assistants enables users to experience natural pronunciation and culturally appropriate interactions with AI voice agents.

Zurich Patch 4

Assistant Designer

Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience. Assistant Designer is comprised of three main areas: Assistants, Asset library, and Analytics.

Configuring assistants overview

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- Access the **Assistants** tab within Assistant Designer by navigating to **All** > **Assistant Designer**. The **Assistants** tab is only available for customers who have the Now Assist license. NLU-only customers don't have access to Assistant Designer.

View assistants

- View chat and voice assistants within the **Assistants** tab of Assistant Designer.
  - The card view is the default view for the assistants.
  - An inactive (gray) or active (green) label is shown for each assistant.
  - Activate, deactivate, test, edit, or delete an assistant.
  - A display experience label is shown on each chat assistant card.
  - A domain label is shown on assistant cards if an assistant is created outside of the global domain. If assistants are only created within the global domain, the label isn't shown.
  - The ability to view or edit an assistant depends on the domain that the admin has access to.
  - The name and date are shown for when the assistant was last updated.
  - Voice assistants show a voice icon and label on the card. Voice assistants can't be tested within Assistant Designer.
  - The map view shows the assistant hierarchy where you can open, turn on or off, or delete an assistant.
- View the side panel for quick access to **Pick up where you left off**, **Recent activity**, and **Resources**.

Create a voice assistant

- Start creating an AI voice assistant by providing a name and description. Tag to a business unit to analyze your voice assistant.
- Power your voice assistant with agentic experience by adding AI agents.
- Personalize your voice assistant by choosing a language, adding a welcome message, and an AI voice persona.

  Note: The supported languages are:
  - English
  - German
  - Spanish

- Secure the voice interactions by setting up caller authentication methods and safeguards.

Create a chat assistant

- Add basic details such as a name and description for your chat assistant, and set your assistant as a primary assistant. The Basic details page within the UI has replaced the Overview page.
- Now Assist panel – Platform (default) assistant can be set as a primary assistant and linked to secondary assistants. Now Assist panel – Developer assistant doesn't have this option.
- The name and description of the Now Assist panel assistants can't be changed.

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Use agentic support for a chat assistant

- Let the assistant use AI agent skills and agentic orchestration. Admins can choose between agentic or standard (Q&A) modes depending on business needs and user experience goals. Turn on or off the **Prioritize AI agents during skills discovery** feature.

Assign search sources to a chat assistant

- Restore search sources back to the default (Now Assist Multi-Turn Catalog Ordering and Now Assist Q&A).
- Now Assist panel - Platform (default) assistant now has the option to copy an existing search configuration.
- Dynamic global search configuration has been added to the list of search application configurations.
- Create or configure additional search sources by selecting the **External Content Connectors** link. This replaces a card view.
- Manage knowledge articles by selecting the **Knowledge Center** link.
- In edit mode, search sources are found within the Information Sources sub-tab.

Add a Knowledge Graph schema to a chat assistant

- Adding a Knowledge Graph schema has moved from the Information sources page to its own page.
- Add a Knowledge Graph schema is now available for the Now Assist panel - Platform (default) assistant. For the NLQ schema, if Global Graph or Global Graph Mini is selected, you have the option to select tags for specific workspaces that are active on the instance.
- Define the mapping relationship between individual workspaces on the instance and predefined Knowledge Graph tags when Global Schema is selected for NLQ.
- In edit mode, Knowledge Graph is found within the Information Sources sub-tab.

Add assets to a chat assistant

- By default, all Now Assist skills (Now Assist Q&A, Now Assist multi-turn catalog ordering, Now Assist topics, subflows and actions, custom skills, and AI agents) are turned on. Therefore, the Now Assist skills page has been removed.
- Map an asset to an assistant. Assets are the building blocks of each assistant, providing them with instructions and functionality for helping users. Assets include topics, subflows and actions, custom skills, and AI agents. For Now Assist panel - Developer assistant, only topics (asset type) is available.
- In edit mode, assets are found within the Information Sources sub-tab.

Display your chat assistant on a portal, channel, or mobile app

- Leverage Now Assist capabilities in Google chat.
- Use **Prominent action button override** to allow a different chat assistant other than the default assistant to be launched on a mobile app.
- In edit mode, display experiences are found within the Settings sub-tab.

Display your assistant on Platform or ServiceNow Studio

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- The **Add ServiceNow Platform** drop-down menu has replaced the **Add agent experience** drop-down menu. A Now Assist panel assistant can't be added to other display experiences.
- In edit mode, display experiences are found within the Settings sub-tab.

Brand an assistant

- Minor enhancements to the look-and-feel of the standard chat preview pane.
- In edit mode, branding is found within the Settings sub-tab.

Manage an assistant chat experience

- A standard chat preview pane is shown for the default greeting topic (Now Assist – Greeting) and the default closing topic (Now Assist – Closing). Selecting custom topics won’t show a preview pane.
- Fallbacks have a standard chat preview pane and each fallback is shown if toggled on.
- For the Now Assist panel - Platform (default) assistant, web search, record producer, and custom fallback are available options. End this chat and survey are available for the standard chat experience.
- In edit mode, chat experience is found within the Settings sub-tab.

Enable additional chat features

- Web search, response streaming, document uploads, and closed chat were moved from the Manage chat experience page to its own page. By default all chat features except web search are turned on.
- Response streaming can be turned on at the assistant level regardless of whether Dynamic Translation is turned on or off. However, response streaming doesn't work when Dynamic Translation is being used.
- In addition to web search, response streaming, document uploads, and closed chat, Now Assist panel Platform assistant has voice input. Voice input allows users to use a microphone to enter the input.
- In edit mode, additional chat features are found within the Settings sub-tab.

Review chat assistant settings

- New sections that have been added include: Agentic support, Knowledge Graphs, Assets, and Chat features.
- Testing an assistant has been removed from the Review page.

Test a chat assistant

- Test a chat assistant from **Assistant Designer** > **Assistants** tab or from within each page while in edit mode.

Edit a chat assistant

- Edit a chat assistant from **Assistant Designer** > **Assistants** tab. You will be directed through an edit flow with a slightly different UI from the create flow.

Analyzing assistants

- Monitor, evaluate, and optimize the performance of your AI-powered assistants within the **Analytics** tab of Assistant Designer.

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Copy received messages

Use the copy message icon in the feedback panel to copy received Virtual Agent responses.

New system properties

- Set the *com.glide.cs.nass.synthesized_response.disabled_popover.hide* to `true` to hide the popover for disabled catalog items for Now Assist in Virtual Agent and Now Assist panel's enhanced chat.
- Set the *sn_ais_assist.enable_pi_in_nba* property to `true` to allow conversational history-based suggested actions and fill multiple suggested action slot options.
- View the *sn_nowassist_va.enable_nass_show_all_options* property to decide whether to allow the **View all options** link in an enhanced chat conversation's greeting topic.
- The *com.glide.interactive_view.enabled* property opens an interactive side panel view next to the chat window. The default value is `true` to activate AI Engagement Experience on your instance.

View org chart in the interactive view

Select **View org chart** from the people citation's popover in Now Assist panel's enhanced chat or Now Assist in Virtual Agent enhanced chat/enhanced chat's full-page experience. The person's organizational chart appears to the right of the chat conversation in an area known as the interactive view. You can switch between multiple organizational charts via a drop-down in the interactive view if you open multiple people citations' org charts in the same conversation.

Zurich Patch 2

Select continue or move to next task button

The **Continue to next task** button appears in the new **Ready to move on to your next task** card whenever multiple questions are found in a single standard chat user's message. The **Move on to the next task** citation appears at the end of an enhanced chat's synthesized response whenever multiple questions or requests are found along with an action in the user's single message. Whenever either **Continue to next task** (standard chat) or **Move on to the next task** (enhanced chat) is selected, the second question or request is reviewed and a synthesized response is sent back regarding the user's second question or request.

Multiple questions in a single user message are answered consecutively

Virtual Agent can answer multiple questions that were submitted in a single message query. Now Assist panel or Now Assist in Virtual Agent answers the multiple questions consecutively in a response.

Now Assist in Virtual Agent system properties

Use *sn_aia.use_agents_in_planner* to configure AI agent discovery behavior. The default value is `true`, preferring AI agents over assets including catalogs, topics, Q&A knowledge base articles, workflows, and sub-workflows. When set to `false`, there's no preference for AI agents. AI agents and assets are treated the same.

New defaults for Now LLM Service

Now Assist in Virtual Agent and Now Assist panel will use an upgraded Now LLM Service as the default. For more information, see the Now LLM Service Upgrade

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FAQ: Everything You Need to Know About the v2.0 Model Transition [KB2556891] article in the Now Support Knowledge Base.

Zurich Patch 1

Configure additional user interface and experience options for enhanced chat

Customize and configure the Search Toggle Button Label for enhanced chat's full-page experience. Additionally, you can configure the Enable Unread Conversation Count Display and Left Panel Header Label for enhanced chat and enhanced chat's full-page experience.

New third-party AI model provider options available for Now Assist

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

View agentic conversations processing steps

View agentic conversational processing steps and stop the flow, if needed.

View extended entities and records

View extended entities and records in standard and enhanced chat conversations that come from the additional custom tables associated with the Knowledge Graph Natural Language Query (NLQ) schema such as:

- Assets
- Incidents
- Recently viewed knowledge base articles
- Requests
- Tasks

View suggested queries in the portal's search bar and chat window

View the most frequently asked queries in the portal's search bar and enhanced chat's Virtual Agent. Any search query entered into the portal's search bar or Virtual Agent is incorporated into the greeting topic for future conversations as a suggested query. Suggested queries are only included in the Virtual Agent greeting topic whenever no promoted assets are designated.

Work with suggested queries

Two system properties were added to enable the suggested queries feature: *sn_nowassist_va.enable_suggested_queries* and *sn_nowassist_va.max_suggested_queries*.

Configure AI search answers OneExtend capability for web search

Configure the AI Search answers capability via `sys_one_extend_capability.list` to establish the web search AI provider and work with API keys, if needed.

Expanding AI provider support for web search

OpenAI, Perplexity, and Google Gemini support web search.

Configuring assistants overview

Enhancements to Now Assist in Virtual Agent assistants and Now Assist panel Platform and Developer assistants. Options vary for Now Assist panel assistants.

Create a chat assistant

- Configure assistants by domain.

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Display your chat assistant on a portal, channel, or mobile app

- Now Assist in Virtual Agent: For mobile search widgets, enable the search bar to open into a full-page experience.

Display your assistant on Platform or ServiceNow Studio

- Now Assist panel Platform assistant: Enable enhanced chat for a conversational experience that includes a dynamic, movable, and re-sizable chat window, plus access to multiple active conversations.
- Now Assist panel Developer assistant: Not applicable.

Assign search sources to a chat assistant

- Now Assist in Virtual Agent:
  - Add internal and external search sources, such as catalog items and Microsoft SharePoint, from a drop-down list.
  - Add a slot filling schema to input user information from your organization's Knowledge Graph. Add a Natural Language Query schema to enable users to perform a data query during a conversation.
- Now Assist panel Platform assistant:
  - Add internal and external search sources, such as catalog items and Microsoft SharePoint, from a drop-down list.
  - Add a slot filling schema to input user information from your organization's Knowledge Graph. Add a Natural Language Query schema to enable users to perform a data query during a conversation.
- Now Assist panel Developer assistant: Not applicable.

Manage an assistant chat experience

- Now Assist in Virtual Agent:
  - Select a custom greeting topic, closing topic, error topic, and survey for your assistant.
  - Select one or more fallback options: live agent, web search, record producer, end this chat, and custom fallback.
  - Enable the web search fallback option and web search mode to enable users to search the web from within a chat window.
- Now Assist panel Platform assistant:
  - Select a custom greeting topic or error topic for your assistant.
  - Fallback options don't apply to Now Assist panel Platform assistant.
  - Enable web search mode to enable users to search the web from within a chat window.
- Now Assist panel Developer assistant: Not applicable.

Now Assist panel

Use the enhanced Now Assist panel for a more intuitive and personalized experience. The updated Now Assist panel is re-sizable and can be moved anywhere on the ServiceNow AI platform.

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UI changes

Zurich Patch 4

UI Virtual Agent Designer updates

- Use a new option in the Actions on row icon to remove an LLM assistant from a given asset.
- View a tooltip if you try to promote more than six topics for a given LLM assistant.
- View a list of available asset types and their descriptions when you select **Create asset** in the Asset library tab.

UI chat assistant updates

- Configuring a chat or voice assistant is done in **All** > **Assistant Designer** > **Assistants** tab. **All** > **Conversational Interfaces** > **Assistants** contains a **Manage assistants** button that directs you to Assistant Designer.
- Chat and voice assistants are shown in both card and map views.
- Pages within the chat assistant setup have been removed, added, or moved to a different spot within the create or edit flow.
  - The Overview page has been replaced by the Basic details page.
  - Assign Now Assist skills page has been removed. Admins no longer need to turn on/off Now Assist skill types at the assistant level in Now Assist Admin console and no longer need to assign Now Assist skill types at the assistant level.
  - When adding search sources, an **External Content Connectors** link directs you to create or configure external sources. (This replaces the External Content Connectors card.) The following sections have been removed from the search sources page: Now Assist topics, Custom skills, AI agents, and Conversational subflows and actions. They are now within the Assets page.
  - Knowledge Graph was moved from the Information sources page to its own page.
  - Assets such as topics, subflows and actions, custom skills, and AI agents are added on the Assets page. In the display experience for Now Assist panel assistants, a **ServiceNow platforms** header is shown.
  - Minor enhancements to the standard chat preview pane when branding an assistant.
  - Promoted assets tab within the Chat experience page has been moved to the **Information sources (sub-tab)** > **Asset visibility** > **Promoted** while in edit mode.
  - Web search mode, response streaming, document uploads, and closed chats have been moved to its own Chat features page.
  - Testing a chat assistant is no longer part of the Review page. Access it from the **Assistant Designer** > **Assistants** tab, or on each page while in edit mode.
  - Editing a chat assistant is done from the **Assistant Designer** > **Assistants** tab.

UI enhanced chat updates

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- Dynamic processing messages for agentic conversations are now consolidated under one View AI Steps header rather than under several View AI Steps headers.
- The **View all options** link shows below the suggested or promoted topics cards on the greeting topic in Now Assist in Virtual Agent and Now Assist panel's enhanced chat. At least one suggested or promoted asset has to be enabled for this link to show.
- The auto-complete suggestion type in the Ask Now Assist header appears at the top of the portal search bar's drop-down list. The results in the Ask Now Assist header can now show more targeted search results from AI Search rather than the GlideRecord. The entered search term can appear highlighted in bold after you have configured AI Search as the source for Ask Now Assist suggestions. For more information about this configuration, see Configure AI Search as the source for Ask Now Assist suggestions.
- The static and dynamic choice nodes now appear differently in standard and enhanced chat depending on the number of choices for single-select options. For example:
  - 2-5 choices appear as pills
  - 6 or more choices appear as a choice list with a scroll bar
- The input bar for enhanced chat has moved all icons below any inputted text. Uploaded documents appear above any inputted text.
- The float, pinned, and 90% screen views of enhanced chat now have a gradient border around them.
- The enhanced chat full-page experience was updated so that the Now Assist and Search button tabs that were originally center-aligned buttons are now left-aligned tabs that no longer look like buttons.

Zurich Patch 2

Agentic conversation processing messages for Now Assist panel and Now Assist in Virtual Agent

Before receiving a response, you receive acknowledgment messages from the Virtual Agent and on-screen processing messages to let you know where the agent is at in the agentic processing flow. The on-screen processing messages appear in present tense until the processing flow is complete. After the processing flow is complete, then the on-screen messages change to past tense and a View AI Steps section header appears above the processed messages. You can expand the collapsed View AI Steps section header to view the processed messages.

Zurich Patch 1

UI chat updates

- The enhanced chat navigation area was updated. The New Chat, Chats, Support, and Settings icons were reworked into a simplified subheader. Additionally, each chat title now appears in the simplified subheader.
- The enhanced chat's subheader reflects conversational modes in a banner whenever you enter into a specific mode, such as web search, live agent, or document upload.
- In the enhanced chat's **Chats** > **Closed chats** section, hover over a chat to view the delete option and complete the delete confirmation prompts.
- Minor animations occur in the following five enhanced chat transitions:

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- Hovering over the chat icon.
- Minimizing and opening the chat icon.
- Transitioning from a floating chat window to a pinned chat window and vice versa.
- Transitioning from a floating chat window to a 90% modal and vice versa.
- Transitioning from a pinned chat window to a 90% modal and vice versa.

Note: Transition animation doesn't apply to custom icons.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

UI admin guided setup updates

- The **Manage search profile** button replaces the search profile text link.
- The Add external search sources drop-down list has been replaced with the Add search sources drop-down list to include internal and external search sources.
- The simple and advanced views within the Chat experience page are consolidated into a single view.
- The **Copy existing configuration** button is featured more prominently, and it's shown with information about its use.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Conversational Platform Now Assist skills are active by default

The following Platform Now Assist skills are active by default and no longer visible in Now Assist Admin console:

- Now Assist Multi-Turn Catalog Ordering
- Now Assist Q&A Genius Results
- Now Assist Topics
- Subflows and actions
- Custom skills
- AI agents

Zurich Patch 1

Additional fallback options

There are up to five fallback options that can be presented to end users:

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- **Search the web**: Triggers web search mode and uses the internet to search for the results.

  Note: Only the last query entered into the conversation is considered when entering web search mode via the fallback option.

- **Request a live chat**: Triggers live agent mode and routes you to a human support representative.
- **Create a generic ticket**: Creates a record.
- **End this chat**: Ends the chat.

  Note: This option is only available to standard chat conversations.

- **Custom fallback option**: Presents a fallback Virtual Agent topic.

Web search mode enhancements

Manually enter into web search mode via the input bar for standard and enhanced chat conversations. Web search mode includes in-line citations and the associated sources. A web search mode banner appears in enhanced chat conversations that end users can use to end the mode.

Profanity recognition response

If Now Assist Guardian is enabled and the end user's request contains profane content, the Virtual Agent responds with a message prompt to re-enter an appropriate request without profanity or offensive content.

Deprecations

- In Patch 4, `sn_aia.use_agents_in_planner` system property has been removed. The system property was used for configuring AI agent discovery behavior.
- In Patch 4, Now Assist skills page in the assistant admin guided setup has been removed due to the skills being turned on by default.
- In Patch 1, Bing support for the searching and scraping search result type is no longer supported when adding a web search tool in Now Assist Skill Kit.

Activation information

Note: When you upgrade to Zurich Patch 2 or later, agentic AI is the primary orchestration in Virtual Agent. For more information about agentic AI, see Agentic conversations in Virtual Agent.

Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following products are available:

-
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience

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- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
-
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

For more information, see Configuring assistants overview.

Additional requirements

Now Assist in Virtual Agent requires a license for Virtual Agent and at least one Now Assist product.

Browser requirements

Now Assist in Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Localization information

Dynamic Translation is supported for non-streaming Now Assist Virtual Agent conversations. For details, see , Using language detection and dynamic machine translation in Virtual Agent enhanced chat conversations, and Using language detection and dynamic machine translation in Virtual Agent NLU and LLM standard chat conversations.

Related ServiceNow applications and features

ServiceNow® Now Assist uses agentic AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist in AI Search

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service agentic AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

Virtual Agent

Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Sidebar release notes

The ServiceNow® Sidebar application enables agents and subject matter experts to collaborate on user issues. Sidebar was enhanced and updated in the Zurich release.

Sidebar highlights for the Zurich release

Prevent Sidebar discussions from becoming cluttered by using threaded replies when responding to messages.

See Sidebar for more information.

Important: Sidebar is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Sidebar

Use threaded replies to answer Sidebar messages without adding clutter to the main discussion.

Activation information

Sidebar is a ServiceNow AI Platform feature part of the Omni-Experience Standard Feature Set. For details, see Installing Sidebar.

Related ServiceNow applications and features

Agent Chat

Use Agent Chat to provide features that streamline the agent and requester chat experience and enable managers to monitor and assist agents.

Virtual Agent

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Unlock your enterprise productivity with Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Virtual Agent release notes

The ServiceNow® Virtual Agent application provides user assistance through a conversational interface to help users to quickly obtain information and to perform common work tasks. Virtual Agent was enhanced and updated in the Zurich release.

Virtual Agent highlights for the Zurich release

Zurich Patch 4

- Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience.
- Assistant Designer Asset library:
  - View an updated UI for Virtual Agent Designer topics in the new Assistant Designer Asset library page.
  - Navigate between Assistants, Asset library, and Analytics tabs in the Assistant Designer UI.
  - Disconnect an LLM Assistant from a given asset with the Actions on Row icon in the Asset library.
  - See descriptions of each LLM asset type when selecting **Create asset** in the Asset library.
  - Read a tooltip that appears when you edit an LLM assistant under the Assistans tab and try to promote more than 6 topics associated with an LLM assistant.

Zurich Patch 1

- Google Workspace chat now works with the ServiceNow® conversational interface features, including Virtual Agent, Natural Language Understanding (NLU), Notifications, and live agents.
- Start the create flow for all supported conversational assets directly from Virtual Agent Designer.

See Virtual Agent for more information.

New in the Zurich release

Zurich Patch 4

Assistant Designer

Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience. Assistant Designer is comprised of three main areas: Assistants, Asset library (previously Virtual Agent Designer), and Analytics.

Conversational settings for Assets in the Asset library**Conversational settings**

Manage the settings for an asset directly from the Asset library page.

Zurich Patch 1

Integrating with Google Workspace

Integrate Google Workspace chat with the ServiceNow® conversational interface features, including Virtual Agent, Natural Language Understanding (NLU), Notifications, and live agents.

AI Connector utility

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Select AI agents to handle tasks in the AI Connector utility. For more information on AI agents in Virtual Agent Designer, see Managing AI agents in Assistant Designer and Using AI agents in Virtual Agent topics.

Virtual Agent server

- In chatHandshake, set *dynamic_step_loader_enabled* to `true` to send stacked agentic AI messages to the server. Set *dynamic_step_loader_enabled* to `false` to avoid sending messages.
- Pre-chat and post-chat surveys are now available for Anthropic Claude on AWS and Google Gemini large language models (LLMs). For more information on surveys, see Chat surveys.

Create a Virtual Agent topic

Start the create flow for all supported conversational LLM assets directly from Virtual Agent Designer.

Assistants in Virtual Agent Designer

The Now Assist Panel - Platform (default) assistant is now available in Virtual Agent Designer.

Integrating Now Assist in Virtual Agent with Microsoft Copilot

Custom Engine Agent (CEA) is replacing the legacy Microsoft bot framework, allowing Microsoft Copilot to discover Virtual Agent, Now Assist, and use multi-turn conversations.

UI changes

Zurich Patch 1

Next Experience preferences

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Assistant Designer Asset library

- Tabs have replaced pills in the Virtual Agent Designer list view.
- Hover over the tooltip icon (ⓘ) to see information about the assistant you have selected from the drop-down menu.
- Use the new **AI agents** and **Agentic workflows** tabs to select from the types of topics on the home page, along with **Topics**, **Subflows**, **Actions**, and **Custom skills**.

Virtual Agent Designer Table bot response control

Slide the new Show links for each record toggle switch to activate links for each record in the output in your Virtual Agent conversation.

Changed in this release

Zurich Patch 1

Table bot response control

Use the new **Show links for each record** toggle switch to activate links for each record in the output in your Virtual Agent conversation.

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Test assistant options

The **Test** button in the Virtual Agent Designer canvas directly opens up the chat widget.

Deprecations

- Starting with the Zurich release, Sensitive Data Handler and the are being prepared for future deprecation. They will be hidden and no longer available for installation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

  Install the Data Privacy application as a replacement. For more information, see Data Privacy.

- Starting with the Zurich release, Microsoft LUIS is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

Virtual Agent is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Customer Service Management release notes

The ServiceNow® Customer Service Management application has new and updated applications and features in the Zurich release.

Agent experience for CSM release notes

The ServiceNow® Agent experience for CSM provides customer service agents with the tools that they need to find, research, and resolve customer issues and questions. Agent experience for CSM was enhanced and updated in the Zurich release.

Agent experience highlights for the Zurich release

- Provide front-line agents with an updated chat interaction user experience that puts the chat component front and center.
- Use the callback component to return customer calls and create interaction records at the time of the callback.
- Provide agents with visibility to all previous customer activity and the ability to filter and search to find specific activities.
- Initiate a comment, work note, or email in the activity stream in CSM Configurable Workspace and then open the text in a modeless dialog.

See CSM Configurable Workspace for more information.

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New in the Agent experience for CSM release

CSM centered chat interaction record page

Includes a chat component in the center of the record page that provides front-line chat agents with a modernized interaction page layout.

Callback component on the CSM voice interaction record page

Provides agents with the ability to return customer calls and to create interaction records at the time of callback.

Task SLA cards component

Use the Task SLA cards component as a standalone component on the Front-line case page. Visual updates to the Task SLA cards component enable agents to see where they are in the lifecycle of multiple task SLAs at a glance.

Task activity timeline preset and controller

Use the Task activity timeline preset and controller to add the Timeline component as a standalone component on task record pages such as case or incident.

Notifications for agent mentions in records

Receive workspace notifications when agents are mentioned using @ in comments or work notes. Notifications include record details and a direct link for quick access.

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.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Thin compose modeless dialogs

Enable agents to initiate a comment, work note, or email in the activity stream and then open the text in a modeless dialog. This feature is available on the following record pages:

- Front-line case page
- CSM default record page
- CSM Interaction record page
- CSM voice interaction record page
- CSM centered chat interaction record page
- Email interaction record page

Activity Stream enhancements

- Activity Stream layout now automatically adjusts to your device (laptop, tablet, or mobile). Hidden content is indicated by (...) for better readability.

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Lookup component on CSM Configurable Workspace record pages

Use the Lookup component to look up and link a contact and then verify the contact. The Lookup component replaces the Lookup and Verify component on the CSM Configurable Workspace record pages.

Hide inbox after item selection

The Inbox panel collapses after selecting an inbox item, enabling agents to see more of the screen and focus on the interaction.

Multi-form controller support

Supports having two forms on a record page.

Real-time notification count updates

Updated the bell icon behavior so the notification count accurately reflects the number of unique, unread notifications in real time, eliminating duplicate increments.

Customer History enhancements

Use the following enhancements to control grouping, appearance, and refresh behavior in customer history:

- Enable time grouping by month or quarter: A new property enables selection of time grouping as monthly or quarterly (Q1-Q4) in date filters.
- Customize feed appearance: Admins can configure feed icons along with their background colors using a property that offers predefined color options.
- Display activities by updated date: A new property enables feeds to surface activities based on the last updated timestamp in Customer History.
- Dynamic refresh updates: Customer History feeds now refresh automatically, but only for records in the Customer History activities table and within the current context (for example, Contact). Other tables and parent records are not included.
- Introduced a new search icon that lets agents show or hide the search bar with a click.

Improve discoverability of Recommended Actions

Use the following updates to improve the visibility of Recommended Actions across key CSM pages:

- Set Recommended Actions as the default first tab in the contextual side panel to provide agents with instant access to recommendations without switching tabs. This change applies to the following pages:
  - Front-line case page
  - CSM default record page
  - CSM Interaction record page
  - Email interaction record page
  - CSM voice interaction record page
  - CSM centered chat interaction record page
- Load Recommended Actions asynchronously to keep the UI responsive while recommendations load.
- Enable agents to send relevant KB articles through SMS during voice interactions and messaging-type interactions.

Default recommendations for Pro customers

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Recommendations are now delivered by default for Pro customers when either the Task Intelligence for CSM or the Now Assist for CSM plugin is installed. Agents can view contextual recommendations under the **Suggested Actions** tab, such as similar cases and open incidents, when the case meets the predefined criteria. Agents can link or copy resolutions directly into the current case.

Resurface special handling notes

Display the special handling notes at any time by selecting #Special handling notes #from the More actions menu on the case record action bar. This action is now available on records from the following tables:

- Account
- Asset
- Contact
- Incident
- Product Model
- Work Order Task

This applies only to records where special handling notes are configured.

Information session tab enhancements

Use the following changes to enforce permissions and improve usability of the **Session** tab:

- Restrict access to unauthorized users with error messages and validate role-based permissions.
- Auto-save admin updates to timer and color changes in real time.
- Display workspace settings only after the Session tab is enabled.

Configure Alert Dismissal settings at experience and alert level

Use the following settings to control alert dismissal:

- Set alerts to auto-dismiss or require manual dismissal.
- Configure alert behavior globally or according to alert.
- Reduce alert overload while supporting accessibility standards, which helps agents focus on critical alerts.

ServiceNow Link Manager is available on the Google Chrome, Microsoft Edge, and Mozilla Firefox plugin store

Streamline tab management and reduce browser clutter with ServiceNow Link Manager:

- Automatically consolidates new ServiceNow related tabs into an existing open ServiceNow tab.
- Provides cross-platform support.
- Enables agents to share record links, such as cases, through platforms like Gmail, Microsoft Teams, Microsoft Outlook, and other web tools integrated with ServiceNow. These links open using ServiceNow Link Manager, ensuring the record loads in the correct workspace and context.
- Provides a user-friendly interface that is easy to enable and turn off directly from the extension settings in the respective browser.

Follow records to receive notifications

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Select the **Follow** action to receive notifications when comments or work notes are added to a record. The Follow action is available in the More actions menu on the Front-line case page and the CSM default record page.

Deprecations

Starting with the Yokohama release, Customer Service CTI Demo Data is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. ServiceNow Voice with Amazon Connect provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

CSM Configurable Workspace is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Customer Service Management

Use the Customer Service Management application to provide the service and support that your external customers need.

Now Assist for Customer Service Management (CSM)

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Workspace UI

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents need to find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that provides tier 1 agents with the tools that they need to respond to customers and to resolve cases.

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Case management for CSM release notes

The ServiceNow® Case management for CSM application enables customer service organizations and support teams to collaborate on customer problems proactively to resolve issues. Case management for CSM was enhanced and updated in the Zurich release.

Case management for CSM highlights for the Zurich release

- Sharing task plan templates ensures that only authorized users can access, edit, or share templates based on their role and location, preventing misuse and maintaining operational integrity.
- View the most relevant services that are available for customers when creating customer service cases.
- View and select from the available entitlements that are associated with the customer, product, and contract information to associate multiple entitlements with customer service cases.
- Filter the service definitions that are displayed to agents based on such criteria as the assigned role or group, or entity criteria.

See Case management for Customer Service Management for more information.

New in the Case management for CSM release

Task plan templates

Create templates that define the repeatable tasks and records that need to be created for business processes. Define the tasks, set the task order, and create conditions that determine when these tasks and records are created.

Add multiple entitlements to a case

View the available entitlements on a customer service case and associate the multiple entitlements to the case. Available entitlements are associated with the account or consumer, product, and contract selected on the case record.

Recommend service definitions based on case context

Recommend the most relevant services to an agent based on the record context, such as the short description or description of the interaction.

Customer Service Case Types - Enable the service selector to launch record producers

Use the Service Portal record producers when your agents are creating cases in CSM Configurable Workspace. Agents can select the service definitions from the case type selector and launch the record producers.

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.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

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Changed in this release

Sharing task plan templates ensures that only authorized users can access, edit, or share templates based on their role and location, preventing misuse and maintaining operational integrity. Sharing task plant template features include:

- Access control: Users can now provide access to task plan templates at various levels, including user, group, and service organization.
- Ownership Management: The Owner or an Admin can change the ownership of a Template by updating the Owner field.
- Global template: Task plan templates can be marked as global, making them visible to all users with read access.
- Form and List Layouts: Admins can view and edit form and list layouts for sharing, displaying all relevant fields.
- Notifications: In-app notifications are sent when access is granted, Selecting the notification opens the shared template directly.

Task plan template configurations

Admins can create configurations for task plan templates that pre-fill information when creating a new task plan template.

Filtering service definitions

Enable agents to filter the service definitions that are shown on the service selector in the following ways:

- By user, role, group, or agent
- By entity critera such as location, customer level, or related entities

Case lines for Case Management - Add multiple entitlements to case lines

View the available entitlements on a case line and associate the multiple entitlements to that case line. Available entitlements are associated with the contracts and entitlements that are purchased by the customer.

Targeted Communications and Case Digests workflows

Legacy workflows for the Targeted Communications (com.sn_publications) and Case Digests (com.sn_csm_case_digest) applications have been migrated to low-code flows in Workflow Studio. The functionality of the flows remains the same.

Classifying sensitive data

Fields in the Customer Service Management and Targeted Communications tables are mapped to the Data Privacy data classes. For more information, see the Data privacy overview topic in the ServiceNow® Platform Security documentation.

Deny-Unless ACLs implemented on CSM tables

Deny-Unless access control lists (ACLs) were implemented on CSM tables for non-authenticated users, such as users with public roles. With this minimum-security setting, only authenticated users can perform read, write, delete, or create actions on these tables. For more information about Deny-Unless ACLs, see the Deny-Unless ACL topic in the ServiceNow® Platform Security documentation.

Customer Service Case Types moved from family to store release

Starting with the Zurich release, the Customer Service Case Types application (sn_csm_case_types) has moved to the ServiceNow Store. Any new enhancements to this application are delivered through the Customer Service Case Types store app.

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Deprecations

- Starting with the Yokohama release, Customer Service CTI Demo Data is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. ServiceNow Voice with Amazon Connect provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
- Starting with the Zurich release, the Customer Service Case Types plugin is available as a store plugin and, as such, the family version of the plugin is being prepared for future deprecation. Upon upgrading, customers will automatically move to the store version of the plugin. It will be hidden from the family plugins and no longer installed on new instances but will continue to be supported as a store plugin. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Customer Service Management is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Now Assist for CSM

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

Communities

From the Customer Service Portal and Consumer Service Portal, enable your customers to connect, engage, and collaborate by using the ServiceNow® Communities application. Customer Service agents can create cases from the community discussion threads and resolve cases by using the community content.

Continual Improvement Management

Use ServiceNow® Continual Improvement Management to request improvement opportunities. You can implement phases and tasks to meet performance goals, track progress, and measure success. You can also view, create, and associate improvement initiatives from within the Process Mining application.

Integrating with Customer Project Management

The Customer Project Management plugin (com.snc.csm_ppm) enables you to create projects for a customer account by using the ServiceNow® Project Portfolio Suite with Financials application. It also gives end users visibility into their projects from the Customer Service Portal. This plugin requires the Project Portfolio Suite with Financials plugin (com.snc.financial_planning_pmo).

Event Management

Customer Service Management provides an integration with ServiceNow® IT Operations Management Event Management. This integration enables you to create cases proactively from alerts either manually or through automation. Customer service agents can track the accounts and the corresponding install base items

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that are affected by the alert. Agents can also track the operational status of an account's install base to better correlate customer issues and provide faster responses.

Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, you and your customers can perform the following tasks:

- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view the case-related work orders from the Customer Service Portal and Consumer Service Portal.

Flow Designer

Workflow Studio components enable you to invoke flows or subflows that are designed as part of a workflow and to find out the output or execution status of the flows or subflows.

Knowledge Management

From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information by using the ServiceNow® Knowledge Management application. Customer service agents can resolve cases with the knowledge content.

Process Automation Designer

Customer Service Management provides an integration with the ServiceNow® Playbooks application. This integration provides the ability to configure processes such as playbooks.

Process Mining

ServiceNow® Process Mining helps analysts and process owners analyze the effectiveness of their business processes. Create automated business process flows from your data so that you can monitor and more quickly discover inefficiencies in your processes.

IT Service Management applications

Customer Service Management includes integrations with the following ServiceNow® Service Management applications: Incident Management, Problem Management, Change Management, and Request Management. With these integrations, you can create incident, problem, change, and request records from customer service cases. Customers can also submit requests from the Customer Service Portal.

Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application using ServiceNow® Workforce Optimization for Customer Service. With this application, you can help to route work to members of your team, manage your team's skills and schedules, and monitor their performance.

Workspace UI

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ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that provides agents with the tools that they need to respond to customers and to resolve cases.

Customer Contracts and Entitlements release notes

The ServiceNow® Customer Contracts and Entitlements application provides the foundation for storing and managing customer service contracts and entitlements. Customer Contracts and Entitlements was enhanced and updated in the Zurich release.

Customer Contracts and Entitlements highlights for the Zurich release

- Initiate renewals from contracts at the contract or contract line level.
- Add new line items to an existing contract.
- Initiate modification from the contract header.
- Add or reduce quantities on a contract line.
- Define pricing and quantity schedules in contracts across specific time periods.

See Customer Contracts and Entitlements for more information.

Important: Customer Contracts and Entitlements is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Renew a service contract

Initiate renewals from contracts at either the line level or the contract level. The resulting renewal quotes and orders generate a new contract that is associated with the original contract in the renewal history.

Add contract lines to a service contract

Add new line items to an existing contract by initiating the flow from contract. You can also add new line items to an existing contract while modifying a quote or contract.

Modify a service contract

Initiate a modification from the contract header to generate a quote or order containing all contract lines. You can also select specific contract lines and initiate a modification, resulting in a quote or order that includes only the selected lines.

Upsell or Downsell a service contract line

Select one or more root contract lines to adjust quantities. You can add or reduce quantities on a contract line by selecting the Upsell or Downsell feature. After updating the quantities of the contract lines, a single quote or order is generated with the updated quote lines.

Support Price Ramps in contract

Enable customers to specify price ramps for a product or service in a single quote. When the quote is completed and the order process is finalized, the contract captures the new pricing details.

Enhancements in Renewals workflow

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- Configure renewal opportunity and quote generation dates on separate dates.
- Renewed quotes automatically update when new products are added to auto-renewed contracts.

Non-Standard Renewals

Renew customer contracts outside the standard renewal cycle. You can perform early renewals to generate new contracts with updated pricing terms or late renewals to extend contracts after the expiry date.

Modify line item quantities

Swap an existing subscribed product or service with another product, either partially or fully.

Activation information

Install Customer Contracts and Entitlements by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Customer Contracts and Entitlements is available with activation of the Customer Contracts and Entitlements (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements.

Note: With the activation of Customer Contracts and Entitlements, new contracts and entitlements are created using the new data model only. The new entitlement verification APIs and change workflows are based on the new data model. Older contracts and entitlements can still be viewed but not modified.

Related ServiceNow applications and features

Flow Designer

ServiceNow® Workflow Studio components enable you to invoke flows or subflows that are part of a workflow and are used to find out the output or execution status of the flows or subflows.

Order management

Order and fulfillment agents can use ServiceNow® Order Management to fulfill customer orders created from the Sales Agreement Management application.

Install base management

ServiceNow® Install Base Management is used to capture a customer's use or purchase of a product across any industry with the Customer Service Management application.

Next Experience UI Builder

ServiceNow® Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Product Catalog Management

ServiceNow® Product Catalog Management organizes products into catalogs and categories so agents can easily find and add products and services to a quote.

Pricing Management

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ServiceNow® Pricing Management helps you set pricing for products and services that can be added to a quote. Pricing Management also enables agents to make pricing adjustments to products in the quote.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tools to tier 1 agents used to respond to customers and resolve cases.

Data Management for CSM release notes

The ServiceNow® Data Management for Customer Service Management (CSM) application enables you to organize and manage the data for both your internal users and external customers. Data Management for CSM was enhanced and updated in the Zurich release.

Data Management highlights for the Zurich release

- Simplify your experience in viewing and applying protections to sensitive data by identifying, categorizing, and securing sensitive customer relationship management (CRM) data.
- Streamline access management through an enhanced UI-based configuration, using the declarative framework enhancements in Customer Access Management (CAM).
- Integrate Service Model Foundation with Order Management and Quote Management to enable enterprises to track orders and quotes that are generated by channel partners.
- Add pricing fields based on sales agreements to capture base prices for sold products and verify consistent pricing.
- Improve traceability with serial numbers on Install Base items and direct links to model categories for industry-specific configurations.
- Enable partial sync using `allowedContextTypes` to sync specific sections with preserved structure and recursive filtering, and deliver clear, actionable error messages with consistent API responses.

See Data management for Customer Service Management feature for more information.

Important: Business Location and Install Base Management are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Naming customer relationship records for Consumer team member relationship tables and Household team member relationship tables

Use the **Type** field through related party configurations to name records in the consumer team member and household team member relationship tables. This functionality enables you to label relationships based on the purpose of the association and relevant industry use cases.

Migrating legacy workflow to low code

Added an **Escalation Approval Flow** field to the Escalation Template [sn_customerservice_escalation_template] table where existing customers can continue using their current escalation workflows or migrate to the new flows, depending on their customizations.

As part of this update:

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- The legacy Escalation-Approval workflow has been migrated to the low-code flow designer.
- The Escalation Master–Approval workflow has been converted into a business rule.

Account address enhancements

Enable contacts to access the account addresses that permit contacts to view both account-address records and the associated location information for accounts they're authorized to access.

Using CSM Data Classification application

Use the new CSM Data Classification (com.snc.csm_data_privacy) Store app that delivers base system classifications for CRM data, categorizing it as internal, personally identifiable information (PII), confidential, and more. The solution uses the ServiceNow AI Platform data privacy capabilities, such as data classification, to apply protection measures and enhance data security.

Support indirect sales through Business Locations with Order Management for business location, Quote Management for business location.

Use the Sales and Order Management capabilities for both internal and external business organizations to enable Order Management, and Quote Management systems for business locations. Support channel sales and indirect sales by enabling business location staff to collaborate with an enterprise in managing customer orders, quotes, and performing the following actions:

- Permit enterprise sales agents to associate business locations as channel partners to create and fulfill customer orders and quotes.
- Enable self-service order tracking for internal and external business location staff through the Business Location Service Portal to track and manage customer orders.
- Support the tracking of multiple business locations for a single order or quote, either at the order line item level, order related party, quote line item level, or the quote related party.
- Improve the indirect sales cycle efficiency by converting approved channel quotes into customer orders.

Support indirect sales through Business Locations with Opportunity Management for business location.

Use the Sales and Order Management capabilities with both internal and external business organizations using Opportunity Management for business locations. Support channel sales by enabling business location staff to create and modify business opportunities and to track end-to-end life cycle of opportunities.

ServiceNow CPQ integration with MACD workflows

Introduced new data model changes to enable ServiceNow CPQ configurator usage for MACD workflows.

Sales and Service API Core and Lead to Cash Core

Granular admin roles introduced in Lead to Cash Core and Sales and Service API core.

Explore Partial sync

Synchronize only specific sections of your data structure using the new partial sync capability in the create instance flow. This enhancement introduces the `allowedContextTypes` parameter, which enables you to specify exactly which

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types should be processed during synchronization operations. This leads to the following benefits:

- Improved performance: Reduction in processing time for targeted updates.
- Reduced resource consumption: Lower database queries, memory usage, and network bandwidth.
- Faster response times: Users experience quicker synchronization operations.
- Better scalability: System handles higher volumes with lower resource requirements.
- Flexible configuration: Adapt sync behavior to your specific use case.

Improved error handling for synchronization operations

The partial sync enhancement includes improved error handling that provides clear, actionable error messages when mandatory fields are missing from synchronization requests. Benefits:

- Faster troubleshooting with clear error messages.
- Reduced configuration errors through validation.
- Improved system stability with graceful handling.
- Better developer experience with helpful guidance.

Recursive filtering and structure preservation

The partial sync enhancement implements advanced filtering logic to maintain data integrity while optimizing performance.

- Consistent API responses across all operations
- Predictable data structure for client applications
- Reduced integration errors from missing fields
- Simplified error handling in consuming systems

Granular roles in Install Base Management

Added new granular roles with the sn_install_base.install_base_admin admin role, which is installed with Customer Service Install Base Management [com.snc.install_base] plugin.

- sn_install_base.install_base_read
- sn_install_base.install_base_write
- sn_install_base.install_base_create
- sn_install_base.install_base_delete
- sn_customerservice.customer_data_viewer
- sn_customerservice.case.viewer

These roles provide you with more control over administrative tasks like read, write, create, delete, data view, and case view related to install base and sold product related entities.

Billing account store application

Install the new CSM Billing Account Core store application, which introduces a foundational data model and hierarchy for managing billing accounts. It enables you to define billing relationships, establish account hierarchies, and track financial responsibility across your organization.

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Sold product form

The following enhancements are added for the Sold Product in this release:

- Billing Account: Enables direct reference to the associated Billing Account on the Sold Product entity within ServiceNow® CRM allowing agents to access financial information instantly during service delivery. This provides visibility into payment terms and conditions linked to the product, builds customer trust through transparent and predictable billing, and supports accurate revenue recognition for businesses.
- Start and end Dates: Provides full lifecycle state-transition support (**In preparation, Active, Expired, Cancelled**) with automated date-driven updates.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Enhancements to the declarative responsibility framework

Introduced several key improvements to enhance the flexibility and usability of the declarative responsibility framework:

- Enabled responsibility access configurations to support more granular access control.
- Updated the data model by adding new fields and renaming select field labels for improved clarity.
- Refreshed associated forms and lists to reflect the latest framework updates.

Updated account manager responsibility access configuration

Enhanced access configurations for account manager responsibilities by creating a unified entity that defines access based on record and role for more consistent and streamlined access control.

Managing account addresses

Manage account addresses by associating locations with accounts where the Update access is granted to confirm tracking of address information and support account management.

Updating location records associated with account

Restricts users from updating a shared location record unless they have the Update access to all associated accounts, confirming location details can only be modified with the necessary permissions across every linked account.

Delta price enhancements

The following are enhancements added in Delta pricing:

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- Added pricing fields that reference sales agreements and captures base prices on sold products to verify consistent pricing during modifications, such as quantity changes or attribute updates. New fields are added to enhance the traceability for subscription-based products.
- Added columns to the Sold Product base table. Use the Split from and Split from root to track lineage during upsells, downsells, and expiration date changes ensuring accurate order management, compliance, and analytics.

Install base data model enhancements

Improve traceability and product life cycle management with the **Serial Number** field on the install base form. Base install base items are mapped directly to model categories to support industry-specific product configurations.

Added **Provider Service Org** field on the install base form to support tracking, recall workflows, and post-sale engagement with dealers and partners.

Access control improvements

Provide hierarchical access to Install Base items for location managers and staff to manage assets sold by or associated with their service organizations.

Entity configuration and mapping

Gain precision in sales entity setup with three new columns in the Lead to Cash Entity Definition table: Filter Conditions, Enable Post Processing, and Post Processing Script. These columns enable targeted data filtering and post-processing logic execution.

Explore Partial sync

Partial sync processes the data sections you specify instead of the entire structure, significantly improving performance and reducing resource consumption.

The partial sync enhancement includes improved error handling that provides clear, actionable error messages when mandatory fields are missing from synchronization requests.

Setting up products and available services at a business location**Support for service-related capabilities in business locations**

Enable service-related capabilities for business locations by activating the optional Customer Service Case Types (sn_csm_case_types) plugin.

Deprecations

The following legacy base system workflows have been deprecated:

- Escalation Master-Approval
- Escalation-Approval

Custom workflows remain supported, and you can continue to create them as needed. However, any new business requirements must be implemented using the new or updated flow-based framework rather than with the legacy workflows.

Activation information

CSM is a ServiceNow AI Platform application that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

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Additional CSM features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

Sales and Order Management is a ServiceNow AI Platform feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core). For details, see Exploring Sales and Order Management.

Starting in the Yokohama release, the following plugins are available on the ServiceNow Store for:

- Install Base Management (com.snc.install_base)
- Install base characteristics (com.snc.install_base_characteristics)
- Customer Service with Service Portfolio management (com.snc.csm_spm)

For details, see Configure Install base.

Starting from the Yokohama release, the Business Location plugin (com.snc.business_location) is available on the ServiceNow Store. For details, see Activate business locations.

Browser requirements

Starting with the Zurich release, data management for Customer Service Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Communities

From the Customer Service Portal and Consumer Service Portal, you can enable your customers to connect, engage, and collaborate by using the ServiceNow® Communities application. Customer Service agents can create cases from community discussion threads and resolve cases with the community content.

Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, your technicians, agents, consumers, and customers can perform the following tasks:

- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view the case-related work orders from the Customer Service Portal and Consumer Service Portal.

Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application by using ServiceNow® Workforce Optimization for Customer Service. With this application, you can efficiently route work to your team, manage your team's skills and schedules, and monitor their performance.

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Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to identify, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service implementations that provide tier-1 agents with the tools that they use to respond to customers and to resolve cases.

Sales and Order Management

The Sales and Order Management applications enable you to manage the product sales and order fulfillment life cycles in your organization. It includes pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales engagement.

Intelligence for CSM release notes

The ServiceNow® Intelligence for CSM applications enable customer service organizations and service operations to configure and implement Guided Decisions, Recommended Actions, and Task Intelligence features. The Intelligence for CSM applications were enhanced and updated in the Zurich release.

Intelligence for CSM highlights for the Zurich release

- Get enhanced visibility of knowledge base articles by marking and displaying a lock icon for articles that aren't accessible to the case requester within the CSM Configurable Workspace.
- Gain insights to the root causes of case service level agreement (SLA) breaches and view the suggested improvements to optimize process performance.

See Intelligence for CSM for more information.

Important: The following applications are available in ServiceNow Store:

- Guided Decisions Experience (sn_ga_exp)
- Recommended Actions (sn_nb_action)
- Recommended Actions for Customer Service (sn_cs_nb_action)
- Task Intelligence for Customer Service (com.snc.csm_ml_task)

For details, see the "Activation information" section of these release notes.

New in the Intelligence for CSM release

Guided Decisions - Enable Guided Decisions as a Playbook Activity with Inputs and Outputs

Added support for the Guided Decision with Inputs and Outputs activity in Playbook. Use this activity to embed decision trees that accept inputs and generate outputs, guiding users through complex decisions within your playbooks.

Recommended Actions - View the relevancy score of the AI search results

View the relevancy score on the search result recommendation cards in the Search tab of the Recommended Actions panel for the default guidance for search results, Attach and share article, Share KB in chat interactions, and all no-code (Link incident to current case, Link problem to current case, and Link change request to current case) guidances. To enable this feature, you must enable the Show relevancy score for results check box in the Context form.

Recommended Actions – Limit the number of search results for more precise output

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Limit the number of search results (Top N) that appear in the AI search tab in the Recommended Actions context side panel. To configure top N search results, you must enable the Top N check box in the Context form and then define the Search Results Limit in the Search Application Configuration.

Recommended Actions - Filter search results across multiple sources in the Contextual side panel

Filter search results corresponding to multiple sources in the AI search tab of the Recommended Actions contextual side panel. You can also filter the search results at the facet-level.

Recommended Actions – Track the AI search usage trends with the AI search analytics dashboard

Track and analyze the AI search usage in Recommended Actions using the AI search analytics dashboard. The AI search events and actions performed by the agent are captured in the Search Events, Search Source Events, Search Signal Events, Search Result Event, and Search Result Event Action tables. This data is used in the AI search analytics dashboard.

Recommended Actions - Read-only access to TI solutions for the Resource Generator author role

Access Task Intelligence (TI) solution definitions in read-only mode as a Resource Generator author [sn_nb_action.resource_generator_author] to configure recommendations with Machine Learning (ML) solutions from TI models. In other words, the sn_ti_admin.tia_user role is added to the Resource Generator author role.

Recommended Actions - Filter search results across multiple sources on the Search page

Filter search results corresponding to multiple sources on the Search page. You can also filter the search results at facet-level.

Recommended Actions - Optimize the Recommended Actions refresh behavior by excluding non-critical field updates

Exclude the non-critical fields from triggering a Recommended Actions refresh on the record pages by adding the non-critical fields to the **Exclude fields** field on a context record. In a child context, you can also include the field exclusions of the parent context. You can enhance a user's UI experience when you prevent excessive UI updates and still ensure that relevant updates trigger as intended.

Recommended Actions - Trigger Refresh for Recommendations explicitly or based on UI events

Trigger recommendations refresh in the Recommended Actions tab on the contextual side panel when a UI or back-end event update is made. This provides dynamic and more contextually relevant recommendations based on the outcome of UI and back-end events. To trigger a recommendations refresh:

- configure UI component's Data Broker in the UI builder for UI events
- execute the ForceRefreshRecommendationsscript include for back-end events

Recommended Actions - Configure dynamic JSON-based context inputs

Configure JSON-based context inputs in a context to populate accurate recommendations corresponding to dynamically changing contexts. You can configure parameters associated with the context table along with context table parameters. To support scenarios where a single workflow may leverage multiple active contexts simultaneously to generate recommendations. This uses the context inputs in rule condition builders, resource generators, and recommendation-action mappings, with minimal performance impact and backward compatibility.

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Recommended Actions - Enhanced KB article sharing for Agents

Identify the Knowledge Base (KB) articles that are not accessible to the case requester with the help of a Lock icon. In the recommendations on the contextual side panel of the CSM Configurable Workspace, a Lock icon on a recommendation card denotes that the recommended KB article cannot be accessed by the case requester.

Process Mining - SLA breach analysis

Identify and analyze cases where service level agreements (SLAs) have been violated. The SLA breach analysis project provides insights into the root causes of breaches, highlights bottlenecks, and recommends improvements to optimize the performance of your processes.

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.

UI changes

Recommended Actions - The primary call-to-action changes on the KB article recommendation card

The primary call-to-action (CTA) on a recommended knowledge base article is determined by the source channel of the case. If the case originates from an email, the primary CTA displayed is Attach and share link in the email. For all the other channels, the primary CTA is Attach and add link in comments. If the article isn't accessible to the requester, the primary CTA is set to Read article. Accessible articles display the full set of actions (Attach and add link in comments, Add link in work note, and so on). Inaccessible articles are limited to internal-use actions only (Read article, Share link in work notes, and so on).

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Customer Service Management is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Related ServiceNow applications and features

Customer Service Management

Provide the service and support that your external customers need with Customer Service Management.

Now Assist for CSM

Summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes with the ServiceNow® Now Assist for CSM application.

Document Intelligence

Extract the data from documents and integrate the data into automation workflows to save time and resources by using the Document Intelligence AI solution.

Predictive Intelligence

Improve processes across the platform, such as automatically populating fields when a case is created, categorizing and routing work, and suggesting case resolutions through Predictive Intelligence AI.

Now Assist for Customer Service Management (CSM) release notes

The ServiceNow® Now Assist for CSM application brings generative AI to Customer Service Management (CSM). You can help improve productivity and efficiency by delivering enhanced self-service, recommended actions, and suggested answers. Now Assist for CSM was enhanced and updated in the Zurich release.

Now Assist for CSM highlights for the Zurich release

Zurich Patch 7

- Enhance the Complaint Case playbook to align playbook activities with agentic workflows, introduce AI-driven summarization and drafting capabilities, and remove legacy components that are no longer part of the complaint experience.
- Monitor how users engage with genAI skills in Now Assist for CSM.
- Get a case status and manage cases through natural voice conversations.

Zurich Patch 5

- Review changes to Now Assist usage measurement.
- Help reduce manual effort and case closure time for complaint cases with the Complaint Case AI agent collection.

Zurich Patch 4

- Enabled is_template for all Now Assist skills and added support to clone and customize any base system genAI skill in the Now Assist Skill Kit
- Defined the navigation path for Sentiment Analysis dashboard in Core UI to make accessing sentiment analysis data easier.
- Track trending case topics with insights, visualizations, and customizable filters for deeper analysis with the Trending topics dashboard.
- Monitor customer sentiment across cases with LLM-powered insights and track the sentiment trends in the dashboard.
- Enable agents to access customer, case, and product details instantly through natural language queries with the provide customer 360 insights agentic workflow.

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- Auto-generate work notes and comment recommendations to help improve agent efficiency with the activity response generation skill.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1 Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions.

Early Availability

- Use the suggested steps that automatically display on the **Recommended Actions** tab to help resolve cases and increase agent productivity.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for Customer Service Management (CSM) for more information.

Important: Now Assist for CSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Metrics to measure genAI skills

Monitor how users engage with genAI and agentic skills in Now Assist for CSM to provide actionable dashboards and reports for workflow optimization.

Navigation to customer 360 insights summary card in cases

Access all relevant case information by navigating to the customer 360° insights page from the summary card.

AI voice agent for CSM

Access a case status and create cases through voice interactions with a unified AI voice agent for case management.

In-product agentic indicators

Identify when agentic AI is active in a record in the **AI Workflows** tab, which includes a presence icon and record indicator.

Zurich Patch 5

Complaint Case AI agents collection

The Complaint Case AI agent collection automates complaint handling by gathering missing details, analyzing sentiment, categorizing issues, and suggesting resolutions. It streamlines intake, triage, and communication, which helps reduce case closure time.

Zurich Patch 4

Enabled the is_template property

Enabled the is_template property for all Now Assist skills to clone consistently. Clone any base system genAI skill and customize it in the Now Assist Skill Kit to set up quickly and simplify skill modification. Applies to all Now Assist for CSM skills.

Access the Sentiment analysis dashboard in Core UI

Locate and access sentiment analysis data without searching through multiple menus with a defined navigation path in the Sentiment analysis dashboard in the Core UI interface.

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Sentiment trends analysis dashboard

Get a comprehensive view of customer sentiment across case. The dashboard uses LLM-powered insights to explain sentiment changes and lets you drill down to find root causes and real time insights—helping managers take targeted actions.

Trending topics dashboard

Get a comprehensive view of trending topics across cases along with insights and visualizations to facilitate deeper analysis. This feature helps support teams track trend progression, regional impact, and analyze specific trends using customizable filters.

Provide customer 360 insights agentic workflow

Use the provide customer 360 insights agentic workflow to provide synthesized and relevant customer insights to live agents via conversations. This agentic workflow is designed to support human agents by responding to natural language queries regarding cases, customer history, products, and interactions. This feature expedites access to vital information and case resolution, identifies patterns, and leverages past similar cases for guidance as well as triggers actions from the Now Assist panel.

Activity response generation skill

Use the activity response generation skill to automatically generate recommendations for resolution notes, work notes, and comments. This feature helps agents add meaningful updates to case records, improving efficiency and interactions.

Now Assist context menu configuration for extended tables within resolution notes

Configure output fields for resolution notes through the Now Assist context menu configuration page so skills apply to extended tables without any additional setup.

Zurich Patch 1

Use the triage cases agentic workflow security directives

Implement security on AI agents and agentic workflows through ACLs and user identities.

Now Assist for CSM genAI security directives

Implement security in Now Assist for CSM skills through ACLs and user identities.

Early Availability

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Changed in this release

Zurich Patch 7

Changes to Complaint Case AI agent collection

Updates have been added to the Complaint Case playbook to work better with the Complaint Case AI agent:

- Triage displays complaint details and enables a human agent to identify and request missing information.
- Complaint-specific case summarization is available directly within the playbook.
- Replace research case task activities with case tasks list activity.

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Enhancements in the Sentiment analysis dashboard

- Sentiment analysis dashboard support has expanded to include interaction records, and positive and negative sentiment drivers have been consolidated into a single Sentiment Drivers view.
- The top negative assignment group and number of cases by channel visualizations have been merged into the new Impact Explorer visualization for streamlined analysis.
- Widget placement in the Workforce Optimization dashboard has been optimized for accessing insights and trends across interfaces.

Enhancements in Trending topics dashboard

- The Accounts, Products, Assignment Groups, and Channels graphs have been consolidated into the Impact Explorer card.
- Search and pagination have been added to the list header.
- The Historical trends resurfacing graph has been added the Trending topics dashboard to show historical trends at a glance.
- Trending topics have been expanded beyond the top 10 results to provide deeper insight into emerging patterns.
- The trending topics widget has been added in the Workforce optimization dashboard as the **AI insights** tab.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Enhancement in case summarization skill flow

The **Define trigger** step has been added to the case summarization flow. This step enables admins to choose between the User Trigger option, where users select a button to generate a summary, and the Automatic Trigger option, where summaries are automatically generated based on specified conditions.

Enhancement in email reply recommendation skill

Generate reply suggestions in the compose area using preset templates that include headers, footers, and signatures.

Unified admin experience for Now Assist skills

Skills cloned in Now Assist Admin console can now be edited in Now Assist Skill Kit. This update unifies the admin experience across Now Assist Admin and Now Assist Skill Kit, enabling users to add headers, configure prompts, and manage Now Assist skills in one location. The migration supports case summarization and resolution notes generation.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for

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the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Display sentiment scale in case list view

Sentiment scoring has been added to both the case record page and list view across cases, giving agents immediate visibility into the emotional tone of customer interactions. The sentiment scale ranges from very positive, positive, neutral, negative, to very negative.

Zurich Patch 3

Multilingual support

Enhanced multilingual support in chat summarization, resolution notes, and knowledge generation. Leveraged native multilingual LLMs for improved fluency and domain specificity, addressing translation inconsistencies across Tier 1 and Tier 2 languages.

Early Availability

Suggested steps in the Recommended Actions tab

View the suggested steps on the **Recommended Actions** tab in the contextual side panel. If suggested steps are available for a case, Now Assist for CSM generates and displays these steps in a card at the top of the **Recommended Actions** tab.

KB generation skill configuration enhancement

The **Is Template** field on the KB generation skill configuration record is enabled by default. With the skill_builder.admin role, you can copy or clone the KB generation skill and customize the prompt in the skill kit.

Activation information

Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see .

Starting with Vancouver Patch 4, Now Assist for CSM is supported.

Starting with Zurich Patch 7, Customer Service Management AI agent collection is supported.

Additional requirements

Check your entitlements to determine whether you have access to the Now Assist for CSM application.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

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Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Self-service and omnichannel engagement for CSM release notes

With self-service and omnichannel applications in the ServiceNow® Customer Service Management (CSM) application, your customers can use chat on self-service portals, consumer messaging apps, email, or phone to connect with your organization. Self-service and omnichannel applications for CSM were enhanced and updated in the Zurich release.

Self-service and omnichannel applications for CSM highlights for the Zurich release

- Integrate Amazon Connect with Interaction Controls Component (ICC) voice call features to allow agents manage phone interactions directly within their Workspace.
- Allows agents to select a queue when making outbound calls to improve routing, reporting, and compliance.
- Integrate WhatsApp Cloud API with CSM to enable rich media messaging, interactive controls, Virtual Agent automation, and Agent Workspace support without third-party dependencies.
- Enable external routing of email interactions to reduce administrative effort.
- Improve agent callback transfers for smoother handovers and support customers to request scheduled callbacks.

See Omnichannels for communicating with customers and Interaction Controls Component (ICC) for voice calls for more information.

Important: Self-service and omnichannel applications are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Using Interaction Controls Component (ICC) call controls with Amazon Connect

Manage Amazon Connect calls directly in the CSM Configurable Workspace voice Interaction record page. This integration supports inbound and outbound call flows, presence management, and call transfers without switching applications.

Selecting queues for outbound calls

Enable agents to designate a specific queue for their outbound calls directly from the keypad or the phone directory in the Global Call window to improve routing and reporting. This provides a streamlined search interface that enables agents to find and select a single queue that can be applied across all outbound dialing methods.

Integrating WhatsApp with Customer Service Management using the WhatsApp Cloud API

Connect directly to WhatsApp Cloud API for more reliable, feature-rich customer support without third-party dependencies. The key capabilities include the following:

- Send and receive text messages for direct customer communication.
- Exchange images, videos, audio files, and documents for clearer, more contextual conversations.
- Simplify customer input with list pickers and location sharing.

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- View typing indicators for more natural conversational flow.
- Automatically capture and record customer opt-in and opt-out messages to ensure compliance with WhatsApp's messaging policies.

Defining CCaaS callbacks

- Offer callers a callback option that lets them retain their position in the queue and receive a call when an agent is available. Alternatively, callers can choose a specific date and time for the callback, also known as scheduled callback.
- As an agent, view callback requests in the order that they're received.

CCaaS callback features

As an agent, address callback requests from the CSM Configurable Workspace. Initiate callbacks and manage active calls with the Callback context card and Callback Actions component on the voice interaction page.

On the Callback actions component, you can use the **Call number** option to initiate a call; alternatively, the call can be initiated automatically at the end of the preview timer when enabled. After the call has ended, the **Close callback** option closes the callback interaction and changes the status to Closed complete. Agents can also retry the callback as needed.

Monitor the callback life cycle and capture the preview time that measures the time between when an agent accepts the callback request and the agent dials out the customer.

Global call list

Switch between workspaces using the global call list. As a CSM agent, you can accept calls and open interaction records in supported, unsupported, or default workspaces.

Phone directory

Access the embedded phone directory in your CSM Configurable Workspace via Interaction Controls Component (ICC) to make outbound calls to external and internal contacts.

Call resiliency

Route phone calls to the CSM Configurable Workspace without creating an interaction record, helping agents handle calls even during connectivity issues.

Voice Controls Simulator tool

Test and validate voice call UI flows in the CSM Configurable Workspace to ensure CCaaS partners have clear insights into their supported voice control capabilities.

Monitoring calls

Enable supervisors to monitor, coach, and barge-in on calls in real time by integrating ServiceNow's native voice call feature within an active call interface.

UI changes

Selecting queues for outbound calls

The following UI components have been added to the Global Call window when making outbound calls from a keypad or phone directory:

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- A new Search field to search and select from a list of available queues.
- A new toggle control that applies the selected queue to either the current call or all outbound calls by default. This option appears after selecting a queue.

Using the voice interaction page for callback requests

The following UI components have been added on the voice interaction page to manage callback requests:

- A Callback Actions component enables agents to initiate a call to the customers.
- A Callback Context card enables agents to get quick context before initiating the call.
- A Transfer button has been added in the Callback actions component to enable agents to transfer callback requests.
- The scheduled start time option has been added in the callback context card to help agents access the date and time of the scheduled callback and enable smoother conversations.
- The callback context card appears at the center of the voice interaction page to help agents stay informed and efficient during customer interactions.
- The following options have been added to the Reason for the Call list to help agents better capture the reason for callbacks:
  - Customer Survey
  - Sales Discovery
  - Product Feedback
  - Customer Relationship Building

Using the email interaction page

The following changes have been made to the Email Interaction page:

- A New Activity marker has been added to help distinguish the most recent conversation.
- A modeless dialog has been added to respond to emails without interrupting your workflow, enabling you to multitask and easily refer to record details.
- A compact email header has been added to help you focus on key message details.
- The activity stream shows only the latest reply in the email conversation for each response.

Using Agent Chat

A **Leave Chat** button has been added to the record page so you can leave the chat without ending the session for other participating agents.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Using the email interaction page

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View annotations for the most recent activity along with a compact email header that includes the subject, sender, and receiver details in the activity stream. Focus on new or unread email messages rather than the entire email conversation.

View or edit the interaction record while drafting an email in a modeless dialog, keeping all relevant information accessible.

Using Agent Chat

Leave a chat without ending it for other agents, enabling you to complete your task and exit the chat.

Confirm before closing a chat tab to avoid unintentionally leaving the chat.

Enable multiple agents to add wrap-up codes and comments for a single chat.

Import queues

Review and update queues imported from a contact center in a post-import page. The post-import page for a queue mirrors the existing post-import pages for skills and wrap-up codes, providing a consistent user experience.

Interaction Controls Component (ICC) call features

Notify agents when a supervisor is coaching or has joined an active call while monitoring agents directly through the CCaaS system.

CCaaS callback features

Callback management has been improved to make handling requests easier for agents. The key changes include:

- Equip agents to transfer the callback requests before dialing the call, enhancing flexibility in managing customer interactions.
- Enable scheduled callbacks, which help customers to choose a preferred callback time in addition to the existing ASAP option.
- Facilitate agents to view the list of queues and other agents for easier callback transfers and efficient customer management.
- Capture callback reasons more effectively with the expanded Reason for Call field, which includes additional choice values.

Unified routing of email interactions via CCaaS

Email interaction handling has been enhanced to improve efficiency and responsiveness in managing customer communications. The key changes include:

- Support external routing of email interactions.
- Enable agents to put email interactions on hold while waiting for customer responses.
- Notify CCaaS when an interaction is put on hold so that CCaaS can free up the agent's capacity for handling other interactions.
- Send automatic email reminders to customers for interactions that are on hold for a configurable period.
- Reroute email interactions to available agents when the originally assigned agent is unavailable.
- Prevent creating outbound email interactions when emails are sent on top of cases.

Import queues

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Use bulk action to assign service channels to multiple queues simultaneously during queue-import, simplifying queue management for CCaaS integrations.

Portal Data List widget

The Data List widget now offers more configuration flexibility and supports dynamic, context-aware view selection. Key enhancements include:

- Role-Based and Guest Views: Use the new role_based_views and guest_view options to define different views for different user roles and for unauthenticated users removing the dependency on a single static view.
- Automatic URL Parameter Passing: Pass URL parameters automatically into scripts invoked from Data List instance options enabling admins to build richer, multi-parameter conditions without extra setup.
- Script-Based View Selection: Use the Data List Condition Script option to choose a view dynamically. Scripts can evaluate URL parameters and other context to determine the most appropriate view at runtime.
- Configurable Default Sorting: Define initial sorting behavior using the new sort_by and sort_order options letting the users see a meaningful default order when the list loads.

Deprecations

Starting with the Zurich release, Customer Service CTI Demo Data Plugin and CTI Softphone Plugin are no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base, Components installed with Customer Service CTI Demo Data, and Components installed with CTI Softphone.

Activation information

Install self-service and omnichannel applications, such as OpenFrame and Interaction Controls Component (ICC), by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Internet Explorer isn't supported. For more information, see Browser support.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Field Service Management

The Field Service Management application helps you manage work orders and related tasks, resources, skills, assets, and locations. Assign work order tasks and dispatch agents to a customer location to perform field work.

Knowledge Management

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From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information using the Knowledge Management application. Customer service agents can use knowledge content to help resolve cases.

IT Service Management

The following IT Service Management applications can integrate with Customer Service Management: Incident Management, Problem Management, Change Management, and Request Management. With these integrations, you can create incident, problem, change, and request records from customer service cases. Customers can also submit requests from the Customer Service Portal.

Workforce Optimization for Customer Service CSM release notes

The ServiceNow® Workforce Optimization for Customer Service application enables you to efficiently route work to your team, manage your team's skills and schedules, and monitor their performance. Workforce Optimization for Customer Service was enhanced and updated in the Zurich release.

Workforce Optimization for Customer Service highlights for the Zurich release

- Decoupling Channel Management from the core Workforce Optimization (WFO) modules supports modular deployment, enabling independent updates or scaling of Channel Management without impacting other workforce engagement.
- Enable managers to view the team calendar in the month view on the Schedule page within the Manager Workspace, providing a broader overview of staffing and shift details.
- Enable agents to view the team calendar in the month view within the Configurable CSM or FSM Workspace for better planning and engagement with your work commitments.

See Exploring Workforce Optimization for Customer Service for more information.

Important: Workforce Optimization for Customer Service is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

View the monthly staff alignment on the team calendar in the Manager Workspace

Enable managers to plan, monitor, and adjust staffing more effectively with the month view on the Team Calendar tab in the Schedule page of the Manager Workspace. You can also view staffing and shift details across a full month to optimize and identify gaps in coverage, detect over staffing, and take proactive steps to balance workloads improving operational efficiency and responsiveness.

View the monthly schedule on the team calendar in the Configurable CSM or FSM Workspace

Enable agents to view your upcoming shifts, time-off requests, and availability for the entire month in the month view of the Team Calendar in the CSM or FSM Configurable Workspace. This enables them to better plan their schedules, stay informed, and remain engaged with their work commitments.

Decoupling Channel Management from the core Workforce Optimization (WFO) modules is necessary during dependencies or emergency situations. This architectural enhancement supports modular deployment, enabling independent updates or scaling of Channel Management without impacting other workforce engagement features.

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- Independent Deployment: Channel Management can be deployed independently, allowing for greater flexibility and control.
- Reduced Inter-Module Dependencies: The decoupling reduces dependencies between modules, enhancing system stability.
- Enhanced Scalability and Maintainability: The new architecture improves scalability and maintainability, making it easier to manage and expand.
- Streamlined Future Upgrades: Future upgrades for individual modules can be streamlined, ensuring smoother and more efficient updates.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Workforce Optimization for Customer Service by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Advanced Work Assignment

Automatically assign work items to your agents based on their availability, capacity, and skills using ServiceNow® Advanced Work Assignment.

Skills Management

Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams using ServiceNow® Skills Management.

CSM Workspaces

Agents can swap shifts, manage their time-off requests and approvals, and complete assigned training using ServiceNow® CSM Agent Workspace.

Employee Service Management release notes

Employee Service Management has new and updated features in the Zurich release

HR Service Delivery release notes

The ServiceNow® HR Service Delivery application improves the employee service experience by automating HR interactions and providing a single platform for all HR services. HR Service Delivery was enhanced and updated in the Zurich release.

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Alumni Center release notes

The ServiceNow® Alumni Center application provides a way to stay connected with former employees and non-employees like volunteers and contractors. Alumni Center was enhanced and updated in the Zurich release.

Alumni Center highlights for the Zurich release

- The application name Alumni Service Center is now called Alumni Center.
- As an alumni, you can see the revamped Alumni Center with Employee Center Pro experiences such as My Active Items, Proactive Prompts, and Content Widgets.
- As an alumni, you can use improved alumni services available out-of-the-box.
- As an alumni, you can securely access your documents directly from your profile.
- As an alumni, use the **Register as alumni** option to create an account with the Alumni Center and login to the Alumni Center website.
- As an alumni registering in the Alumni Center portal, you can enter details like first name, last name, personal email address and employee number which can be used to verify and match the ex-employee records.
- As an alumni, you can maintain and update your personal details directly within your profile.
- As an alumni, you can enter your legacy employment details and latest employment details to maintain your employment history.
- As an alumni, your can enable or disable notifications for recommended job opportunities, and news/event updates in your profile.
- As an alumni admin, you can configure the customer specific termination conditions using the HR profile fields to trigger alumni creation process automatically on employee termination.
- As an alumni admin, you can configure the Alum Self-registration form based on the organization needs.
- As an alumni admin, you can highlight and showcase the recommended job opportunities.

See for more information.

Important: Alumni Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Alumni Center revamp

The revamped alumni home page is a central hub where former employees can update their details, manage preferences, and access personalized job recommendations. It also provides quick access to alumni services, news, resources, and tasks to stay connected and engaged.

Alumni can maintain their employment history with legacy & latest employment details.

Alumni can view the existing job opportunities and also get personal job recommendation based on your job preferences.

Alumni Self-registration

A former employee can sign up on the Alumni Center and provide details to register as an alumni.

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The personal email provided by the employee is validated to verify the employee status ensuring accurate identification and preventing impersonation or duplication.

Configure automatic alumni user creation

Alumni user creation is streamlined with a configurable process that allows organizations to generate alumni accounts automatically during an employee offboarding. Configurable termination conditions can be used to create the alumni and admins can restrict automatic creation with approvals if needed.

Personal Details Verification

Employees in the offboarding stage can review and confirm their personal details such as email, phone number, and shipping address to facilitate effective communication post offboarding and ease alumni onboarding. The offboarding task is available in the Employee Center to-dos and offboarding journeys.

Removed in this release

The following system properties are removed and the existing configured values are copied to the alumni common configuration UI.

- Email property - sn_asc.self_registration.personal.email.domains
- Deleted properties - sn_asc.import.default.state, sn_asc.import.user_name.max.tries, sn_asc.import.alumni.suffix

Activation information

Install Alumni Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Explicit roles from Employee Center Pro and Human Resources Scoped App: Core (com.sn_hr_core).

Self-register to ServiceNow instance

Soft dependency on External User Self-Registration plugin (com.snc.external_user_self_registration).

Growth Experiences release notes

The ServiceNow® Growth Experiences suite enables managers and employees to identify and track career growth and development opportunities. It supports career growth through conversations, talking points, and ongoing development tracking. Growth Experiences was enhanced and updated in the Zurich release.

Career Conversations release notes

The ServiceNow® Career Conversations application supports career growth through created conversations, talking points, and ongoing development tracking. Career Conversations was enhanced and updated in the Zurich release.

Career Conversations highlights for the Zurich release

Zurich Patch 7

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- As an admin, create reusable feedback templates using the ServiceNow AI Platform Surveys tool.
- As a manager, select and preview feedback templates when requesting feedback.
- As a manager, review a summarized view of an employee's recent feedback on the feedback page in Manager Hub.

Zurich Patch 2

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Make career conversations easy to create and track using the growth conversations agentic workflow.
- As a manager, find and share relevant resources to conduct meaningful conversations using the Manager resource recommendation AI agent.
- As a manager, you can now edit a series, and also specify when a series should end while creating the growth conversation.

See Career Conversations for more information.

Important: Career Conversations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Zurich Patch 7

Streamline feedback collection and review using the Employee feedback collection AI agent

As an admin, create reusable feedback templates using the Platform Surveys tool allowing managers to select and preview templates when requesting feedback, and help them quickly view a summarized snapshot of a reportee’s recent feedback with easy navigation to the feedback page in Manager Hub.

Zurich Patch 2

Create a growth conversation with the help of an agent in Now Assist

As a manager, use the growth conversations preparation AI agent to schedule and prepare for employee growth discussions. The agent provides a clear summary of employee activity and career journey, with data-driven talking points to make conversations more focused and impactful.

Note: This feature is available when you have both Now Assist for HR Service Delivery (HRSD), which will install Now Assist for Talent and HR Talent AI Agent Collection

Edit a conversation series

As a manager, you can now edit a conversation series based on your requirements.

End a conversation series

As a manager, you can now specify a date on which a growth conversation series should end.

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View upcoming conversations based on status

As a manager, you can now filter upcoming conversations based on the status of the conversation.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Zurich Patch 2

AI Agents button to create a growth conversation using Now Assist

A **Plan conversation with AI** button is added to the Career Conversations home page.

Edit series button

A new **Edit series** button has been added to edit conversations on the conversations screen.

Zurich Patch 1

Filters on the Conversations page

The filter on the Conversations page now shows upcoming conversations by default and allows filtering based on conversation state.

Activation information

Install Career Conversations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Career Conversations

Career Conversations supports an end-to-end process for individuals and managers to create and manage career growth conversations.

Opportunity Marketplace

Opportunity Marketplace enhances career mobility. This application provides employees with an intuitive experience to explore career opportunities. Customizable match preferences are seamlessly integrated with your Applicant Tracking System (ATS) to enhance employee engagement with transparent and efficient career development.

Leader Hub

Leader Hub empowers organizational leaders to understand the strengths of their teams, identify gaps in skills, and facilitate changes that are simultaneously conducive to their workforce and the achievement of desired business outcomes.

Employee Goals

The ServiceNow® Employee Goals application lets employees view and track their career goals from the Employee Center. This application is a tool that enables employees to stay focused and aligned with your company's strategic objectives, resulting in improved overall organizational performance.

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Mentoring

The ServiceNow® Mentoring application is a platform that connects individuals seeking mentorship with experienced mentors. It creates a seamless experience for both mentees and mentors.

Learning

The Learning application enables you to discover, manage, and engage with career development content. This application enables users to configure learning catalogs that contain course items from both internal and external learning systems.

Skills Foundation

The ServiceNow® Skills Foundation application is an AI-driven platform that you can use in your organization to develop a workforce that is based on skills.

Employee Center

ServiceNow Employee Center portal is a standard multi-department, dynamic portal for service delivery, and employee engagement.

Manager Hub

The ServiceNow® Manager Hub increases a manager's self-service and proactive engagement with their team by providing insights and recommended actions for what's most urgent and important to drive team success. It enables managers to grow as leaders through curated and personalized resources.

Mentoring release notes

The ServiceNow® Mentoring application is a platform that connects individuals seeking mentorship with experienced mentors. It creates a seamless experience for both mentees and mentors. Mentoring was enhanced and updated in the Zurich release.

Mentoring highlights for the Zurich release

Enable Mentoring to configure multiple mentoring programs.

Important: Mentoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Create a Mentoring program

The multiple mentoring program enables mentor admins to configure multiple programs that can run at the same time. It enables admins to restrict access based on employee criteria. The multiple mentoring program enables employees to choose and enroll in available mentoring programs, edit their preferences, search for mentors, and send connection requests.

To make a program visible in the Mentoring app, admins need to configure programs with the following information:

- Short description
- Long description
- Employee criteria

Activation information

Install Mentoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store.

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For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Growth plans overview

Growth plans are tailored to your individual needs and aspirations to help provide a roadmap to your career goals. With support from your peers, mentors, and manager, you can achieve new heights in your career.

Skills Foundation release notes

The ServiceNow® Skills Foundation application provides an overview of skills-related data and enables admins to work on Job architecture data from a single location. Skills Foundation was enhanced and updated in the Zurich release.

Skills Foundation highlights for the Zurich release

- The Skills Intelligence application name has been changed to Skills Foundation.
- The skills ontology, which contained skill structure with categories and definition, is no longer provided. Supply your own skills data and import it into the Skills Foundation application.
- Efficient skill search mechanism is provided by replacing machine learning models with AI search and AI search with RAG configuration for Pro Plus License (i.e. LLM Integration) customers.
- Automatic HR job profile and Talent job profile synchronization when a new employee joins the organization, or an existing employee changes position. You must have Human Resources Scoped App (sn_hr_core) installed for this feature to work.
- Integration between SAP SuccessFactors and ServiceNow enables customers to import skills and user skills into ServiceNow, unlocking Growth Experiences features and driving higher adoption. The integration feature will only work for the customers who are using Job Profile Builder and will not work for those who are using Talent Intelligence Hub.

See Skills Foundation for more information.

Important: Skills Foundation is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Skills Foundation to Zurich

You cannot download industry skills data as part of the guided setup.

Changed in this release

Skills Foundation

Skills search is powered by AI Search capability instead of machine learning models. You can configure the skill search to be indexed based on the skill name or description or both. For Pro Plus License (i.e. LLM Integration) customers, AI search with RAG configuration is provided to power skill search.

Multilingual skill support is limited to the languages supported by AI Search, which is fewer than the previously supported 23 languages.

Resume parsing is done using Now Assist.

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ITSM skills previously stored in the CDS plugin were moved back to the seed data plugin.

Skills Workspace

The application name Skills Intelligence Workspace has been changed to Skills Workspace.

Role group skill recommendations will not be readily available unless you load your own ontology data to the industry plugin.

In Skill Harmonization, duplicate skills identification relies on AI search instead of ML models, which will have some quality impact in identifying duplicates.

In Skills Import, two new integration options are added for SAP SuccessFactors and skills and user skills imported go through harmonization pipeline.

Career tab in Employee Center

In the Career tab, the recommended skills source is now derived both from skills that are tagged to activities that employees has been pursuing and from similar user skills.

Removed in this release

- The LinkedIn Parsing capability is not supported because it is based on ML models.
- The skills ontology, which contained skill structure with categories and definition, is no longer provided. Supply your own skills data and import it into the Skills Foundation application.
- Legacy Data Science algorithms from Talent Development applications.

Activation information

Install Skills Foundation by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

- The Human Resources Scoped App (sn_hr_core) plugin on Australia family release must be installed for HR profile and Talent job profile synchronization.

  Note: For earlier releases, you might encounter Restricted Caller Access (RCA) approval messages requesting for an update in the access request. Approve the message and re-import the plugin manually.

- The Skills foundation (sn_skills_int) v 10.0 for the skills foundation features.
- The Skills Workspace plugin (sn_skills_int_ws) v 6.1 must be installed to access the workspace experience.
- HRSD integration for SAP SuccessFactors (sn_hr_sf) Plugin which depends on SuccessFactors (sn_successfactors) spoke v 4.6.1-7 to fetch skills and user skills data.

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Hiring Experiences release notes

Hiring Experiences is a suite of applications that offers a flexible and interactive workspace where hiring managers, recruiters, interviewers, and applicants can seamlessly perform their respective hiring tasks. Hiring Experiences has new applications and features in the Zurich release.

Applicant Center release notes

The ServiceNow® Applicant Center application provides your applicants with a dedicated portal that has a seamless process and supports effective engagement with the stakeholders in the hiring process. Applicant Center is a new application in the Zurich release.

Applicant Center highlights for the Zurich release

- As an applicant, log in with a magic link without the hassle of a password.
- Learn more about the role that you've applied for, the company, and its culture even before the interview stage, helping you better understand the opportunity from the start.
- View the hiring team, job description, and track multiple applications in one place. Communicate seamlessly with your recruiter for updates, questions, or support during the hiring process.
- Manage your interviews and related activities, such as selecting your preferred time slot or submitting reschedule requests, all within the portal.
- Experience a connected pre-hire journey by receiving and reviewing key notifications that keep you informed and aligned at every step of the application process.

See Applicant Center for more information.

Important: Applicant Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Applicant Center features

Applicant Center home page

The Applicant Center home page is the dedicated and personalized space for applicants that provides them with a complete hiring experience.

View a job application

As an applicant, open a job application and view the details.

Share scheduling preferences

As an applicant, when requested by recruiters, share your scheduling preferences to help them schedule interviews accordingly.

Select an interview slot to self-schedule your interview

Select an interview time slot from a list of proposed slots shared by the recruiter to automatically schedule your interview.

Request to reschedule interview

Request the recruiter to reschedule a proposed or scheduled interview.

Tasks in Applicant Center

View, track, and complete all your assigned hiring tasks from the Applicant Center home page.

Applicant survey

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Provide feedback about your hiring experience in Applicant Center.

Set accessibility preference

Enable keyboard accessibility for your profile to navigate through Applicant Center using keyboard tabs.

Configure pre-hire experience on applicant center

Start your onboarding journey from Applicant Center even before your first day. Complete all your pre-hire tasks easily and seamlessly.

Activation information

Install Applicant Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

The Hiring Core application provides essential data models and shared components for Hiring Experiences. Hiring Core must be activated.

Related ServiceNow applications and features

Hiring

Increase your productivity with a portal that provides clarity in the hiring process and an effortless collaboration with the recruiters. Save the time required to hire with an intuitive hiring flow.

Recruitment workspace

Increase productivity with a flexible workspace that facilitates effective communications among the recruiter, hiring manager, hiring team, and applicants.

Talent Profile

Get an aggregated view of different talent types at different touch points in the hiring workflow.

Growth Experiences

The ServiceNow® Growth Experiences applications use a suite of products to help employees develop, grow, and deliver on critical business outcomes.

Employee Center

The ServiceNow® Employee Center portal connects systems across an enterprise within one destination site to provide a centralized employee portal. It requires minimal configuration and a wide variety of features to extend portal functionality.

HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Hiring release notes

The ServiceNow® Hiring application in the Manager Hub streamlines the hiring process and enhances collaboration, accountability, and communication for hiring managers. Hiring is a new application in the Zurich release.

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Hiring highlights for the Zurich release

- Manage all your hiring needs efficiently with a seamless unified experience.
- Track job requisitions and applications and save the time required to hire with an intuitive hiring flow.
- Effortlessly collaborate with the recruiters to speed up the hiring process.
- Get a unified overview of your responsibilities with clear insights into what needs your attention and when.

See Hiring for more information.

Important: Hiring tab is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Hiring features

Create a job requisition as a hiring manager

As a hiring manager, request a job requisition for a vacancy in your organization that you want to fill.

Tracking a job requisition in the Hiring tab

View the status and details of a job requisition, compare applications, and perform other actions as needed.

Tracking an application record from the Hiring tab

Track an application on a job requisition, provide recommendations for the application, monitor interviews and feedback, and more.

Collaborate with the recruiter

Engage with recruiters to collaborate and identify what needs your immediate attention, helping you manage job requisitions more effectively.

View hiring content

Refer to the various hiring materials available under the Hiring tab to get a better understanding of the hiring policies and processes.

Activation information

Install Hiring tab by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

The Hiring Core application provides essential data models and shared components for Hiring Experiences. The Hiring Core application must be activated.

Related ServiceNow applications and features

Recruitment workspace

Increase productivity with a flexible workspace that facilitates effective communications among the recruiter, hiring manager, hiring team, and applicants.

Applicant Center

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Provide your applicants with a dedicated portal that has a seamless process and supports effective engagement with the stakeholders in the hiring process.

Talent Profile

Get an aggregated view of different talent types at different touch points in the hiring workflow.

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Interview management release notes

The ServiceNow® Interview management application streamlines the interview setup and scheduling process by minimizing manual tasks and improving efficiency. Interview management is a new application in the Zurich release.

Interview management highlights for the Zurich release

- Save time by using structured workflows to schedule and manage interviews.
- Configure interview phases and use them to schedule interviews in a more organized and planned manner, minimizing manual effort and inconsistency.
- Schedule interviews using workflows that support both self-scheduling and direct scheduling options. Consider multiple data sources, including calendar availability and declared scheduling preferences, to minimize rescheduling and eliminate off-platform coordination. Monitor interview health centrally to manage all interviews efficiently, with built-in reminders and notifications keeping everyone informed.
- Manage interviews by updating statuses, viewing or providing feedback, sending reminders, and rescheduling, completing, or canceling interviews as needed.
- Streamline feedback sharing and tracking, enabling hiring managers to effectively compare applications.

See Recruitment workspace for more information.

Important: Interview management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Interview management features

Define your interview setup

Configure interview phases with custom names, durations, and other key parameters, and then use them to efficiently schedule interviews, enhancing transparency and saving time.

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Request applicant to share scheduling preferences

Request applicants on a job requisition to share their scheduling preferences to plan a seamless interview process.

Request interviewer to share scheduling preferences

Request interviewers on a job requisition to share their scheduling preferences to plan a seamless interview process.

Share scheduling preferences

As an interviewer, when requested by recruiters, share your scheduling preferences to help them schedule interviews accordingly.

View applicant's scheduling preferences

View the scheduling preferences shared by applicants to schedule interviews accordingly.

View interviewer's scheduling preferences

View the scheduling preferences shared by interviewers and schedule interviews accordingly.

Schedule an interview

Schedule interview with applicants on a job requisition to get started with the interview journey.

Manage interviews as a recruiter

As a recruiter or recruitment coordinator, manage interviews for a job requisition as needed. You can update the interview status, view feedback, send reminders, complete or cancel interviews, and more.

Manage interviews as an interviewer

As an interviewer, view the details of all the interviews that you’re a part of and manage them as required.

Provide interview feedback as a recruiter

As a recruiter or recruitment coordinator, provide feedback for interviews that you're a part of.

Provide interview feedback as an interviewer or hiring manager

As an interviewer or hiring manager, provide timely and constructive feedback on the interviews in which you participate, to support application comparison and well-informed hiring decisions.

Activation information

Install Interview management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

The Hiring Core application provides essential data models and shared components for Hiring Experiences. The Hiring Core application must be activated.

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Related ServiceNow applications and features

Hiring

Increase your productivity with a portal that provides clarity in the hiring process and an effortless collaboration with the recruiters. Save the time required to hire with an intuitive hiring flow.

Recruitment workspace

Increase productivity with a flexible workspace that facilitates effective communications among the recruiter, hiring manager, hiring team, and applicants.

Applicant Center

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Talent Profile

Get an aggregated view of different talent types at different touch points in the hiring workflow.

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HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Recruitment workspace release notes

The ServiceNow® Recruitment workspace application provides a flexible workspace for you as a recruiter to manage, prioritize, and perform your work. Recruitment workspace is a new application in the Zurich release.

Recruitment workspace highlights for the Zurich release

- Plan your work efficiently with better visibility through KPI dashboard and list views.
- View and track job requisitions, applications, interviews, feedback, and more, all in one place.
- Collaborate with, send reminders to, and track the actions of all internal and external stakeholders directly within the application.
- Do all your work, such as managing job requisitions, interviews, talent pools, and more, in one centralized workspace, with streamlined sourcing capabilities included.
- Monitor and improve hiring efficiency by tracking key metrics and applicant feedback.

See Recruitment workspace for more information.

Important: Recruitment workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Recruitment workspace features

Create a job requisition as a recruiter

Create a job requisition for a vacancy that you want to fill in your organization.

Track a job requisition in the Recruitment workspace

Track a job requisition and view the job details, associated applications, hiring team, interview phases, approvers, and prospects.

Manage hiring team

Add, edit, or remove hiring team members from a job requisition.

Add a job description to a requisition

Manually add a description to a job requisition or use predesigned templates to fill it out faster.

Manage the job requisitions as a recruiter

Update or duplicate a job requisition, put it on hold, send it for approval, or close it from the Recruitment workspace.

Tracking an application in the Recruitment workspace

Track an application for a job requisition and its corresponding applicant and interview details as a recruiter or recruitment coordinator.

Hiring tasks

Create and assign tasks to your job applicants or internal stakeholders, and manage them within the Recruitment workspace.

Collaborate with the hiring manager

Collaborate with the hiring manager on the job requisition in the activity stream.

Send targeted emails to the internal and external talent types from different access points in the Recruitment workspace for effective communication.

View the Talent Acquisition Dashboard

Understand the hiring trend in your organization with the Talent Acquisition dashboard.

Activation information

Install Recruiter Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

The Hiring Core application provides essential data models and shared components for Hiring Experiences. The Hiring Core application must be activated.

Related ServiceNow applications and features

Hiring

Increase your productivity with a portal that provides clarity in the hiring process and an effortless collaboration with the recruiters. Save the time required to hire with an intuitive hiring flow.

Applicant Center

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Provide your applicants with a dedicated portal that has a seamless process and supports effective engagement with the stakeholders in the hiring process.

Talent Profile

Get an aggregated view of different talent types at different touch points in the hiring workflow.

Growth Experiences

The ServiceNow® Growth Experiences applications use a suite of products to help employees develop, grow, and deliver on critical business outcomes.

Employee Center

The ServiceNow® Employee Center portal connects systems across an enterprise within one destination site to provide a centralized employee portal. It requires minimal configuration and a wide variety of features to extend portal functionality.

HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Talent profile release notes

The ServiceNow® Talent profile application helps you get an aggregated view of different talent types at different touch points in the hiring workflow. Talent profile is a new application in the Zurich release.

Talent profile highlights for the Zurich release

- Make faster hiring decisions with a unified view of all talent types (applicants, employees, contingent workers, and alumni) in one place.
- Improve talent visibility for hiring by creating talent profiles and pools.
- Make better sourcing, screening, and interview management decisions across all talent types by tracking their past interactions with the organization.

See Talent Profile for more information.

Important: Talent profile is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Talent profile features

Create Talent pools

Create talent pools to organize similar talent profiles in one place for particular hiring requirements. You can share and collaborate using talent pools and also send out communications to all talent profiles in the pool at once.

Copy talent to pool

Use existing talent pools to associate suitable talent profiles from the pools to your talent pool.

Remove talent profiles from a pool

As an owner of the pool or one of the collaborators, remove the talent profiles that are no longer required.

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Delete a Talent pool

Delete a talent pool when it has served its purpose or is no longer relevant.

Create talent profiles

Create talent profiles to add it to the talent profile repository of your organization and use it for an optimized hiring process.

Filter talent profiles

Use filter options to find relevant talent profiles more efficiently in the **Talent pool** tab.

Add talent profiles to a Talent pool

Add similar talent profiles to a talent pool to streamline communication to all the profiles during a particular hiring drive.

Copy talent profiles as job prospects

Copy talent profiles from a talent pool to a particular job requisition as prospects.

Activation information

Install Talent profile by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Hiring

Increase your productivity with a portal that provides clarity in the hiring process and an effortless collaboration with the recruiters. Save the time required to hire with an intuitive hiring flow.

Recruitment workspace

Increase productivity with a flexible workspace that facilitates effective communications among the recruiter, hiring manager, hiring team, and applicants.

Applicant Center

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Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

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HR Multi Instance Integration release notes

The ServiceNow® HR Multi Instance Integration centralizes the delivery of HR services in a shared services model, enabling consumers and providers to connect their instances to securely build business workflows across the ServiceNow ecosystem. HR Multi Instance Integration is a new application in the Zurich release.

HR Multi Instance Integration highlights for the Zurich release

- Collaborate with service providers and consumers through bidirectional workflows.
- Increase the security of records in consumer instances and provider instances by limiting access based on user roles.
- Enable an employee to place an HR service request from a consumer instance and fulfill the request from provider instance, making it easy to raise and fulfill HR requests while working in their own ServiceNow instance.
- Create HR tasks, approval tasks, and document tasks from a provider instance for users in a consumer instance.
- Enable consumer users to complete the assigned tasks via magic links. Magic links enable consumer users to directly access the linked resource in the provider instance without having to manually log in.
- Use Universal Task as the remote tasking medium in both provider instance and consumer instance.

See HR Multi Instance Integration for more information.

Important: HR Multi Instance Integration is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

HR Multi Instance Integration features

HR Multi Instance Integration

Partners and service providers for HR service fulfillment often are running their own instance of HR Service Delivery. HR Multi Instance Integration provides inter-instance communication and hybrid HR services with fulfillment in different instances through the following capabilities:

- Ability to control your organization employee's experience and interactions per your organization's culture, branding, and policies.
- Ability to outsource services.
- Consistent user experience for employees across the entire HR catalog, regardless of whether they are interacting locally or remotely from any third-party provider.
- Because HR workflows or business process are not restricted to a single instance, they can flow seamlessly across instances.
- Uniformity and standardization for HR agents on the provider instance enables them to work on local cases or remote HR cases from the provider's ServiceNow AI Platform instance with a minimal learning curve.
- Managing and controlling access at the remote catalog level to meet security and compliance requirements.
- Synchronization of relevant information such as submitted request (provider task) status, comments, and attachments by service providers.

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- Ability to fulfill an HR case partially by providers and partially by consumers.
- Ability to create HR tasks and approval tasks for remote HR cases.

  Note: Only manual approval flow is supported, and not the automatic approval flow.

- Initiate document signing tasks for remote users via universal tasks. This feature is available only when the Document Template plugin is installed along with the HR Multi Instance Integration for Provider application.
- Enable remote users (consumer users) to complete HR tasks, document tasks, and approval tasks via magic links shared in universal tasks. Magic links route remote users to the provider instance for completing the assigned tasks.
- Support the **URL** task type in Universal Task. This task type enables you to specify a URL link that is shared in the universal task assigned to a local or remote user.
- Support the **External** field in the HR Profile data. When the HR profile belongs to an employee in consumer company, the **External** field is marked True.

Activation information

If you are an HR service consumer, install the HR Multi Instance Integration for Consumer (sn_hr_mii_provider) application, and if you are an HR service provider, install the HR Multi Instance Integration for Provider (sn_hr_mii_provider) application by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Agent Workspace for HR Case Management

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Employee Center

The ServiceNow® Employee Center portal connects systems across an enterprise within one destination site to provide a centralized employee portal. It requires minimal configuration and a wide variety of features to extend portal functionality.

Document Templates

With the ServiceNow® Document Templates application, you can create HTML and PDF document templates to generate standard letters or documents. You can automate and simplify the process of filling, signing, and reviewing a document online.

HR Service Delivery integration with Accurate Background service release notes

The ServiceNow® HR Service Delivery integration with Accurate Background service application uses REST services to request background checks through the Accurate Background service. This application is no longer supported starting with the Zurich release.

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Deprecations

Starting with Zurich release, HR Service Delivery integration with Accurate Background service is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

HR Service Delivery integration with First Advantage service release notes

The ServiceNow® HR Service Delivery integration with First Advantage service application uses SOAP services to request background checks through the First Advantage service. This application is no longer supported starting with the Zurich release.

Deprecations

Starting with Zurich release, HR Service Delivery integration with First Advantage service is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

HR Service Delivery integration with Sterling Talent Solutions service release notes

The ServiceNow® HR Service Delivery integration with Sterling Talent Solutions service application uses REST services to request background checks through the Sterling Talent Solutions service. This application is no longer supported starting with the Zurich release.

Deprecations

Starting with Zurich release, HR Service Delivery integration with Sterling Talent Solutions service is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Journey designer release notes

The ServiceNow® Journey designer application enables managers and employees to create and track journeys. Journeys include transition plans, such as promotions, offboarding, onboarding, and role changes for employees. Journey designer was enhanced and updated in the Zurich release.

Journey designer highlights for the Zurich release

- Usability enhancements:
  - Use the option to cancel Journey Accelerator journeys from the portal.
  - See higher performance in sync between the **Opened for** and **Journey Owner** fields.
  - Configure the Journey overview page using the widgets option to hide or show Task Templates and Create a Journey for Your Team widgets.
- The pre-hire onboarding experience enables a seamless journey for an applicant transitioning from an onboarding pre-hire to a full-time employee.

See Journey Designer for more information.

Important: Journey designer is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Zurich Patch 1

Generate onboarding ramp-up agentic workflow

Use the Generate onboarding ramp-up plan agentic workflow to establish an efficient process for generating onboarding plans that are personalized for each new employee joining your organization.

Agentic workflows

Agentic workflow name	Description
Generate onboarding ramp-up plan	AI agents work together to generate personalized plans that are designed to ramp up the knowledge and skills of new employees who are beginning to embark on their onboarding journey.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Zurich Early Availability

Configure the journey overview page

As an admin, you can now configure the journey overview page and hide the Task Templates and Create a Journey for Your Team widgets.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Cancel Journey Accelerator Journeys

Journey owners having access to Journey Accelerator only journeys now have a **Cancel** option instead of the **Delete** option in the Employee Center portal.

Deprecations

- Learning Posts. All Learning Posts capabilities are now integrated within Journey designer. For more information, see Learning Posts release notes.
- Listening Posts. For more information, see Listening Posts release notes.

Activation information

Install Journey designer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Journey Accelerator

Define and manage plan types for employee transitions, such as promotions, onboarding, offboarding, and more.

Lifecycle Events

The Lifecycle Events application helps to facilitate daily activities among various cross-functional processes and departments. It makes completing processes that relate to an employee's daily life more efficient and effortless.

Learning Posts release notes

The ServiceNow® Learning Posts application enables you to create an omni-channel learning experience for your employees empowering them with the right learning at the right time. This application is no longer supported starting with Zurich release and all Learning Posts capabilities are now integrated within ServiceNow® Journey designer.

Deprecations

Starting with the zurich release, Learning Posts is being deprecated. It will be hidden and no longer available for activation. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Lifecycle Events release notes

The ServiceNow® Lifecycle Events application is designed for managing HR cases that are long term in nature. These HR cases include, but aren't limited to, onboarding, offboarding, parental leave of absence, and performance improvement plans. Lifecycle Events was enhanced and updated in the Zurich release.

Lifecycle Events highlights for the Zurich release

- Enable logging and use it as a tool to diagnose problems or to acquire pertinent information about the processes that ran in a Lifecycle Events case.
- Effectively troubleshoot the root cause of an issue that is adversely affecting a Lifecycle Events case.

See Lifecycle Events for more information.

Important: Lifecycle Events is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Lifecycle Events logging

Capture events that occur in a Lifecycle Events case by enabling logging for the Lifecycle Events application. Give organization administrators the ability to view the event logs that are generated to identify errors or to acquire information about the processes that ran in a Lifecycle Events case.

UI changes

HR Lifecycle Events Case Logs table

Lifecycle Events records each log entry to the HR Lifecycle Events Case Logs [sn_hr_le_case_log] table. Lifecycle Events administrators can access this table by

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selecting **Show execution logs** from the Related Links section in a Lifecycle Events case.

Activation information

Install Lifecycle Events by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Journey designer

The Journey designer application enables managers and employees to create and track journeys. Journeys include transition plans, such as promotions, offboarding, onboarding, and role changes for employees.

Journey Accelerator

The Journey Accelerator application helps you define and manage plan types for employee transitions, such as promotions, onboarding, offboarding, and more.

Listening Posts release notes

The ServiceNow® Listening Posts application enables you to create simple pulse surveys to capture employee touch points, gain insights from employee feedback, and improve overall employee experience. This application is no longer supported starting with the Zurich release.

Deprecations

Starting with the zurich release, Listening Posts is being deprecated. It will be hidden and no longer available for activation. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Now Assist for HR Service Delivery (HRSD) release notes

The ServiceNow® Now Assist for HR Service Delivery (HRSD) application brings generative AI to HR Service Delivery. Summarize case and chat information, and generates reply recommendations so that agents can propose quick resolutions. Now Assist for HRSD was enhanced and updated in the Zurich release.

Now Assist for HRSD highlights for the Zurich release

Zurich Patch 7

- Review an ER interview summary quickly by using the ER interview summarization skill from both Core UI and Agent Workspace for HR Case Management.
- Streamline the interview scheduling process using the self-scheduling mechanism within the schedule interviews agentic workflow.
- Preserve institutional knowledge during employee offboarding with AI agents that automate document discovery, organize content by category, and guide managers and employees through the transfer process.
- View additional journey services (catalogs and order guides) recommended based on previous journeys and peer requests.
- As a manager, review recommendations in Now Assist in Virtual Agent and add new tasks through a conversational interface.

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- As an admin, create reusable feedback templates using the ServiceNow AI Platform Surveys tool.
- As a manager, select and preview feedback templates when requesting feedback.
- As a manager, review a summarized view of an employee's recent feedback on the feedback page in Manager Hub.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Use AI voice agents to enable employees to use self-service tools and create HR cases over the phone.
- Use AI agents to predict the relevant HR service for an HR case and automatically transfer the case to the predicted HR service.
- Use AI agents to analyze criticality of an HR case and use existing knowledge articles and catalog items for resolving a noncritical case.
- Use AI agents to assist with processing tuition reimbursement requests based on submitted course information and company policies found in knowledge articles.
- Leverage AI agents to generate fulfillment plans for critical HR cases from both Core UI and Agent Workspace for HR Case Management.
- Review ER case context quickly by using the ER case summarization skill from both Core UI and Agent Workspace for HR Case Management.

Zurich Patch 1

- Implement security in Now Assist AI agents with access control lists (ACLs).
- Use AI agents to place requests to the Human Capital Management (HCM) system.
- Leverage an AI agent to generate a fulfillment plan in a series of steps for an HR case from both Core UI and Agent Workspace for HR Case Management.
- Leverage AI agents to collect the necessary inputs from recruiters and schedule interviews seamlessly.
- Simplify employee onboarding with AI agents that gather inputs, structure tasks, enable manager review, and deliver personalized onboarding plans.

Zurich Early Availability

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for HR Service Delivery (HRSD) for more information.

Important: Now Assist for HRSD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Some Now Assist skills are now turned on by default

The new default behavior works as follows:

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- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Australia Early Access): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

ER Interview Summarization

Use the ER interview summarization skill to obtain summary of the ER case interview, which includes details such as quick recap, key assertions and responses.

Self-scheduling option in Schedule interviews agentic workflow

Recruiters and recruitment coordinators can now use self-scheduling to streamline interview scheduling by presenting applicants with available time slots to choose from. This option reduces the time to schedule in the absence of overlapping applicant-declared availability and minimizes the probability of manual handover to recruiter. The workflow recommends self-scheduling when beneficial, offers panelist-compatible slots sorted by confidence level, and automatically schedules interviews once applicants select their preferred time.

Offboarding knowledge transfer plan generation agentic workflow

The offboarding knowledge transfer plan generation agentic workflow captures and organizes critical knowledge when employees leave. AI agents interact with managers to collect requirements, discover documents from the specified time period, categorize content into meaningful work areas, and facilitate employee review before sharing with successors.

Generate onboarding ramp-up plan

The generate onboarding ramp-up plan workflow has been enhanced to create more relevant and personalized ramp-up plans for new hires. The workflow now recommends additional Journey services (catalogs and order guides) based on previously completed journeys and services requested by peers in similar roles. Managers can review these recommendations in Now Assist in Virtual Agent and add new services through a conversational experience.

Streamline feedback collection and review using the Employee feedback collection AI agent

As an admin, create reusable feedback templates using the Platform Surveys tool allowing managers to select and preview templates when requesting feedback, and help them quickly view a summarized snapshot of a reportee's recent feedback with easy navigation to the feedback page in Manager Hub for detailed insights.

Zurich Patch 4

Predict service and transfer HR cases agentic workflow

Analyze an HR case and automatically route it to the most appropriate HR service with the predict service and transfer HR cases agentic workflow.

Resolve noncritical HR cases agentic workflow

Use the resolve noncritical HR cases agentic workflow to assess the criticality of HR cases, and automatically respond to noncritical inquiries without human intervention. Human agent intervention is required when the request is identified as critical.

Resolve critical HR case agentic workflow

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Resolve critical HR requests efficiently with the resolve critical HR case agentic workflow. This workflow generates a tailored fulfillment plan for an HR case using fulfillment instructions, KB articles, or resolution notes of similar past cases. It helps accelerate the resolution process by providing planning support to HR agents.

Summarize an ER case using Now Assist for HRSD

Use the ER case summarization skill to obtain a comprehensive overview of the ER case, which includes key details, such as allegations, evidences, and interviews.

Help resolve tuition reimbursement requests agentic workflow

Use the policy based HR evaluator skill to automatically compare employee tuition reimbursement submissions against company policies and return a decision of approval, denial, or request for additional information.

HR Voice AI agents

Help employees handle self-service HR issues, such as creating cases, checking case status, and requesting time off, using real-time voice interactions with HR AI voice agents. With advanced speech-to-text and text-to-speech capabilities, configurable caller authentication, and seamless integration with Contact Center as a Service (CCaaS) providers, such as Twilio and Genesys, the agents can deliver an efficient and personalized experience for employees.

Zurich Patch 2

Collect employee feedback with the help of an agent in Now Assist

As a manager, collect feedback from employees with the help from an agent in Now Assist. Identify which colleagues to request feedback from through Talent Development applications, journeys, and interaction patterns in Microsoft. Send, track, and manage feedback requests with built-in reminders. Leverage existing to-dos to send and manage feedback requests seamlessly.

Create a growth conversation with the help of an agent in Now Assist

As a manager, use the growth conversations preparation AI agent to schedule and prepare for employee growth discussions. The agent provides a clear summary of employee activity and career journey as well as data-driven talking points for focused and impactful conversations.

> **Note:** This feature is available when you have both Now Assist for HR Service Delivery (HRSD), which installs Now Assist for Talent and HR Talent AI Agent Collection.

Zurich Patch 1

Implement access control in Now Assist AI agents

Enable security settings to run AI agents and agentic workflows by using ACLs and user identities. You can configure and manage the ACLs in AI Agent Studio.

HCM AI agents

Use AI agents to enable employees to place requests to the HCM system, such as apply for time off or update details.

Resolve HR cases agentic workflow

Generate a fulfillment plan in a series of steps for an HR case by selecting the **Generate Plan** button on the HR case. HR agents can add prompts to further refine the AI-generated fulfillment plan before the plan is published to the work notes of the case.

HR case sentiment analysis

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Prioritize cases by the sentiment score and monitor sentiment trends over time. HR agents can review a brief summary to understand the reasoning for the sentiment score for each HR case.

Schedule interviews agentic workflow

Use AI agents to automate the interview scheduling process from the Now Assist panel and use the inputs from recruiters or recruitment coordinators to send out interview invites.

Generate onboarding ramp-up agentic workflow

Accelerate onboarding with the generate onboarding ramp-up plan agentic workflow, which creates personalized and team-specific plans for every new hire. Powered by AI agents, it tailors learning paths, team tasks, and 1:1 introductions to help employees ramp up fast, build stronger connections, and reach productivity quickly.

Resolve noncritical HR cases agentic workflow

Evaluate case criticality and retrieve relevant knowledge articles to resolve HR cases, minimizing the need for agent intervention. Generate a fulfillment plan for an HR case, which helps resolve the HR case fast.

Zurich Early Availability

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Use AI agents to create job requisition

Use AI agents to automate the process for creating a job requisition from the Virtual Agent chat window by using the inputs from your hiring managers.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Functional change

The resolve HR cases agentic workflow has been broken down into three agentic flows:

- Predict service and transfer HR cases agentic workflow
- Resolve noncritical HR cases agentic workflow
- Resolve critical HR case agentic workflow

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Zurich Patch 1

Flow name

The resolve noncritical HR cases workflow has been renamed to the resolve HR cases workflow.

Activation information

Install Now Assist for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use the conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Agent Workspace for HR Case Management

The Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Journey designer

The Journey designer application enables managers and employees to create and track journeys. Journeys include transition plans, such as promotions, offboarding, onboarding, and role changes for employees.

Contract Management Pro release notes

The ServiceNow® Contract Management Pro solution enables you to set up contract document templates, clauses, and clause variations, and to initiate contract and amendment requests. It also supports Now Assist driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.Contract Management Pro was enhanced and updated in the Zurich release.

Contract Management Pro highlights for the Zurich release

- Send contracts for signature using Adobe Sign without having to sign in to the electronic signature portal.
- Compare two revisions of the contract document and view the redlined compared document.
- Initiate and manage amendment requests for existing contracts.

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- Generate summaries, FAQs, or retrieve specific information from contract documents, supporting documents, and signed contracts.
- Link parent contracts during drafting and negotiation phases to inherit parent contract terms.
- Pause and resume an in-progress signature process when updates to the signatory list are required.

See Contract Management Pro for more information.

Important: Contract Management Pro is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Better visibility of undelivered signature requests for a contract

When an electronic signature request is not delivered, the contract state is updated to Signature delivery failed and the signatory status to Delivery failed, clearly indicating the state of signature request. Contract fulfillers are also notified through in#product and email alerts. This capability is supported for both Docusign and Adobe Sign.

Contract amendments

Formally change, add, or remove terms in an existing contract through contract amendments without having to replace the entire agreement. The Amendment feature enables you to initiate, track, and finalize amendments to existing contracts and provides an audit trail. The signed contract and its amendment documents are stored in a centralized repository under the parent contract, which enables you to manage all related documents from a single location.

- Use the **Request type** field to distinguish between contract and amendment requests.
- View the amendment history directly from the contract request.
- View amendment details within the contract repository record through related lists:
  - Contract Requests: View all contract and amendment requests associated with the contract.
  - Amendment Field Changes: Track modifications over time by accessing a detailed log of all field changes made through amendments.
  - Contract Documents: Access all documents related to the contract, including those generated or updated as part of amendment processes.

Compare contract revisions in Contract Management Pro

Compare a contract document in .docx format with its revised version from your workspace by using the **Compare documents** option.

Document comparison is not supported for contract documents stored in external storage.

Contract summarization

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Generate a summary of contract documents, supporting documents, and signed contracts in Contract Management Pro. You can also generate FAQs from the document or ask questions in the Now Assist panel to retrieve specific information from the document.

Link parent contract requests

Establish a hierarchical relationship between the parent and child contract requests during the drafting and negotiation phases. You can choose to have the child contract request automatically inherit the configured fields from the parent request. The contract repository records associated with the parent and child contract requests are automatically linked after the contracts are signed.

Perpetual contracts

Classify a contract with no end date as a perpetual contract by using the **Perpetual** option.

Perpetual contracts must be initiated from Sales and Order Management and Source-to-Pay Operations.

Help Center

Access help information directly from your workspace through a help icon  that accesses the Help Center for the landing and list pages of Contract Workspace.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Send contracts for signature using Adobe Sign without signing in

Send contracts for signature in Adobe Sign without requiring users to sign in to the e-signature portal. Any modifications to the signatory details and contract documents are restricted in the Adobe Sign portal and must be completed in Contract Management Pro before initiating the signature process.

Compare contract revisions in Contract Management Pro

Compare contract revisions of a contract document stored in external storage.

Validations for content control placement in the Microsoft Word add#in

See when a clause, table, or signature block is incorrectly tagged while configuring a contract template through validation messages displayed in the Microsoft Word add-in.

Improved Microsoft Word document processing

Contract Management Pro now supports processing of Microsoft Word documents larger than 10 MB. This enhancement applies to all document operations such as contract revision generation, document synchronization, and document comparison.

Select contract type while initiating a third-party contract

Specify whether a contract request is for a single contract or multiple contracts. For single contracts, you can select the type of contract document.

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Classify contract requests as a single or multiple contracts type based on selected documents

Automatically classify a contract request as single contract type or multiple contracts type based on single or multiple contracts when creating a third-party contract review request from Employee Portal. The **Type** field in the contract request reflects this selection by displaying either **Single contract** or **Multiple contracts**.

Use scripts to define additional conditions for a clause variation

Define clause conditions on fields and variables of a table that isn't directly linked to the contract template table. The condition determines when the clause variation is used in a contract.

Configure tables in a contract template to append or add fields from related tables

Insert additional data from the related table fields into the dynamic tables of a contract using scripts. Display additional data from related table fields by appending it to existing columns or adding it as new columns.

Contract Management Pro configurations are available on the Contract Request table

You can now set up the following Contract Management Pro configurations directly on the Contract Request [sn_cm_core_contract_request] table to centralize the configuration on a single table and improve consistency and reusability across business units:

- Contract templates
- Template rules
- Internal signatory rules
- Clause and clause variation setup
- Contract configuration
- External storage and e-signature integrations
- Mappings for Now Assist contract metadata extraction and Now Assist contract analysis

The Contract Request table is automatically selected for a new configuration. You can manually select a different table, if necessary.

Configure dynamic tables for contract template

Set up contract templates on the Contract Request [sn_cm_core_contract_request] table to reuse the template across business units. When you select the Contract Request table, the **Table** tab in the Microsoft Word add-in displays an additional field, called the **Parent request table** field, that you can use to select the source parent request table.

Additionally, the **Table** field has been renamed **Lookup table**. You can select the table from the data that is populated into the contract document.

If the template isn't based on the Contract Request table, only the **Lookup table** field is shown.

Copy fields from parent request to contract request

Automatically copy the required fields from the originating business unit record to the contract request when it's initiated.

Signature workflow for a contract request

Wet signature requests are sent one signatory at a time, starting with the first signatory in order, rather than to all signatories at the same time. Signatories can be

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changed even after the signing process has been initiated. When a signatory signs and returns the document, the fulfiller manages the remaining signatures.

Modify signatories

Enable contract fulfillers to pause an ongoing signature process, make necessary changes to the list or order of signatories, and then resume the process without restarting the entire workflow by using the **Modify Signatories** and **Resume signature** options. This feature is supported only for the Docusign electronic signature provider.

Resend signature request

Enable contract fulfillers to manually trigger a signature request when needed instead of relying on automated reminders by using the **Resend signature request** option.

Configuring signatories in Contract template using Microsoft Word add-in

Signature placeholders in contract templates are now mapped to the e-signature tool tags (such as Docusign) instead of signer fields to help accommodate changes in the signatories. The values in the signature blocks are filled in by the signatories during the signing process.

Activation information

Install Contract Management Pro by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Contract Management Pro

Use the ServiceNow® Contract Management Pro application to set up contract document templates, clauses, clause variations, and to initiate contract requests. It also supports Now Assist driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.

Now Assist in Contract Management

Use the ServiceNow® Now Assist application in the Contract Management application to analyze a contract for missing and non-standard clauses. It also enables you to review and add the information to the mapped fields in the contract repository, eliminating the need to manually update the contract repository.

Now Assist in Contract Management release notes

The ServiceNow® Now Assist in Contract Management uses generative AI capabilities to analyze a contract for missing or non-standard clauses and conversational search to query documents using natural language. It also includes agentic AI capabilities that automatically extract metadata and obligations from signed contracts and calculate reminder dates for contract renewals or terminations. Now Assist in Contract Management was enhanced and updated in the Zurich release.

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Now Assist in Contract Management highlights for the Zurich release

Zurich Patch 7

- Provide feedback on Now Assist contract analysis results to help improve the AI accuracy.
- Navigate directly to non-standard clause locations in a document when reviewing Now Assist suggestions in the Microsoft Word add-in.
- Configure use case mappings to extract metadata and obligations from a signed contract that is uploaded directly on a contract record.
- Use Now Assist powered conversational search to query contract documents using natural language and dialogue-driven queries, making it easier to find relevant information.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Use AI-powered obligation extraction to automatically identify and capture key obligations from signed contracts, and then review, edit, approve, or reject them within the contract playbook to create obligation records automatically.
- Activate the Contract obligation extraction skill in the Now Assist Admin console to enable automatic obligation extraction.
- Use Now Assist powered conversational search to query contract documents using natural language and dialogue-driven queries, making it easier to find relevant information.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Use the contract playbook to review and update the AI extracted metadata and reminder date for contract renewal or termination.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist in Contract Management for more information.

Important: Now Assist in Contract Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist in Contract Management to Zurich

If you're upgrading to Now Assist in Contract Management from Yokohama (Patch 2 and lower) or Xanadu (Patch 8 and lower), and you have customized use cases, run a fix script to migrate the existing data to the Now Assist Admin console.

1. Navigate to **All** > **System Definition** > **Fix Scripts**.
2. In the **Name** field, search for `Upsert DI skill config`.
3. In the script, add the use case IDs that you want to migrate to the Now Assist Admin console.
4. Select **Run Fix Script**.

For more information, see Post-upgrade steps for Now Assist in Contract Management.

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New in the Zurich release

Zurich Patch 7

Feedback for Now Assist contract analysis

Provide feedback on AI-identified non-standard and missing clauses to help improve AI accuracy over time. When reviewing contracts using Now Assist contract analysis, you can indicate whether the AI suggestions were helpful or not helpful by using the thumbs up or thumbs down feedback options. You can also provide optional qualitative feedback with comments. The feedback option is available in both the workspace and Microsoft Word add-in.

The feedback provided on each clause is captured in the **Contracts Gen AI Feedback** table.

Automatically navigate to non-standard clauses in Microsoft Word add-in

Locate non-standard clauses easily in Microsoft Word. The document scrolls to the relevant section using AI citations when you select a Now Assist suggestion in the Microsoft Word add-in.

Zurich Patch 4

Automated obligation extraction

Use the manage contract repository agentic workflow to automatically identify and capture key contractual obligations from signed contracts and create obligation records in the contract repository. The AI agent in the manage contract repository agentic workflow uses the Now Assist Contract obligation extraction skill to extract key contractual obligations from contracts.

Using contract playbook to review AI-extracted obligations

Review extracted obligations in the contract playbook, with options to edit, approve, or reject each obligation. Approved obligations are added as obligation records in the contract repository while rejected obligations are deactivated.

Contract obligation extraction skill in Now Assist in Contract Management

Configure and map use cases for obligation extraction skill in the Now Assist Admin console to automatically extract key contractual obligations from signed contracts. The AI agent in the manage contract repository agentic workflow uses the Now Assist Contract obligation extraction skill to extract key contractual obligations from contracts.

Conversational contract search and insights Workflow

Contract documents are often complex and stored across multiple formats and repositories, making keyword-based search inefficient and error-prone. The new Now Assist powered conversational search feature enables you to search contract documents using natural language and dialogue-driven queries.

The conversational search feature does not support searching within contract documents that are scanned PDFs.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

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Now LLM LTS support for Contract Management Pro

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

Zurich Patch 1

Using contract playbook to review AI-extracted metadata and contract reminder date

Use the playbook within a contract repository record to review the metadata extracted by the AI agents in the manage contract repository agentic workflow. You can make necessary changes to the extracted information, and submit it to update the contract repository. If the contract end date is available, the **Review contract reminders** tab appears in the playbook, enabling you to review and update the AI-calculated contract reminder date and specify recipients for contract renewal or terminations.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Select large language models for use cases in Now Assist in Contract Management

Select a large language model (LLM) provider for a contract analysis or metadata extraction use case. The selected LLM is applicable only for the specific use case and overrides the LLM selected for Now Assist in Contract Management skills.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 7

Configure use case mappings for metadata and obligation extraction

Clear the **Contracts created from contract request** check box on the use case mapping forms for the contract metadata extraction and contract obligation extraction skills to extract metadata and obligations form signed contracts that are uploaded directly on a contract record.

Conversational contract search and insights Workflow

The Now Assist powered conversational search feature's improved experience enables you to:

- View results in a listing view, making it easier to scan, compare, and navigate contract information.
- Open contract documents directly from the search results and perform an in-document search.

The conversational search feature does not support searching within contract documents that are scanned PDFs.

Zurich Patch 5

Changes to Now Assist usage measurement

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Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Enhanced Manage contract repository agentic workflow

The manage contract repository agentic workflow has been optimized for enhanced performance. It now utilizes a single agent, the Contract Repository AI agent to extract both contract metadata and obligations from signed contracts, and retrieve required information to calculate the contract reminder date.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Zurich Patch 1

Extract metadata from signed contracts automatically

Use the AI agents in the manage contract repository agentic workflow to automatically extract metadata from signed contracts and calculate the contract reminder dates for contract renewal or termination. You can review the AI results in the contract playbook and update it if necessary before saving it.

Contract metadata extraction use cases

Support for 14 additional metadata fields in the CM Pro - Contract Metadata Extraction use case is available in the base system.

Activation information

Install Now Assist in Contract Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn’t supported in Microsoft Internet Explorer.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Contract Management Pro

Use Contract Management Pro to set up contract document templates, clauses, clause variations, and to initiate contract requests. It also supports Now Assist - driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Unified Employee Experience release notes

The Unified Employee Experience has new and updated applications and features in the Zurich release.

Employee Center release notes

The ServiceNow® Employee Center application is a standard multidepartment, dynamic employee portal for unified service delivery and engagement. Employee Center was enhanced and updated in the Zurich release.

Employee Center highlights for the Zurich release

Zurich Patch 1

- Enable employees to check their latest company news and upcoming events using Now Assist in Virtual Agent with the **Company News & Events AI Agent** in the Now Assist for Employee Experience. The AI Agent displays a list of all the latest news and planned events in the company. For more information, see Check latest company news and events.
- Employees can check all their to-do tasks and pending approvals using Now Assist in Virtual Agent for Microsoft Teams.
- Enable a summary of the request, requested item, or case for approval task using Now Assist for Employee Experience. The skill provides a summary of the selected item from the available list that you want to work on. For more information, see Now Assist for Employee Experience Summarization skill.

Zurich Early Availability

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- Use the Now Assist for Employee Experience application so that your employees can have a seamless conversational interaction with Now Assist in Virtual Agent.
- View and manage content and other company resources through the Browser Extension for Employee Center.
- Improve the My Requests experience with adoptive and scalable enhancements.

See Employee Center for more information.

Important: Employee Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 1

Check latest company news and events

Use the **Company News and Events AI Agent** to enable employees to check their company-related news and any upcoming events using the Now Assist in Virtual Agent.

Now Assist for Employee Experience Summarization skill

Enable a summary of the request, requested item, or case for approval task using Now Assist for Employee Experience. The skill provides a summary of the selected item from the available list that you want to work on.

Zurich Early Availability

Now Assist for Employee Experience plugin

Enable employees to resolve and approve tasks easily through chat conversation using the Now Assist for Employee Experience plugin with Now Assist in Virtual Agent.

Browser Extension for Employee Center

View and manage content and other company resources through the Browser Extension for Employee Center. Access the extension as a pop-up window, or select the Browser Extension for Employee Center icon on the portal to open it in a new page.

Enhanced Requests Experience

Enhance the My Requests experience with features like easy segmentation, filtering, and keyword search. These features create a dynamic and scalable experience on the Employee Center portal for your admins, service, process, and experience owners.

Portal performance optimization

Control how your portal pages load, such as all at once or as needed, by using the new deferred and lazy load preferences. Lazy loading is enabled by default and displays content dynamically, reducing page load time.

High-traffic experience

Communicate the information about heavy usage and slower network conditions during high usage scenarios, such as live events and major announcements.

Taxonomy and connected content

Streamline the cleanup and syncing of outdated or invalid content, helping admins maintain a high-quality, well-performing portal with less manual effort.

Mega menu load

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Load the Mega Menu in the background to speed up home page interactivity and enable your users to engage with visible content faster during first-time visits.

Notifications for Employee Center enhancements

Get Notifications for Employee Center in Content engagement that is available with Employee Center Pro. For more information, see Employee Center Pro release notes.

Quick start tests for Employee Center

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

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Employee Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

The Browser Extension for Employee Center is only available with Google Chrome or Microsoft Edge browsers.

Related ServiceNow applications and features

Now Mobile app

Now Mobile® enables you to manage and create tasks and access other company resources from your mobile device.

Use Now Mobile® to install the default taxonomy for the employee content store application. This application auto-assigns the employee taxonomy to the Mobile Employee Service portal (MESP) record.

Employee Center Pro release notes

The ServiceNow® Employee Center Pro application provides a central hub for departmental services with unified system access and actionable content experiences. Employee Center Pro was enhanced and updated in the Zurich release.

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Employee Center Pro highlights for the Zurich release

- Configure features flexibly and submit detailed feedback using enhancements for the Integrated experience and Service feedback.
- Get the Notifications in Employee Center feature in Content engagement for improved employee involvement while engaging with news content.
- Experience an enhanced performance with improvements to calender widgets, news and events, and publishing communications to browser websites.

See Employee Center Pro for more information.

Important: Employee Center Pro is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Portal performance optimization

Communicate information about heavy usage and slower network conditions during high usage scenarios, such as live events and major announcements.

Notifications for Employee Center enhancements

Get the Notifications for Employee Center feature in Content engagement. Add reactions and comments to published news articles to help improve user involvement.

Integrated experience and service feedback

Configure features flexibly as an admin and submit detailed experience feedback as an employee with the Integrated experience and Service feedback enhancements. With the enhancements, you can do the following:

- Use new themes for experience feedback.
- Add comments in addition to a rating when submitting experience feedback.
- Review submitted feedback on the Feedback Analytics Dashboard.

Quick start tests for Employee Center Pro

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

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Employee Center Pro by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Now Mobile app

Now Mobile® enables you to manage and create tasks and access other company resources from your mobile device.

Use Now Mobile® to install the default taxonomy for the employee content store application. This application auto-assigns the employee taxonomy to the Mobile Employee Service portal (MESP) record.

Legal Service Delivery release notes

The ServiceNow® Legal Service Delivery streamlines legal operations by automating request intake, managing legal matters and investigations, and enabling secure collaboration across departments. Legal Service Delivery was enhanced and updated in the Zurich release.

Contract Management Pro for Legal Service Delivery release notes

The ServiceNow Store Contract Management Pro for Legal Service Delivery application enables you to configure and automate the legal contract lifecycle by creating contract document templates, clauses, and clause variations. You can submit, review, finalize, and manage legal contract requests. The application also supports e-signatures and external storage systems. Contract Management Pro for Legal Service Delivery was enhanced and updated in the Zurich release.

Contract Management Pro for Legal Service Delivery highlights for the Zurich release

- Initiate and manage amendment requests for existing contracts.
- Record producer to initiate an amendment request from the Employee Center.

See Contract Management Pro for Legal Service Delivery for more information.

Important: Contract Management Pro for Legal Service Delivery is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Contract amendments

Contract amendments enable you to formally change, add, or remove terms in an existing contract without replacing the entire agreement. The Amendment feature enhances contract lifecycle management by enabling you to initiate, track, and finalize amendments to existing contracts with audit trail.

A new field, **Request type**, has been added to clearly distinguish between contract and amendment requests.

Each amendment is linked to its parent contract, and you can easily view the amendment history directly from the contract request. Additionally, a record producer is available in the base system, allowing you to submit and monitor amendment requests efficiently.

The following related lists are now available within the contract repository record to provide amendment details:

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- Contract Requests: Displays all contract and amendment requests associated with the contract.
- Amendment Field Changes: Shows a detailed log of all field changes made through amendments, enabling easy tracking of modifications over time.
- Contract Documents: Provides access to all documents related to the contract, including those generated or updated as part of amendment processes. The signed contract and its amendment documents are stored in a centralized repository under the parent contract for easy access and managing all related documents from a single location.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Contract Management Pro for Legal Service Delivery (sn_lg_cnt) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

For details, see Install Contract Management Pro for Legal Service Delivery.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Contract Management Pro

Use the ServiceNow® Contract Management Pro application to set up contract document templates, clauses, clause variations, and to initiate contract requests. It also supports Now Assist driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.

Now Assist in Contract Management

Use the ServiceNow® Now Assist application in the Contract Management application to analyze a contract for missing and non-standard clauses. It also enables you to review and add the information to the mapped fields in the contract repository, eliminating the need to manually update the contract repository.

Legal Conflict of Interest release notes

The ServiceNow® Legal Conflict of Interest enables you to manage the disclosure, approval, and registry of conflict of interest that might arise from employees having competing interests or loyalties. Legal Conflict of Interest was enhanced and updated in the Zurich release.

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Legal Conflict of Interest highlights for the Zurich release

Disclose conflicts of interest using natural language from Now Assist in Virtual Agent rather than having to fill out intake forms. The risk assessment utility then automatically evaluates each submission and routes it to the appropriate approval workflow, enabling faster resolution.

See Legal Conflict of Interest for more information.

Important: Legal Conflict of Interest is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

The risk assessment utility evaluates conflict of interest disclosures against predefined risk factors to calculate a risk score and determine the risk level (Low, Medium, or High). The risk level automatically triggers the appropriate approval workflow. The utility supports three evaluation types: Condition, Subflow, and AI skill.

Note: AI skill evaluation is available once you have installed and configured Now Assist for Legal Service Delivery (LSD).

Using natural language to submit a conflict of interest request from Now Assist in the Virtual Agent interface reduces the effort required to fill in form fields because details provided in natural language are automatically populated into the intake form. Achieve faster resolution due to automated risk assessment that routes requests to the appropriate approval workflow based on calculated risk scores.

Note: The conversational intake functionality is available only once you have installed and configured Now Assist for Legal Service Delivery (LSD).

Activation information

Install Legal Conflict of Interest by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Zurich:

Legal and Contracts Common Utilities (sn_lco_cmn): Common utilities plugin for Legal Service Delivery and Contract Management Pro.

Related ServiceNow applications and features

Legal Service Delivery Practice Applications

Legal practice applications in the Legal Service Delivery suite provide solutions for the specific needs of different legal practice areas.

Now Assist for Legal Service Delivery (LSD)

Summarize a legal request or legal matter to understand its context, refresh its summary, and post the summary to work notes.

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Legal Hold Notification release notes

The ServiceNow® Legal Hold Notification application helps organizations manage their legal obligation to preserve relevant information when a legal hold is issued. It enables you to create legal hold notifications, add custodian details, and send notices to preserve legal hold-related documents. Legal Hold Notification is a new application in the Zurich release.

Legal Hold Notification highlights for the Zurich release

- Streamlined legal hold life cycle: Streamline the legal hold workflow by enabling you to create legal hold matters, assign custodians, issue notices, track acknowledgments, and ensure compliance throughout the process.
- Enhance custodian engagement by sending them legal hold notifications and reminders to ensure timely acknowledgment and accountability throughout the legal hold process.
- Reduce legal risk compliance with a controlled closure process. When the legal hold is officially closed, the Legal Hold Notification application stores detailed information about the preserved data.

See Legal Hold Notification for more information.

Important: Legal Hold Notification is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Legal Hold Notification features

Legal hold matter management

Manage legal hold matters by submitting, updating, tracking, and closing them through a streamlined process that reduces effort and ensures organizational compliance.

Submitting legal hold matter

Submit a legal hold matter to initiate the data preservation process when a legal hold is issued.

Issuing legal hold notice

Issue a legal hold notice to custodians to initiate timely data preservation, ensure accountability, and reduce the risk of data loss.

Legal hold notice acknowledgement

Record custodian acknowledgments of legal hold notices to confirm their responsibility to preserve data and ensure accountability.

Assign new custodians

Assign newly identified custodians to existing legal hold matters to ensure comprehensive and up-to-date data preservation.

Acknowledge reminders

Send reminders to custodians who haven’t acknowledged legal hold notices to ensure accountability in data preservation.

Closing legal hold matter

Close a legal hold matter once the hold is lifted to complete the data preservation life cycle.

UI changes

Coral theme

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Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Legal Hold Notification by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

The Legal Hold Notification application works with the latest stable versions of popular web browsers. To find the list of supported browsers, see Browser support.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Legal Service Delivery

Connect employees and legal teams through a unified platform with intelligent workflows, streamlining legal requests and managing complex matters efficiently via the Legal Counsel Center.

Legal Service Delivery Practice Applications

Legal practice applications in the Legal Service Delivery suite provide solutions for the specific needs of different legal practice areas.

Now Assist for Legal Service Delivery (LSD)

Summarize a legal request or legal matter to understand the context, refresh the summary, and post the summary to the work notes.

Legal Matter Management release notes

The ServiceNow® Legal Matter Management application enables you to complete legal requests that need cross-departmental tasking and provides a workflow with a mechanism to store supporting documents and track important milestones. Legal Matter Management was enhanced and updated in the Zurich release.

Legal Matter Management highlights for the Zurich release

Help ensure that sensitive information remains confidential with stakeholder controls through attorney-client privilege (ACP) protection for legal requests and matters.

See Legal Matter Management for more information.

Important: Legal Matter Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Protect sensitive legal information by marking legal matters as Privileged & Confidential, helping to ensure access is restricted to only authorized stakeholders.

Activation information

Install Legal Matter Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Legal Service Delivery Practice Applications

Legal practice applications in the Legal Service Delivery suite provide solutions for the specific needs of different legal practice areas.

Now Assist for Legal Service Delivery (LSD)

Summarize a legal request or legal matter to understand the context, refresh a summary, and post the summary to the work notes.

Legal Request Management release notes

The ServiceNow® Legal Request Management application provides a unified mechanism for employees to get all the information, services, and help that they need from the legal department and a streamlined, collaborative process for the legal department to quickly resolve these requests. Legal Request Management was enhanced and updated in the Zurich release.

Legal Request Management highlights for the Zurich release

Help ensure that sensitive information remains confidential with stakeholder controls through attorney-client privilege (ACP) protection for legal requests and matters.

See Legal Request Management for more information.

Important: Legal Request Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Protect sensitive legal information by marking legal matters as Privileged & Confidential, helping to ensure access is restricted to only authorized stakeholders.

Activation information

Install Legal Request Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Legal Service Delivery Practice Applications

Legal practice applications in the Legal Service Delivery suite provide solutions for the specific needs of different legal practice areas.

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Now Assist for Legal Service Delivery (LSD)

Summarize a legal request or legal matter to understand the context, refresh the summary, and post the summary to the work notes.

Legal Virtual Agent Conversations release notes

The ServiceNow® Legal Virtual Agent Conversations application uses machine-learning algorithms for the predicting Subcategory and Assignment group for legal requests. This application is currently supported for the Zurich release, but it will be deprecated in a future release.

Plugin information

Deprecated plugins

The following plugins are planned for deprecation in a future release:

Legal Virtual Agent Conversations (sn_lg_virtual_agent): Planned for deprecation in C release.There is no replacement for this plugin.

Now Assist for Legal Service Delivery (LSD) release notes

The ServiceNow® Now Assist for Legal Service Delivery (LSD) application leverages generative AI capabilities to summarize a legal request or legal matter so that you understand the context, refresh the summary, and post the summary to the work notes. This summary helps you to understand the context faster. Now Assist for Legal Service Delivery (LSD) was enhanced and updated in the Zurich release.

Now Assist for Legal Service Delivery (LSD) highlights for the Zurich release

Zurich Patch 7

- Disclose conflicts of interest using natural language from Now Assist in Virtual Agent rather than having to fill out intake forms.
- Legal Request and Matter summarization now considers data from extended practice area tables when summarizing.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for Legal Service Delivery (LSD) for more information.

Important: Now Assist for Legal Service Delivery (LSD) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Zurich Patch 7

Submit a Conflict of Interest (COI) request through a natural language conversation. The conversational intake for Legal Conflict of Interest is available in the base system.

Zurich Patch 4

Now LLM LTS support for Now Assist for Legal Service Delivery (LSD)

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Zurich Patch 1

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Changed in this release

Zurich Patch 7

Summarize a legal request or matter by using Now Assist for Legal Service Delivery (LSD)

Summarization now includes data from extended practice area tables, providing context#rich summaries for your legal requests and matters.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

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Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for Legal Service Delivery (LSD) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

The Now Assist for Legal Service Delivery (LSD) application works with the latest stable versions of popular web browsers. To find the list of supported browsers, see Browser support.

Related ServiceNow applications and features

Legal Service Delivery

Use to connect employees and legal teams through a unified platform with intelligent workflows, streamlining legal requests and managing complex matters efficiently via the Legal Counsel Center.

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Use to improve productivity and efficiency in your organization, deliver better self-service, suggest actions, provide answers, and empower your users to search more effectively.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows. These AI skills include case or incident summarization, chat summarization, resolution notes generation, and code generation.

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Predictive intelligence for Legal Service Delivery release notes

The ServiceNow® Predictive Intelligence for Legal Service Delivery uses machine-learning algorithms for predicting subcategory and assignment groups for legal requests. This application is currently supported for the Zurich release, but it will be deprecated in a future release.

Plugin information

Deprecated plugins

The following plugin is planned for deprecation in a future release:

Predictive intelligence for Legal Service Delivery (sn_lg_pi): Planned for deprecation in C release. There is no replacement for this plugin.

Now Assist for Workplace Service Delivery (WSD) release notes

The ServiceNow® Now Assist for Workplace Service Delivery (WSD) application enables workplace agents to summarize case information, generate resolution notes, and summarize the chat information for an interaction. Your workplace agents can review the chat and case context to propose resolutions quickly to your customers. Now Assist for WSD was enhanced and updated in the Zurich release.

Now Assist for Workplace Service Delivery (WSD) highlights for the Zurich release

Zurich Patch 7: Summarize workplace cases by using Now Assist for WSD.

Zurich Patch 5: Review changes to Now Assist usage measurement.

Zurich Patch 1

- Help map admins configure the map during bulk updates to Indoor Mapping using the automate map updates agentic workflow.
- Optimize a maintenance case based on the space utilization rate of the location where a maintenance case is created using the optimize cleaning activities agentic workflow.

See Now Assist for Workplace Service Delivery (WSD) for more information.

Important: Now Assist for WSD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Use the case summarization skill to summarize the case context and take appropriate action.

Zurich Patch 1

Optimize cleaning activities agentic workflow

Use the optimize cleaning activities agentic workflow to manage cleaning and maintenance schedules of a maintenance case based on the space utilization rate of the location where a maintenance case is created.

Automate map updates agentic workflow

Use the automate map updates agentic workflow to configure the map during bulk updates to Indoor Mapping.

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The map admin gent autonomously retrieves the sources for the CAD file and resumes the import task. If the correct source isn't found, the agent moves the task to the `Waiting user input` state.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Install Now Assist for Workplace Service Delivery (WSD) by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to give you quick and effortless access to the important information that you use to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface to summarize a chat, a case, or resolution notes so that you can get the context of this information quickly.

Enterprise Architecture release notes

Enterprise Architecture (formerly Application Portfolio Management) has new and updated features in the Zurich release.

Enterprise Architecture release notes

The ServiceNow® Enterprise Architecture application unites strategic and operational teams, enabling organizations to achieve their business objectives. Enterprise Architecture was enhanced and updated in the Zurich release.

Enterprise Architecture highlights for the Zurich release

- Define and track data certifications using the Data Certification workflow in the Enterprise Architecture Workspace to ensure the accuracy, completeness, and reliability of critical data within your organization.
- Design the future-state cloud modeling using the standardized AWS components in the Enterprise Modeling and Visualization to reflect AWS infrastructure and services.
- Perform end-to-end modeling with full alignment to CSDM (Common Service Data Model)5.0 standards including standardized shapes, colors, and relationships.
- Group business application bubbles on the Application Rationalization Bubble chart page whose X and Y-axis values are within the value range of +/-0.25 of each other.

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- Export the TRM catalog data and Business Portfolio data to Microsoft Excel or CSV format.
- Apply filters to the Application Rationalization bubble chart and list views pages, using the new filter options to filter for specific business applications. Also, select a fiscal period on the Application Rationalization pages using the new fiscal period filter option.
- Evaluate the technical debt score for business applications using the Technology Reference Model (TRM) technical debt indicator. This helps you to identify high-risk business applications and enables you to prioritize modernization and rationalization.

See Enterprise Architecture (formerly Application Portfolio Management) for more information.

Important: Enterprise Architecture is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Application rationalization page enhancements

- View business application bubbles whose X and Y-axis values are within the value range of +/-0.25 of each other as a grouped bubble. The grouped bubble displays the total number of business application bubbles that it contains. This grouping helps in clearing the clutter on bubble chart when there are too many business applications with similar values. For details, see Bubble chart view of application rationalization.
- Zoom in, zoom out, or pan on the Bubble chart page using either on-screen buttons or by using a mouse device or trackpad interactions. For details, see Bubble chart view of application rationalization.
- View the calculation logic behind the total number of business applications displayed on the Bubble chart page. For details, see Bubble chart view of application rationalization.
- Select a single bubble on the Bubble chart page to view the associated business application details. Select a grouped bubble to view the list of business applications that are part of that grouped bubble. For details, see Bubble chart view of application rationalization.
- View actual scores of business applications and compare them with their normalized scores. For details, see List view of application rationalization.
- Increased maximum number of bubbles displayed on the Bubble chart to 500.
- Apply the fiscal period filter to filter and view business applications for a specific fiscal period.
- Apply the application rationalization filters to filter and view specific business applications on the bubble chart or list view page. An indicator is displayed on top of the filter icon to show the number of filters currently applied.
- View the business application technical debt indicator score on the application rationalization list view page. On the application rationalization bubble chart view page, you can use the TRM technical debt indicator to form the bubble size based on the indicator score.
- Export the list view of application rationalization data to Excel or CSV file format. You can use the data to obtain insights, share with stakeholders, and prepare for analysis.
- Business applications with Retired or End of Life lifecycle stage aren't displayed on the Application Rationalization bubble chart page.

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Data certification in Enterprise Architecture Workspace

- Use the Data Certification workflow in Enterprise Architecture Workspace to ensure the accuracy, completeness, and reliability of critical data within your organization. For details, see Exploring data certification in the Enterprise Architecture Workspace.
- Create a data certification policy directly from the Enterprise Architecture Workspace using the Data certification workflow. For details, see Create a certification policy.
- Run certification on demand for published policies to generate a new certification instance for an active policy. For details, see Run certification for a policy.
- Activate a certification policy to add it to the active certification runs. This process ensures that the policy is active and can be used for certifications. You can deactivate a policy to remove it from active certification runs. For details, see Activate a certification policy.

Enterprise Architecture Workspace home page enhancements

Apply the Portfolio Overview and Health filters to filter and view specific business applications and business capabilities information. An indicator is displayed on top of the filter icon to show the number of filters currently applied.

Manage Enterprise Modeling and Visualization

- Create a diagrams using CSDM shapes to ensure consistency in how services, applications, and infrastructure are represented. Aligning with CMDB 5 standards, helps you in accurate reporting, impact analysis, and compliance across the enterprise. For details, see Common Service Data Model (CSDM) shapes.
- Use the modified Enterprise Architecture shapes that are aligned with CSDM 5 standards for better modeling, accurate impact analysis, and reporting. For details, see Create a diagram using CSDM shapes.
- Create diagrams using AWS shapes. The AWS shapes enable you to visualize AWS cloud components, model hybrid architectures, support cloud migration planning. For details, see Amazon Web Services (AWS) shapes and Create a diagram using AWS shapes.
- Group or ungroup a general shape object. You can combine multiple related shapes into a single container for better organization and clarity in diagrams. For details, see Convert a shape to a group shape.
- Expand or collapse a group shape to simplify visualization, improve focus, and supports hierarchical modeling. For details, see Expand or collapse a group shape.
- View Business Process details for which the BPMN diagram is being created. Modify details such as name, parent, and description. For details, see Modify BPMN diagram details.
- Reorder shape categories within the Shapes panel to customize the panel for faster access to frequently used shapes. For details, see Reorder shapes categories.
- Show or hide the Shapes panel to optimize your workspace for different tasks. For details, see Show or hide shapes panel.
- Switch between List view and Grid view in the shapes panel according to your modeling needs. For details, see Switch to list or grid view of shapes panel.

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- Download a diagram as an image to share it with other stakeholders with offline access or use it in the presentations. For details, see Download a modeling diagram as an image.
- Select and delete diagrams from the Diagrams page.
- Select upstream or downstream entities when adding related records for shapes. The upstream entities appear as a parent for the selected shape in the diagram while the downstream entities appear as a child for the selected shape in the diagram.
- Add version label, version description, and planned rollout date details for diagram versions.
- On duplicating a business process map, you can choose to associate the duplicated process map with a new or an existing business process.
- Added support for shapes that enable AI governance. The shapes are added under the Enterprise Architecture category in the shapes palette. The shapes are:
  - AI Dataset Digital Asset
  - AI Model Digital Asset
  - AI Prompt Digital Asset
  - AI System Digital Asset
- Perform undo and redo actions using buttons on the diagram page or using keyboard shortcuts.
- Resize the shapes added to a canvas.
- Drag shapes from the **Shapes** palette on to the canvas.
- Add labels on the connector lines between shapes in a diagram.
- Create diagrams for business process maps using the specific shapes related to the business processes.
- Search shapes within the shape libraries.
- Reorganize the order of shapes in a shape library according to your requirement.
- Show or hide shapes in different diagram types.
- General shapes can be rotated.
- Enhanced the overall appearance of the diagram by hiding the connector ports and displaying them only when hovering over the shapes.
- Open the Enterprise Modeling and Visualization diagrams from the following sections:
  - From the Architectural Artifacts related list of a business application, business capability, or a business process record.
  - From the **My approvals** tab of the Needs Attention section on the EA Workspace home page.
  - From the Architectural Artifacts section of the Portfolio page.
- Added support for all ArchiMate shapes.
- Model Value stream diagrams.

TRM catalog enhancement

Export the TRM catalog data to Microsoft Excel or CSV format.

Business Portfolio enhancement

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Export the Business Portfolio data to Microsoft Excel or CSV format.

TRM category enhancements

Assign an owner to a TRM category to ensure clear accountability and improved governance standards. The owner is responsible for maintaining consistent technology compliance standards for that TRM category.

TPM lifecycle record enhancements

- TPM lifecycle records are now assigned unique identifiers are automatically,while creating the TPM lifecycle record. These identifiers serve as clickable links that provide direct access to full record details.
- Run the Populate Number field in TPM Discovered Technologies scheduled job to populate the TPM lifecycle record identifiers of existing records created using previous versions (before version 1.9.0) of the TPM plugin. For details, Run a scheduled job to populate Technology Portfolio Management lifecycle record identifier.

Working with Portfolio list viewAI Portfolio section enhancements

The following AI product models added to the AI Portfolio section:

- AI System Product Models
- AI Model Product Models
- AI Dataset Product Models
- AI Prompt Product Models

Business application related list enhancements

Added the AI Product Models as a related list. In the tab, you can:

- Select **Add** to associate an existing AI system product model to the business application.
- Select **Remove** to remove a AI system product model from a business application.

For details, see Add AI systems to business applications.

- Added the **Product capability** tab as a related list. In the tab, you can:
  - Select **New** to create a new product capability and associate it with the business application.
  - Select **Add** to add an existing product capability to the business application.
  - Select **Remove** to remove a product capability from a business application.
- Added the TRM products tab as a related list. In the tab, you can:
  - Select **New** to create a new TRM product and associate it with the business application.
  - Select **Add** to add an existing TRM product to the business application.
  - Select **Remove** to remove a TRM product from a business application.
- In the **Architectural Artifacts** tab of the business application related list, selecting the **New** button displays a modal to create an architectural artifact.

TRM product related list enhancements

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- Added the **Product capability** tab as a related list. In the tab, you can:
  - Select **New** to create a new product capability and associate it with the TRM product.
  - Select **Add** to add an existing product capability to the TRM product.
  - Select **Remove** to remove a product capability from a TRM product.
- Added the **Business Applications** tab as a related list. In the tab, you can:
  - Select **New** to create a new business application and associate it with the TRM product.
  - Select **Add** to add an existing business application to the TRM product.
  - Select **Remove** to remove a business application from a TRM product.

Architectural Decision Records (ADR) enhancements

- Create artifact type Architectural Decision Records (ADR) in one step.
- Create and add multiple pages to the Architectural Decision Records (ADR) from the **Artifact content** tab.
- In the Architectural Decision Records (ADR) page, you can tag the following:
  - Tag a user
  - Tag a record
    - Architectural artifact
    - Business application
    - Business capability
    - Business process
    - Digital integration (requires the digital integration plugin)
    - Digital interface (requires the digital integration plugin)
    - Information object
    - TRM product (requires the TRM plugin)
    - Value stream (requires the value stream plugin)
- Request approval workflow for Architectural Decision Records (ADR).
- The version drop-down list is added to the Architectural Decision Records (ADR) page header. Select a version from the drop-down list to open the specific ADR version.

Data Certification changes

In the Enterprise Architecture Workspace, the certifications data is saved to and fetched from the CMDB Data Management Task Control [cmdb_data_management_task] table.

If your certification data is still fetched from the Certification Schedules [cert_schedule] table, you might consider migrating your certification policies to the CMDB Data Management Task Control [cmdb_data_management_task] table. For more information, see Convert legacy certification schedules into Data Manager Certification policies and Publish a draft Data Manager policy in CMDB Workspace.

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Changed in this release

Granular level admin role changes

Added granular level admin role (sn_apm.apm_admin) to the following system properties in the Enterprise Architecture Workspace:

- glide.ui.sn_apm_di_digital_interface_activity.fields- Digital Interface activity formatter fields.
- glide.ui.sn_apm_di_digital_integration_activity.fields- Digital Integration activity formatter fields.
- sn_apm_tpm.discoveryModelProductTypesForTPM- Product types of discovery models to consider for TPM software suggestions.
- sn_apm_tpm.configurationItemsWithSoftwareInstalls- Non hardware configuration items which have software models for TPM discovery process.

UI changes

Data certification

Added the Data Certification section to the Enterprise Architecture Workspace. Also, added the Data Certification icon to the navigation menu of the Enterprise Architecture Workspace.

Enterprise Modeling and Visualization enhancements

- Added AWS, CSDM, and EA Extended shape libraries.
- Added the Toggle Shape Library icon to show or hide the shapes panel.
- Added the expand and collapse icons to the shapes categories within the shapes panel.
- Added a view modes icon to switch between list and grid views for shape libraries.
- Added a download icon to download the diagram as a PNG image.
- Added the Modify business process details icon on the business process diagram page.

Application Rationalization page enhancements

- Changed the landing page for application rationalization from Bubble chart view to List view.
- Enhanced the Bubble chart view to group the business application bubbles whose X and Y-axis values are within the range of +/-0.25 of each other.
- Added zoom in, zoom out, and zoom reset buttons to the Bubble chart page.
- Moved the planned disposition legend to the bottom of the Bubble chart page.
- Display the business application details in the side panel on selecting a single bubble on the Bubble chart page.
- Display the list of business application applications in the side panel on selecting a grouped bubble on the Bubble chart page.
- Added the bubble count details icon on the Bubble chart page to show the calculation logic for number of bubbles displayed on the Bubble chart.
- Added the Data visibility icon to show or hide the Data visibility side panel on the List view page. On enabling the **Show actual score data** toggle on the Data

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visibility side panel, the **Actuals** column appears to display the non normalized indicator scores.

- Added the **Score for fiscal period** filter drop-down.
- Added a filter button.
- Removed the previously available filter drop-downs.
- Added the export icon.
- Added the technical debt column on the list view page.
- Added the technical debt indicator in the bubble size list under the settings of the bubble chart page.
- Updated the color palette of the bubbles in the bubble chart view with bolder hues to enhance the usability and legibility of the bubbles.

TRM catalog

Added an export icon to the TRM catalog page under Technology Portfolio.

Business Portfolio

Added an export icon to the Business Portfolio page.

TRM category

Added the Owner field in the TRM category form.

TPM lifecycle identifier

Added the TPM lifecycle record identifier on the **TPM lifecyles** tab on the Technology Portfolio page.

Business applications by TCO score widget

- Added X and Y-axis details for the Business applications by TCO score widget in the **Portfolio TCO** tab of the Enterprise Architecture Workspace page. The X-axis denotes the TCO scores while the Y-axis denotes the number of business applications.
- Score calculations are denoted by integers.

Portfolio page enhancements

- Added the AI Portfolio module.
- Added the Product Capabilities section to the Application Portfolio module.

Portfolio Overview and Health section enhancements on Enterprise Architecture Workspace home page

- Added a filter button to the Portfolio Overview and Health section.
- Removed the previously available filter drop-downs.
- Added an indicator on the filter button to show the number of applied filters.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

View business capabilities associated with a business application

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Added the **Business Capabilities** tab in the business application related list. **Add** and **Remove** buttons are added to associate or dissociate a business capability with a business application.

Business application related list enhancements

The business application related list is reorganized, and includes the following available tabs:

- Business capabilities
- Product capabilities
- Information Objects
- Architectural Artifacts
- Digital Interfaces
- Digital Integrations
- Total Cost of Ownership
- Application Model Lifecycle
- TPM Discovered Technologies
- TRM Technical Debts
- TRM Products
- CI Scores
- Architecture Reviews
- Lifecycle Timelines

Insights section enhancements on Enterprise Architecture Workspace home page

A new card "Past due certification tasks for business applications" is added in the **Application Portfolio** tab of the Insights section. The following cards are removed from the **Application Portfolio** tab of the Insights section:

- Open quarterly certifications for business applications
- Open on demand certifications for business applications

Enterprise Modeling and Visualization enhancements

- Added an option to select upstream related records in the Add related records pop-up window.
- Added new fields to the Duplicate pop-up window, when trying to duplicate a business process map. The fields are to associate the duplicated business process map with a new business process or an existing business process.
- Added an adornment to add text to the connector line between shapes in a diagram.
- In the Diagrams page, added a button to delete existing diagrams.
- Enhanced the Enterprise Architecture shape library with new shapes for:
  - Value Stream
  - Value Stream Stage
  - AI Model Digital Asset
  - AI Dataset Digital Asset

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  - AI Prompt Digital Asset
  - AI System Digital Asset
- The **View details** button for a diagram displays the version label, planned rollout date, and description details of that diagram version. Also, added an **Edit** button on the View details pop-up window, to modify the version label, planned rollout date, and description details.
- Added new fields to the **Save as new version** pop-up window.
- Added **Undo** and **Redo** buttons to the diagram canvas page.

Activation information

Enterprise Architecture (formerly Application Portfolio Management) is available with activation of the Enterprise Architecture (com.snc.apm), which requires a separate subscription. For details, see Enterprise Architecture.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Now Assist for Enterprise Architecture (EA) release notes

The ServiceNow® Now Assist for Enterprise Architecture (EA) application introduces generative AI skills into the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) was enhanced and updated in the Zurich release.

Now Assist for Enterprise Architecture (EA) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- All Now Assist for EA skills are activated by default.
- Use the Diagram change analysis Now Assist skill to compare an Enterprise Modeling and Visualization diagram with its previous version and generate a summary of the differences.
- Use the Refine text Now Assist skill to elaborate or shorten text in the **Description** field of the business application, business capability, business process, and information object records. Also, use this skill to generate, elaborate, or shorten text in the **Reasoning** field under the **Planned Disposition** section of the business application record.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Use the Business Application Insights Now Assist skill to generate insights into your business applications.
- Implement security in Now Assist AI agents with access control lists (ACLs).
- On the Architectural Decision Records page, use the field in the Architectural Decision Records menu to enter queries and derive the required information from the Architectural Decision Records (ADR) artifact content.

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Zurich Patch 1

- Use the Business Application Insights Now Assist skill to generate insights into your business applications.
- Implement security in Now Assist AI agents with access control lists (ACLs).
- On the Architectural Decision Records page, use the field in the Architectural Decision Records menu to enter queries and derive the required information from the Architectural Decision Records (ADR) artifact content.

Zurich Early Availability

- Enhance your productivity by using the Now LLM Service or a supported third-party LLM with any Now Assist for Enterprise Architecture (EA) skill or AI agent.
- Enhance your user experience with Coral that is used as the default theme for new portal, web, and mobile experiences.

See Now Assist for Enterprise Architecture (EA) for more information.

Important: Now Assist for Enterprise Architecture (EA) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Enterprise Architecture (EA) features

Compare Enterprise Modeling and Visualization diagrams

Learn the details of the changes in the Enterprise Modeling and Visualization diagrams by comparing a diagram with its previous version. You can compare business application hierarchy, business capability map, and business process map diagrams.

Elaborate or shorten content in form fields

Elaborate or shorten text in the **Description** field of the following records using the Refine text Now Assist skill:

- Business application
- Business capability
- Business process
- Value stream stages
- Information object

Also, generate, elaborate, or shorten text in the **Reasoning** field in the **Planned Disposition** section of the business application record.

Business Application Insights skill configuration changes

For the Business application insights Now Assist skill, you can view the business application source fields based on which the business application insights are generated. Also, you can determine the availability of the skill by defining a specific criteria in the **Define access** tab of the Business application insights skill.

Role restrictions for Now Assist for EA skills

Role restriction is added to the default roles associated with the following skills:

- Diagram change analysis
- ADR Doc Summarization and Actions

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- Business application insights
- Refine text

Business Application Insights skill

Learn the details of business applications and gather concise and actionable insights on business applications from the summary that is generated by Now Assist for Enterprise Architecture (EA). The business application insights help you to make informed decisions without manually reviewing large volumes of data.

Implement access control lists for security in AI agents

Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities.

ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.

To learn about ACLs for Now Assist for Enterprise Architecture (EA) agents and skills, see Configure Now Assist for Enterprise Architecture (EA) and Enterprise Architecture AI agent generate enterprise architecture diagram agentic workflow.

Generate a summary of the Architectural Decision Records (ADR) document or get a particular information from the document

On the Architectural Decision Records page, use the field option in the Now Assist menu to derive a particular information about the ADR content.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

- The **Compare versions** button is added to the diagram page in the Enterprise Modeling and Visualization.
- The Now Assist icon is added to the diagram page in the Enterprise Modeling and Visualization. You can use this icon to show or hide the Now Assist panel.
- The Now Assist icon is displayed on selecting the description field of the business application, business capability, business process, value stream stages, and information objects.

  Also, the icon is displayed on selecting the **Reasoning** field in the **Planned Disposition** section of the business application record.
- Added **Define availability** and **Define access** tabs in the Business application insights Now Assist skill configuration page in the Now Assist Admin console.
- Added **Role restrictions to skill** section in the **Define access** tab of Now Assist skills in the Now Assist Admin console.
- The **Generate insights** button is added to the business application page in the Enterprise Architecture Workspace.
- Changes to the Architectural Decision Records page:

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- The Now Assist drop-down menu is added.
- A field is added to the Now Assist drop-down menu to enter queries and get answers for Architectural Decision Records (ADR) artifact content.
- The **Summarize** button is moved to the Now Assist drop-down menu.
- In the context menu, the **Now Assist** button is changed to the Now Assist icon and placed as the first option of the context menu.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Role masking

Role masking enables users to limit the roles and privileges of agentic workflows during tool execution. Agentic workflows and their AI agents that get installed with Now Assist applications are assigned pre-defined roles. If you select *`Users with specific roles`* for user access, you must configure the security controls to include these roles. Data access settings must also include these roles. For the instructions to change the security controls, see Define security controls for an agentic workflow.

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. For more information, see .

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Related ServiceNow applications and features

Help improve productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor in Now Assist applications and features.

Use the Now Assist panel to interact with and get assistance from generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in docs.

Operational Sustainability Management release notes

The ServiceNow® Operational Sustainability Management application helps you to manage all your environmental, social, and governance (ESG) commitments. Operational Sustainability Management was enhanced and updated in the Zurich release.

Operational Sustainability Management highlights for the Zurich release

- Enable organizations to provide estimated data using pre-defined methods like average when actual data isn't available.
- Enhance data accuracy and governance by adding a review process for automated metric definitions.
- Integrate real-time energy consumption data from DEX into the ESG Sustainable IT Dashboard for more accurate and reliable sustainability reporting, especially for desktops and laptops.
- Enabled tracking and reusing narratives or statements for disclosures, making it easy to highlight specific achievements or commitments.
- Enable creating claims directly from Microsoft Word to ServiceNow via the Microsoft 365 plugin.
- Use enhanced entity-based access for metric definitions, metrics, metric data tasks, and metric data, enhancing data security and granular access control.
- Create and synchronize claims automatically when uploading disclosures from Word via the ServiceNow add-in. This streamlines ESG reporting and confirming traceability across templates.
- Avoid calculation inconsistencies caused by missing operand values. The Calculated Metric Definition Settings table enables specifying default values for operands, confirming smooth execution and flexible configuration.
- When renaming a metric definition, there's an option to apply the updated name to its child metrics and their associated metric data tasks.
- Enabled audit tracking for emission factor tables and all changes are automatically logged for compliance and traceability.
- Removed the unit restrictions between calculated metric definitions and emission factors, enabling any emission factor to be applied regardless of unit.

See Operational Sustainability Management (formerly Environmental, Social, and Governance) for more information.

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Important: Operational Sustainability Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Support estimation when actual data isn't available

Enable organizations to provide estimated data when actual data is unavailable. Use standardized or personalized custom methods to confirm accurate and reliable ESG reporting.

Approve automated metric definitions

Configured a new approval stage for automated metric definitions, confirming that collected data undergoes review before being added to relevant tables. This improves data accuracy and governance for automated metric definitions.

DEX integration with Sustainable IT Dashboard

Real-time energy consumption data from DEX is now integrated into the ESG Sustainable IT Dashboard. This enhances sustainability reporting for IT assets, providing real-time usage trends, total energy consumption, and detailed regional and model insights, thereby supporting more accurate and actionable ESG initiatives.

Claims for reporting

Track and reuse narratives or statements for disclosures and reports. Claims play a crucial role in disclosures, highlighting key achievements and commitments while confirming actionable and credible reporting. This enhances the efficiency, consistency, and credibility of your sustainability disclosures.

Provide responses for multiple metrics

This release brings multiple improvements that aim to improve the overall functionality and usability of the Operational Sustainability Management:

- Enhanced Metric data task filtering by approval level.
- Various bug fixes and UI enhancements for a better user experience.

Monitoring assessment data using ESG Management dashboards

Introduction of Platform Analytics view in ESG Management for creating dashboards and reports.

Creating claims from O365

Enhanced the Microsoft 365 plugin to enable creating and submitting claims directly from Microsoft Word to ServiceNow, streamlining the claims process.

Emission factor enhancements

Updated calculated metric definition calculation logic to automatically recalculate data when emission factor values change, using the new values for dates within the validity period. This confirms that the metrics data is consistent and accurate.

Forecast planning

The forecast planning now includes support for both manual and automated metric definitions and metrics, in addition to calculated metric definitions. This enhancement enables for more flexible and accurate forecasting across a wider range of metrics. You can adjust values either as absolute amounts or as percentages, making it easier to model various scenarios and anticipate future trends.

Entity based assess

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Entity-based access aims to provide a more granular approach to data access, confirming that users can only access data through entity-based access.

- The entity-based access has been enabled for metrics, metric data tasks, metric data, metric data by entity and metric threshold.
- Administrators can grant access to an entity's related records by adding users or user groups, or by using entity user fields for entity-based access configuration.

Upload a disclosure document

Claims Disclosure enables you to create and link claims directly from Word documents using the ServiceNow add-in. Once uploaded, claims are automatically synced and created in to the relevant disclosures, confirming traceability and simplifying ESG reporting.

Activate default values for CMD calculations

Default values for operands in CMD formulas can now be defined in the Calculated Metric Definition Settings table. When an operand value is missing during formula execution, the system automatically retrieves and applies the specified default value, confirming uninterrupted calculations. Default values can be customized or new records added to meet specific calculation requirements.

Update a metric definition

When renaming a metric definition, an option is available to apply the change to associated child metrics. Selected child metric names are updated, and their related metric data tasks automatically reflect the new name, confirming consistency across all linked elements.

Components installed with Operational Sustainability Management (formerly ESG Management)

Updated ESG Management roles to update compliance feature roles. The following roles are updated:

- sn_esg.data_owner
- sn_esg.program_manager
- sn_grc_metric.admin
- sn_grc_metric.manager
- sn_grc_metric.user

ESG content accelerator

The Unified Content Accelerator has been renamed to Unified Content Management. Its user interface has been redesigned for improved usability and intuitive workflows, while retaining core functionality.

Emission factor library

Audit tracking is now enabled by default on Emission Factor tables, confirming that every modification is automatically recorded in a secure audit log. You can review detailed entries, including the user who initiated the change, the timestamp, the type of update, and the modified data values.

General guidelines for formula building

You can now select any emission factor when creating a calculated metric definition (CMD), regardless of unit type. This update removes that constraint, enabling broader formula combinations and supporting sustainability scenarios where unit alignment isn’t required for calculations.

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Activation information

Install Operational Sustainability Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Now Assist for Operational Sustainability Management Management release notes

The ServiceNow® Now Assist for Operational Sustainability Management application brings generative AI to Operational Sustainability Management. Now Assist for Operational Sustainability was enhanced and updated in the Zurich release.

Now Assist for Operational Sustainability highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
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Accelerate carbon reporting with AI-powered calculations, validation, and insights for Scope 3 emissions.

Zurich Patch 1

Automate metric data collection from utility invoices by extracting key information using the AI-driven document intelligence for utility invoices.

See Now Assist for Operational Sustainability Management for more information.

Important: Now Assist for Operational Sustainability is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Use agentic AI in Now Assist for Operational Sustainability

The carbon calculations agentic workflow acts as a copilot for sustainability teams, streamlining carbon accounting workflows. It intelligently selects metric definitions and emission factors from the library, generates calculated metric definitions, and enables user review and adjustments before final use.

Zurich Patch 1

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Extract data from utility invoices

Now Assist for Operational Sustainability with document intelligence for utility bills, designed to streamline your ESG metric data collection and reporting. Here are the key highlights:

- Extract ESG metric data with Gen AI-Powered Document Intelligence from utility bills, like electricity, gas, and water, with accuracy and efficiency.
- Automate data collection by eliminating manual data entry and reducing errors.
- Integrate extracted data with ESG metric workflows for a seamless experience.
- Scale your operations with an enterprise-scale solution that handles large volumes of data.
- Confirm compliance and transparency with built-in audit features that support reporting requirements.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

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Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for Operational Sustainability by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and Features

Zurich Patch 4

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

AI Agent Studio

Use AI Agent Studio to create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Use the Now Assist panel conversational interface in ServiceNow® Software Asset Workspace to interact with and get assistance from generative AI.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Field Service Management release notes

The ServiceNow® Field Service Management application unites AI, data, and workflows on a single enterprise-grade platform to revolutionize field operations in completion of any job the first time, every time. Field Service Management was enhanced and updated in the Zurich release.

Field Service Management highlights for the Zurich release

- Use the aggregated agent schedule to optimize the allocation of resources for a territory up to the specified cut-off date.
- Flag a task or use assignment assistance directly from the Work Order Task page to streamline task management.
- Configure Schedule Optimization to instantly adjust technician schedules in response to real-time events, like new priority 1 tasks, task cancellations, paid time off requests, or delays.

See Field Service Management for more information.

Important information for upgrading Field Service Management to Zurich

Effective March 1, 2025, the Google Places API, Directions API, and Distance Matrix API have been designated as legacy services. The newer versions of these services are Places API (New) and Routes API. Google Maps APIs for Field Service capabilities uses the latest version of the APIs in the Zurich release and Dispatcher Workspace version 8.0. To help avoid issues with the Google Maps APIs, enable Places API (New) and Routes API from Google Cloud Platform Console.

New in the Zurich release

Using Dispatcher Workspace

Use Dispatcher Workspace to perform the following tasks:

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- Use the advanced resource filter to sort contractors and equipment.
- Add agents to Dispatcher Workspace to see their schedules, or assign them tasks if you manage the assignment group or territory they're a part of. This action can be done without loading the entire assignment group or territory that the agent is a member of.
- Set up the calendar to use multiple time zones at once. For more information, see Show multiple time zones at once in Dispatcher Workspace.
- Navigate from a work order task to a related list of smart assessments that are associated with that work order.

Assigning work order tasks to agents manually

Use the records page to perform the following tasks that was limited to Dispatcher Workspace before:

- Flag a work order task.
- Use assignment assistance.

Schedule Optimization

Use Schedule Optimization to do the following:

- Initiate immediate optimization to adjust schedules and tasks when an in-day event occurs, like a new priority 1 task, a canceled task, an agent taking PTO, or an agent running late.
- Assign the best agent for a work order task based on agent efficiency, which helps schedule and assign tasks more appropriately, using Field Service Agent Efficiency.
- Define work, travel, and overtime penalty values for each agent so the optimization engine can either schedule a nearby agent with a higher penalty or a distant agent with a lower penalty.
- Improve task scheduling by assigning dependent tasks to a single technician within the same shift.

Workforce

Enable managers to show or hide work order tasks from the **Calendars** tab in Workforce. When Workforce Optimization for Field Service is enabled, these tasks can also be viewed in Hybrid and Map views.

Field Service Scheduling

Manage resource attributes for any duration, whether a single day or multiple days.

Appointment Booking

Use Appointment Booking to do the following:

- Enable better control over task sequencing using new dependency types, such as 'Finish to Start - Same Day' and 'Finish Together' with lag options, integrated with appointment booking for more precise scheduling. Enhance operational insight for all roles through improved visualizations including dependency trees, conflict alerts, and task indicators, which support dispatcher decisions and technician execution.
- Optimize appointment recommendations by allowing radius configuration at the territory level, tailored to diverse areas, such as urban versus rural. This capability

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includes an extension point for customers to implement custom radius logic with default instance-level values if no specific configuration is set.

- Enhance appointment recommendations by allowing grading against user-defined similar services rather than identical ones, resulting in more versatile scheduling options. This feature includes an extension point for customers to specify which services they consider similar, and the system defaults to same-catalog matching if no custom configuration is provided.
- Increase scheduling flexibility with new features to support slot overlap and overrides. This capability enables territory-based customization of appointment windows, default schedules, and specific slot-level overrides, giving more control over availability.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Schedule Optimization

- The Resource Schedule Attribute related list and form have been added to agent profiles.
- The Aggregated Agent Schedule has been added to Capacity by list in the Capacity definition form.
- The Agent Schedule Attribute Plan table and form have been renamed to Resource Schedule Attribute.

Changed in this release

Capacity and Reservations Management

Use the aggregated schedules of all agents of a territory to allocate resources until a specified cut-off date, after which predicted capacity can be used for bookings. This feature optimizes resource utilization and capacity management for a territory, which helps ensure that business services remain available without overburdening resources.

Google Maps#APIs for#Field Service#capabilities

Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you create a Google API key after March 2025, you must upgrade to a supported ServiceNow release version to verify compatibility.

Smart Assessment for Field Service

Use Smart Assessment for Field Service to do the following:

- Streamline asset identification and data entry by scanning and capturing barcode values directly within a work order questionnaire.
- Configure a predefined range for numeric inputs to minimize errors and help ensure data accuracy.
- View completed questionnaires in the workspace.

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- Create follow-up work order tasks from a work order questionnaire based on the responses.
- Allow users to retry or replace an attachment if the upload is unsuccessful.

Field Service Scheduling

Migrates data from the Work Parameter table to the Resource Schedule Attribute table for each technician, confirming that work parameters align with the new schedule attributes.

Deprecations

- Non-collapsed mode is being deprecated and removed from Dispatcher Workspace. Dispatchers must use collapsed mode to see available resources in Dispatcher Workspace.
- Starting with the Zurich release, the **Enable capacity** constraint for Schedule Optimization is being deprecated. It will no longer be applied for Schedule Optimization. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Field Service Management is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Financial Management

Field Service Management integrates with the ServiceNow® Financial Management application to allocate, track, and report expenses in your organization.

Note: The Financial Management for CSM plugin (com.snc.financial_management_for_csm) is no longer available for direct activation. You can request this plugin through Now Support Customer Service.

Customer Service Management

The Customer Service Management (CSM) with Field Service Management plugin (com.snc.csm_fsm_integration) integrates the Field Service Management and ServiceNow® Customer Service Management (CSM) applications to enable you to view account and contact information on work orders and work order tasks in the Field Service Management application.

Project Portfolio Management

Field Service Management integrates with the ServiceNow® Service Portfolio Management application to enable you to create work orders directly from project tasks.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tier-1 agents with the tools needed to respond to customers and resolve cases.

Now Assist for FSM release notes

The ServiceNow® Now Assist for FSM application brings generative AI to Field Service Management. Now Assist for FSM was enhanced and updated in the Zurich release.

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Now Assist for FSM highlights for the Zurich release

- Track and validate parts usage during work order task closure with the Parts Manager AI agent.
- Create work orders from images by uploading photos of equipment issues through the Now Assist panel or ServiceNow Agent mobile app.
- Access Now Assist Virtual Agent from a primary action button in the mobile app navigation bar.
- Use voice-to-text input when interacting with Now Assist Virtual Agent in the ServiceNow Agent mobile app.
- Enhance your productivity with the Create Work Order AI agent, which allows users to initiate work orders using AI to process descriptions from text.

See Now Assist for Field Service Management (FSM) for more information.

Important: Now Assist for FSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

AI agent: Parts Manager

Track and validate parts usage when closing work order tasks. The Parts Manager AI agent analyzes activity notes to update parts statuses and automatically adjusts inventory when tasks are closed. The AI agent is available through the Now Assist panel on platform and through the ServiceNow Agent mobile app.

AI agent: Create Work Order from image

Create work orders by uploading photos of equipment issues. The AI agent extracts relevant information from the image to populate work order fields.

Primary action button for Now Assist Virtual Agent

Access Now Assist Virtual Agent from a primary action button in the ServiceNow Agent mobile app navigation bar. Administrators can configure this button to launch Now Assist Virtual Agent or another global function.

Voice-to-text input in Now Assist Virtual Agent

Use voice input when interacting with Now Assist Virtual Agent in the ServiceNow Agent mobile app. Tap the microphone icon to dictate messages instead of typing.

AI agent: Create Work Order

You can leverage AI to create work orders from a written description of the issue. The Create Work Order AI agent is available through the Now Assist panel on platform and through the ServiceNow Agent mobile app.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Custom template and custom prompt support

As an admin, you can clone the KB generation skill and customize the input fields. You can also clone the Work order task summarization skill, then access the skill in the Now Assist skill kit, and update the prompts.

UI changes

AI visual indicators

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Consistent gradient styles indicate when AI is assisting or augmenting an experience. Gradients appear across AI-powered features in Workspace, UI16, and mobile interfaces. Gradients subtly animate during AI processing and return to a static state when complete.

Updated icons in Now Assist Virtual Agent

The Now Assist Virtual Agent interface includes updated icons for web search, photo upload, and microphone functions.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Create Work Order AI agent performance improvements

The Create Work Order AI agent was optimized to reduce latency and improve response times. Inter-agent communication was streamlined to minimize redundant processing during work order creation.

Removed prompt headers

The prompt headers have been removed from the work order summarization skill to support third-party large language models. You can now customize prompts via a hyperlink to the Now Assist skill.

Activation information

Now Assist features are available with activation of the Now Assist for FSM plugin. For more information, see .

Additional requirements

The Now Assist for FSM application requires Field Service Management.

Related ServiceNow applications and features

Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console that provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including work order task summarization and Knowledge Base article generation.

Financial Services Operations release notes

Financial Services Operations has new and updated features in the Zurich release.

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Card data security release notes

The ServiceNow® Card data security application enables you to tokenize sensitive card data, such as primary account numbers (PANs), in Financial Services Operations dispute workflows. Card data security is a new application in the Zurich release.

Card data security highlights for the Zurich release

- Ensure Payment Card Industry (PCI) compliance and the secure handling of sensitive card data with an integrated tokenization solution for Financial Services Operations disputes.
- Integrate with major core systems and third-party systems, including (but not limited to) Visa, Mastercom, Mastercom Extended, Ethoca, Verifi, and Visa Stop Payment Service. Visa and Mastercom are predefined integrations.

See Card Data Security for more information.

Important: Card data security is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Card data security features

Card Data Security

Tokenize secure card data in FSO dispute workflows by integrating with a tokenizer service through Card data security. You can configure which values to tokenize, establish connections to core systems and third-party systems like Visa and Mastercard, and manage tokenizer resource configurations.

UI Changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Card data security by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Dispute Management

Use Card data security in FSO Dispute Management workflows to enable tokenization of sensitive card data.

Dispute Rules Content Pack for Mastercard release notes

The ServiceNow® Dispute Rules Content Pack for Mastercard application provides a questionnaire for intake of dispute-related information under various dispute categories per Mastercard guidelines. Dispute Rules Content Pack for Mastercard was enhanced and updated in the Zurich release.

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Dispute Rules Content Pack for Mastercard highlights for the Zurich release

- Developed and refined chargeback eligibility rules to validate dispute cases against Mastercard core rules.
- Updated the intake questionnaire for various dispute categories.

See Dispute Rules Content Pack for Mastercard for more information.

Important: Dispute Rules Content Pack for Mastercard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Decision tables for Mastercard dispute processing

Streamline dispute processing by validating Mastercard transaction details and questionnaire answers against the eligibility rules in this application's decision tables.

UI changes

Coral theme

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Changed in this release

Dispute Rules Content Pack for Mastercard chargeback eligibility rules updates

Transformed chargeback eligibility rules into technical formulas to determine the eligibility or ineligibility of a selected transaction for chargeback.

Dispute Rules Content Pack for Mastercard intake questionnaire updates

Updated the dispute questionnaire provided through Dispute Rules Content Pack for Mastercard by adding new questions and updating existing questions.

Activation information

Install Dispute Rules Content Pack for Mastercard by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Additional requirements

This application requires Financial Services Card Operations (sn_bom_credit_card) to be installed.

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Related ServiceNow applications and features

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Customer Service Management

Enable the extension of tables from the Customer Service Management (CSM) application into the Financial Services Card Operations application.

Playbook capabilities

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management (CSM) to confirm consistent responses to commonly encountered situations.

Dispute Rules Content Pack for Nacha release notes

The ServiceNow® Dispute Rules Content Pack for Nacha application enables receiving depository financial institutions (RDFIs) to access operating guidelines for checking the eligibility of disputed automated clearing house (ACH) transactions. Dispute Rules Content Pack for Nacha is a new application in the Zurich release.

Dispute Rules Content Pack for Nacha highlights for the Zurich release

- Run chargeback eligibility rules and derive ACH dispute categories and reason codes based on Nacha guidelines.
- Determine chargeback eligibility using an integrated KB article that contains rules and conditions.

See for more information.

Important: Dispute Rules Content Pack for Nacha is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Dispute Rules Content Pack for Nacha features

Decision tables for ACH dispute processing

Streamline dispute processing by validating ACH transaction details and questionnaire answers against the eligibility rules in the decision tables included in this application.

Supporting Knowledge Base article

Verify chargeback eligibility with the included Knowledge Base article that contains a table of reason codes and chargeback rules.

Activation information

Install Dispute Rules Content Pack for Nacha by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting

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requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist for Financial Services Operations (FSO)

Integrates with Now Assist for FSO plugin to automate eligibility recommendations for disputed transactions.

Dispute Rules Content Pack for Visa release notes

The ServiceNow® Dispute Rules Content Pack for Visa application provides questionnaires for dispute-related information intake under various dispute categories according to Visa guidelines. Dispute Rules Content Pack for Visa was enhanced and updated in the Zurich release.

Dispute Rules Content Pack for Visa highlights for the Zurich release

Applied Visa Resolve Online (VROL) release 25.2 revision changes to Dispute Rules Content Pack for Visa questionnaire.

See Dispute Rules Content Pack for Visa for more information.

Important: Dispute Rules Content Pack for Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI Changes

Coral theme

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Changed in this release

Visa Resolve Online (VROL) version 25.2 updates

Updated the dispute questionnaire provided through the Dispute Rules Content Pack for Visa to align with Visa Resolve Online (VROL) release 25.2 revision changes.

Activation information

Install Dispute Rules Content Pack for Visa by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

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Related ServiceNow applications and features

Playbooks for Customer Service Management

ServiceNow® Playbooks for Customer Service Management provides a way to visualize business process workflows in a simple, task-oriented view for consistent responses to commonly encountered situations.

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in Financial Services Operations workflows.

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations.

Integration Hub available spokes

Activate spokes to improve your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Financial Services Card Operations release notes

The ServiceNow® Financial Services Card Operations application enables dispute agents to expedite dispute resolutions by providing the required data and improve the overall experience. Financial Services Card Operations was enhanced and updated in the Zurich release.

Financial Services Card Operations highlights for the Zurich release

- Resolve disputes with a new dispute life cycle for Mastercard dispute transactions.
- Leverage a new workspace page in Financial Services Card Operations to resolve Mastercard disputes.
- Integrate Mastercard's Mastercom APIs into the Dispute Management workflow to resolve card disputes faster and more efficiently.
- Resolve ACH disputes faster with a guided, end-to-end workflow that unifies intake, investigation, and resolution—built on a framework ready for any non-card transaction.
- Streamline operations with a single, consistent intake process that applies across all dispute workflows.

See Overview of the Dispute Management workflow for more information.

Important: Financial Services Card Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Overview of the Dispute Management workflow

Resolve Mastercard disputes quickly with an enhanced end-to-end workspace that supports all stages of the dispute life cycle, including pre-arbitration and arbitration.

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Use comprehensive tools to simplify and accelerate the dispute management process.

ACH disputes workflow

Resolve ACH disputes faster with a guided, end-to-end workflow that unifies intake, investigation, and resolution—built on a framework ready for any non-card transaction. The unified intake now features a new dispute reason framework for accurate regulatory mapping and embedded WSUD signature collection for seamless authorization capture. The overall workflow centralizes data, applies real-time regulatory checks, and surfaces next best actions to reduce manual effort and speed decisioning, all on a modular design that can scale to additional non-card dispute types.

UI Changes

Coral theme

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Changed in this release

Overview of the Dispute Management workflow

Track the progress of the investigation workflow intuitively with a redesigned user interface that presents each transaction within a dispute case using a clear, process-based layout. This new layout visualizes the distinct stages of the investigation workflow, Investigate, Chargeback, and Closure, which enhances visibility and dispute management efficiency.

Managing disputes integrated with Mastercard

Integrate the Dispute Management workflow with subflows that communicate with Mastercom, supporting an end-to-end dispute life-cycle from raising an initial dispute to final resolution.

Unified dispute intake experience

The dispute intake process has been streamlined to provide a clear, intuitive experience for customers and dispute agents, resulting in faster resolution and reduced manual effort. A unified interface now allows cardholders, account holders, and agents to raise disputes for both card and non-card (ACH) transactions seamlessly.

Accessibility information

Dark theme

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Related ServiceNow applications and features

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

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Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Financial Services Operations Core release notes

The ServiceNow® Financial Services Operations Core application provides a data model that enables financial institutions to create flexible data structures that meet their business needs. Financial Services Operations Core was enhanced and updated in the Zurich release.

Financial Services Operations Core highlights for the Zurich release

- Leverage a payment card data model application in FSO workflows, such as disputes, which can be used across an entire card life cycle, from issuance to servicing.
- Support multiple payment card types, including credit and debit cards.

See Payment card for more information.

Important: Financial Services Operations Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Payment card application

Store the details of physical payment cards across the entire card life cycle, from issuance to servicing. You can also store tokenized values for sensitive data, such as the primary account number (PAN).

Deny-Unless ACL

Use Deny-Unless access control lists (ACLs) on FSO tables for non-authenticated users, such as users with public roles. With this minimum-security setting, only your authenticated users can read, write, delete, or create actions on these tables. For more information about the Deny-Unless ACLs, see the Deny-Unless ACL topic in the ServiceNow® Platform Security documentation.

UI Changes

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Changed in this release

Added field to Financial transaction table

Added the **Payment Card** field to the Financial transaction [sn_bom_transaction] table as part of the Payment card application.

Activation information

Install Financial Services Operations Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting

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Accessibility information

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Related ServiceNow applications and features

Expanded Model and Asset Classes Store application

The ServiceNow® Expanded Model and Asset Classes Store application includes tables that represent payment cards as an extension of system and smart cards.

Financial Services Operations Integration with Mastercard release notes

The ServiceNow® Financial Services Operations Integration with Mastercard application enables financial institutions to manage the entire Mastercard dispute process. Financial Services Operations Integration with Mastercard is a new application in the Zurich release.

Financial Services Operations Integration with Mastercard highlights for the Zurich release

- Enable dispute agents to efficiently handle the full dispute life cycle, including transaction searches, claim creation, chargeback creation and updates, pre-arbitration, arbitration, and fraud reporting.
- Accelerate dispute resolution and reduce manual effort using predefined subflows.

See Financial Services Operations Integration with Mastercard for more information.

Important: Financial Services Operations Integration with Mastercard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Financial Services Operations Integration with Mastercard new features

Mastercom subflows for disputes

An integration layer that provides predefined subflows and a supporting data model to enable seamless execution of Mastercom spoke actions for dispute management. This layer includes the following subflows:

- Mastercom - Look up Transaction Details
- Mastercom - Look up Clearing Transaction Details
- Mastercom - Create Fraud Report
- Mastercom - Create Claim
- Mastercom - Look up Chargeback Details
- Mastercom - Look up Second Presentment Details
- Mastercom - Look up Case Filing Details
- Mastercom - Validate Claim Response Details
- Mastercom - Create Chargeback

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- Mastercom - Acknowledge Chargeback
- Mastercom - Update Chargeback
- Mastercom - Look up Chargeback Documents
- Mastercom - Look up Chargeback Documents Status
- Mastercom - Process Pending Documentation Queue
- Mastercom - Process Issuer Worked Queue
- Mastercom - Process Reject Queue
- Mastercom - Process Issuer Re-presentment Unworked Queue
- Mastercom - Process Sender Case Filing Queue
- Mastercom - Create Case Filing
- Mastercom - Take Action on Case
- Mastercom - Look up Case Documents
- Mastercom - Look up Case Documents Status
- Mastercom - Look up List of Claims

Additional Mastercom subflows for disputes

New set of subflows to promote execution of Mastercom spoke actions for dispute management. This set includes the following subflows:

- Mastercom - Look up Authorization Transaction Details
- Mastercom - Look up Claim Details
- Mastercom - Take Action on Existing Claim
- Mastercom - Process Pending Queue
- Mastercom - Look up Chargebacks Related Information
- Mastercom - Look up Fraud Related Information
- Mastercom - Reverse Chargeback

UI Changes

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Activation information

Install Financial Services Operations Integration with Mastercard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

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Related ServiceNow applications and features

Playbooks for Customer Service Management

Playbooks for ServiceNow® Customer Service Management provides a way to visualize business process workflows in a simple, task-oriented view for consistent responses to commonly encountered situations.

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

Activate spokes to improve your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Financial Services Operations Integration with Visa release notes

The ServiceNow® Financial Services Operations Integration with Visa application enables easier integration with workflow applications, such as the card operations dispute management playbook with Visa Resolve Online (VROL) subflows. Financial Services Operations Integration with Visa was enhanced and updated in the Zurich release.

Financial Services Operations Integration with Visa highlights for the Zurich release

#Enable system administrators to control settings for features in the Financial Services Operations Integration with Visa application, such as, integration with specific APIs.

See Financial Services Operations Integration with Visa for more information.

Important: Financial Services Operations Integration with Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Enable cardholder purchase inquiry property

Enables or disables integration with the Cardholder Purchase Inquiry API in the Visa card dispute playbook.

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UI changes

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Activation information

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Accessibility information

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Related ServiceNow applications and features

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Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Integration Hub

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Integration Hub available spokes

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Mastercard Spoke release notes

The ServiceNow® Mastercard Spoke application enables seamless integration with Mastercard's Mastercom API Suite and Mastercom Extended APIs, enabling organizations to manage the full card dispute life-cycle, including pre-arbitration and arbitration case filings. Mastercard Spoke was enhanced and updated in the Zurich release.

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Mastercard Spoke highlights for the Zurich release

- File pre-arbitration and arbitration cases directly through Mastercard's API.
- Handle tasks such as searching transactions, creating claims, and processing chargebacks, pre-arbitration, and arbitration case filings efficiently.
- Enable dispute agents with real-time data exchange and embedded Mastercard dispute life cycle workflows.
- Accelerate time to value with a predefined Mastercom Extended spoke that reduces development effort and speeds up deployment.

See Mastercard Spoke for more information.

Important: Mastercard Spoke is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New feature in the Zurich release

Pre-arbitration and arbitration case filing

Dispute agents (issuers) can create pre-arbitration cases and escalate them to arbitration, or directly create arbitration cases by skipping pre-arbitration, using the new Mastercard spoke actions.

New Mastercard Spoke actions include:

Mastercard Spoke

Category	Spoke actions
Mastercom Case Filing Management	• Create Case Request Builder • Create Case Response Parser • Look up Case Documents Request Builder • Look up Case Documents Response Parser • Look up Cases Status • Take Action on Case • Look up List of Claims
Mastercom Chargeback Management	• Look up Chargeback Documents Request Builder • Look up Chargeback Documents Response Parser
Health Check	Look up API Suite Health

UI Changes

Coral theme

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Accessibility information

Dark theme

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Related ServiceNow applications and features

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

Integration Hub spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Integrating with spokes

Integrate spokes with ServiceNow® Financial Services Operations (FSO) applications to enable flow designers to provide specific actions within Workflow Studio for those applications.

Now Assist for Financial Services Operations (FSO) release notes

The ServiceNow® Now Assist for Financial Services Operations (FSO) application brings generative and agentic AI to Financial Services Operations. Features include AI agents, case summarization, disputes intake via Virtual Agent, and support for third-party language models. Now Assist for FSO was enhanced and updated in the Zurich release.

Now Assist for FSO highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Leverage AI agents in Now Assist for FSO to automate the ACH dispute resolution process.
- Use an updated Disputes intake via Virtual Agent conversation flow that supports the revised dispute questionnaire, bypassing questions when inferring answers, and initiating ACH disputes. This flow is for both cards and non-cards (ACH).
- Now Assist for FSO skills and AI agents support model updates in Now LLM Service.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Early Availability

- Implement security in Now Assist AI agents and Now Assist for FSO skills with access control lists (ACLs).

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See Now Assist for Financial Services Operations (FSO) for more information.

Important: Now Assist for FSO is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Standalone AI agents in FSO

Automate ACH dispute resolution using AI-powered agents to assist in these tasks:

1. Evaluate merchant analysis
2. Evaluate Nacha operating guidelines
3. Review ACH dispute return recommendation
4. Dispute communication initiation

These AI agents provide recommended outcomes along with supporting rationale to assist decision-making. However, the final decision remains entirely with the dispute agent.

Dispute agents can now close tasks faster and with confidence using the **Apply Recommendation** option. With one click, the recommended outcome and rationale are applied and the task is closed, saving time, reducing manual effort, and boosting productivity.

Now LLM LTS support for Now Assist for FSO

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

Early availability

ACL security implementation

Enable security implementation to execute AI agents, agentic workflows, and generative AI skills through ACLs and user identities in Now Assist for FSO.

Predefined ACLs are provided for case summarization, Disputes intake via Virtual Agent, and the Help resolve friendly fraud AI agent and agentic workflow.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Disputes intake via Virtual Agent

Disputes intake via Virtual Agent has the following updates:

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- Questions presented to the user for disputes will follow the dispute questionnaire in the disputes playbook.
- Bypass inferring answers to certain questions so that customers provide answers directly, ensuring the correct dispute category and dispute reason are determined.
- Supports ACH disputes, Disputes intake via Virtual Agent including submission of the Written Statement of Unauthorized Debt (WSUD).
- Checks if the disputed transaction is already part of an existing case.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected roles* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Using agentic workflows in Now Assist for FSO

The predefined ACLs in this release apply to the AI agents and agentic workflows in Now Assist for FSO.

Implement access control in Now Assist AI agents

Configure and manage ACLs for agentic workflows and AI agents in the AI Agent Studio.

Visa Spoke release notes

The ServiceNow® Visa Spoke application enables the ServiceNow AI Platform to connect with the Visa Resolve Online (VROL) API suite and Visa Stop Payment Service (VSPS) APIs, providing seamless access to Visa card, payment, and dispute resolution services. Visa Spoke was enhanced and updated in the Zurich release.

Visa Spoke highlights for the Zurich release

Apply Visa Resolve Online (VROL) release 25.2 revision changes to some Visa Spoke actions.

See Visa Spoke for more information.

UI Changes

Coral theme

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Important: Visa Spoke is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Visa Resolve Online (VROL) version 25.2 updates

Updated the following Visa Spoke actions to align with Visa Resolve Online (VROL) release 25.2 revision changes:

- Submit Dispute Questionnaire
- Hypersearch Request Builder
- Hypersearch Response Parser
- Create Dispute Pre-Arbitration Request Builder
- Create Dispute Pre-Arbitration Response Parser
- Look up Dispute Response Details Request Builder
- Look up Dispute Response Details Response Parser
- Look up Dispute Pre-Arbitration Response Details Request Builder
- Look up Dispute Pre-Arbitration Response Details Response Parser
- Look up Dispute Pre-Arbitration Details Request Builder
- Look up Dispute Pre-Arbitration Details Response Parser
- Look up Dispute Details Request Builder
- Look up Dispute Details Response Parser

Activation information

Install Visa Spoke by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations.

Integration Hub spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Integrating with spokes

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Integrate spokes with ServiceNow® Financial Services Operations (FSO) applications to enable flow designers to provide specific actions within Workflow Studio for those applications.

Governance, Risk, and Compliance release notes

The Governance, Risk, and Compliance application has new and updated features in the Zurich release.

Advanced Risk release notes

The ServiceNow® Advanced Risk application enables you to identify, analyze, evaluate, treat, and monitor risks that could impact your organization in achieving its business objectives. Advanced Risk was enhanced and updated in the Zurich release.

Advanced Risk highlights for the Zurich release

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

- Use the Risk Suggestion AI Agent to discover potential risks for an entity, giving risk managers better insights for informed decision-making.
- Use the risk reporting view to view all assessments under a specific Risk Assessment Methodology (RAM), including factor responses, scores, issues, and risks.
- Use generative AI to generate risk event summary to quickly understand the risk event key details for faster decisions.
- Assess multiple risks and controls side-by-side, make bulk edits, and prioritize entries efficiently using the spreadsheet-style layout.
- Use matrix report in the Risk Workspace to assess and analyze the risk posture of your organization.
- Use large language models (LLMs) from the third party providers to generate the risk assessment summary.

See Advanced Risk Assessment for more information.

Important: Advanced Risk is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Identify risks for an entity

If you're a Workspace user with the sn_grc_sharegenai.risk_suggestion_aiagent_user role, you can use the Risk Suggestion AI Agent to identify risks related to an entity. The AI agent analyzes the

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entity and suggests relevant risks from various sources, consolidating them into a reviewable list to verify for accuracy. Risk managers can then confirm and promote these risks to the risk register for further assessment. This feature automates risk discovery, helping identify potential risks and prepare for compliance requirements.

Reporting views from Risk Assessment Methodology

The reporting view provides an overview of all assessments under a specific Risk Assessment Methodology (RAM). It consolidates assessment data such as factor responses, scores, issues, controls, and associated risks into a single structure. When a RAM is published, the system automatically creates this view, which you can use to review assessments and build custom reports. It simplifies report and dashboard creation for risk assessments.

Note: Automatic creation of Reporting views is not supported on Xanadu. For instructions on creating them manually, refer to KB2547071

Risk event summarization

Generate risk event summary using the Now Assist for IRM application. Risk event summarisation is a Generative AI driven capability that generates clear and consistent summaries automatically. It reduces the need for manual effort, helps risk managers save time, and enables approvers to quickly understand the key details for faster decisions. Check your entitlements to confirm whether you have access to risk event summarization.

Grid based risk and control assessment

Gain efficient control over risk assessments with the new grid-based Risk and Control Self Assessment (RCSA). Quickly compare, edit, and prioritize risks and controls using the flexible, spreadsheet-style interface. Use side-by-side views and bulk editing to complete assessments faster.

Matrix report in Risk Workspace

Access and analyze the risk posture of your organization using entity-related data, such as risks, controls, KRIs, and events in a centralized, configurable grid-based view. This feature reduces time spent switching views and helps risk managers assess data more easily, leading to more proactive and streamlined risk management.

Support third party large language models

Risk assessment summarization and Risk event summarization support the LLMs from the third party providers, such as Anthropic Claude, Google Gemini, and OpenAI, in addition to Now LLM. This enhancement gives you greater flexibility to choose the model that best fits your organization's needs for generating risk assessment and risk event summaries.

UI changes

Downstream risks related list

The Downstream risks related list on the entity record page has been renamed Risks.

Summary section

In the classic UI, the Summary section on the risk event record has been renamed Impacts.

In the Risk Workspace, the Summary section on the risk event overview page has been renamed Impacts and approvals.

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Changed in this release

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Removed in this release

To enhance the Risk Workspace home page load performance and reduce latency, the **Tasks** widget has been removed from the home page.

Activation information

Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Reflow for Risk heatmap

The Risk Heatmap component was updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations.

Related ServiceNow applications and features

GRC Risk Management

Use the Risk Management application with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce reaction time.

GRC Risk Workspace

Using Risk Workspace with the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for all your risk-related activities.

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Audit Management release notes

The ServiceNow® Audit Management application supports activities related to planning audit engagements, implementing engagements, and reporting findings to an audit committee. Audit Management was enhanced and updated in the Zurich release.

Audit Management highlights for the Zurich release

- Set audit time frames within engagements using new audit date fields. Filter indicator results by specific periods, independent of the overall engagement time frame.
- Access pre-configured content packs through the new Content Accelerator icon in the Audit Workspace. This includes the Digital Operational Resilience Act (DORA) pack with citations and authority documents.
- Create evidence responses quickly with a simplified process.
- Access engagements, add existing entities to an engagement, and create activities in the Lite Audit workspace, which is a simplified version of the Audit Management workspace. If the advance core store app is installed, evidences can also be associated with the engagement.

See Audit Management for more information.

Important: Audit Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Audit Period Start and End Dates

Set audit period start and end dates directly on Engagement records to focus audits on specific time-frames. The system displays only indicator results that fall within your defined audit period, keeping the audit time-frame separate from the overall engagement time-frame. This helps you audit past or future periods without affecting the broader engagement timeline.

Simplify the installation of pre-configured content packs with the new Unified content management icon in the Audit Workspace. Content Accelerator includes the Digital Operational Resilience Act (DORA) content pack, offering citations and authority documents for DORA compliance. Audit shared manager and Audit WS supervisor roles can access Content Accelerator.

Enhancement to evidence request

Create evidence response directly in one step. This bypasses the step involved in creation of evidence request and collection details. Evidence response is enhanced with additional data of source and context. To leverage evidence capabilities, feature roles have been introduced:

- sn_grc_advanced.evidence_reader
- sn_grc_advanced.evidence_requester
- sn_grc_advanced.evidence_responder
- sn_grc_advanced.evidence_admin

Integration with ITAM

Leverage Audit Management support as an ITAM customer through dedicated feature roles. A lightweight version of the Audit Management workspace is available, which includes the following features:

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- On the Audit Management home page, you can track **Timeline**, **Engagements**, **Tracking**, **Create evidence request**, and **.**
- The lightweight Audit Management also includes the key capabilities, such as Engagement, Entity Scoping, Activities, and Evidence when Advanced Core is installed.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Audit Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

AI Risk and Compliance release notes

The ServiceNow® AI Risk and Compliance application helps you to manage your AI capabilities ethically, mitigate AI risks, and ensure compliance. AI Risk and Compliance was enhanced and updated in the Zurich release.

AI Risk and Compliance highlights for the Zurich release

- Use entity-based access to limit AI asset data access to authorized users, maintaining core entity visibility.
- Perform assessment on multiple risks for an AI asset by creating a risk assessment project.
- Activate and manage pre-configured content packs using the unified content hub.
- Report AI cases or raise AI inquiries by emailing a dedicated address, which automatically creates a new, trackable record in the system.
- Retire and replace AI assets with structured workflows that prevent compliance gaps and security risks.
- Aggregate system-level AI risk scores by embedding heatmaps and residual score widgets within your AI asset overview records. You get visibility into your cumulative risk across the AI inventory and support for continuous risk monitoring.
- Get the dedicated AI risk and compliance views for your AI models and dataset records. With these views, you have a centralized interface where you can assess, monitor, and manage the risk and compliance attributes that are specific to your AI assets.
- Enforce role-based access controls, enable employee-initiated AI asset requests, and maintain consistent life-cycle state tracking across all your AI assets and dashboards. This capability helps you to ensure security, transparency, and governance throughout the asset life-cycle.
- View and manage your AI asset's risk and compliance cases more efficiently by accessing the new **AI cases** tab on the AI Risk and Compliance home page.
- Monitor and track the risk and compliance posture of your AI assets to ensure that your organization aligns with organizational and regulatory standards. You can also gain real-time insights into the emerging risks and compliance gaps across your AI portfolio.

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See AI Risk and Compliance for more information.

Important: AI Risk and Compliance is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the AI Risk and Compliance release

Assess multiple risks and controls for AI assets simultaneously

Create a risk assessment project to perform bulk assessments on multiple risks for an AI asset, enabling assessors to evaluate them in a single project. This approach reduces time and effort, confirms consistency across multiple assessments, and provides a more comprehensive view of risks and controls within the same project. You can scope multiple risks related to the assessable entity within the project and perform assessments.

AI Risk and Compliance team can determine inherent risks, control effectiveness, residual risks, and target risks in the risk assessment project. They can also reassess completed assessments or reassign in-progress assessment projects to another assessor.

AI asset data segregation with entity based access

Enhance data segregation and security to ensure that only authorized users can access sensitive AI Risk and Compliance data while maintaining visibility into core entities. AI Risk and Compliance managers can control access risks, controls, related entities, issues, indicators, AI asset tasks, risk assessments, attestations, and AI assets data through entity-based access. Entities themselves stay visible to all users, while visibility of linked records is limited to authorized users.

AI Risk and Compliance content accelerator

Use the AI Risk and Compliance content accelerator icon on the AI Risk and Compliance workspace to activate the pre-configured content packs. Content Accelerator includes regulatory packs such as the EU Artificial Intelligence Act and NIST AI Risk Management Framework, offering citations, control objectives, and risk statements. The unified content hub helps to streamline scoping, reduce manual navigation between frameworks, and promote consistent use of regulatory content accelerator packs. This feature supports AI Risk and Compliance team in meeting relevant business requirements, maintaining team consistency, and speeding up the activation and management of global regulatory frameworks.

Automatic creation of AI cases and inquiries from an inbound email

Report AI cases or raise AI inquiries by sending an email to a dedicated email address. Your email automatically creates a new AI Case or AI Inquiry record in the system. This feature remove manual work and scattered reporting methods, ensuring every case or inquiry is automatically captured, categorized, and tracked.

360° Relationship Visualization of an AI asset

Use the 360° AI asset view in the AI Control Tower to explore the relationship between your AI assets and all its associated records in a distinctive visualization. This visualization provides valuable insights into how these objects interact and relate to each other within the AI asset. You can view related records such as, datasets, AI model, risks, controls, and assessments.

AI asset offboarding workflow

Manage AI asset changes and retirements through structured workflows that ensure compliance and reduce operational risk. Track and approve modifications to models, datasets, and systems while automatically identifying impacts on dependent assets. Initiate formal offboarding processes that remove access, close

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documentation, and update related controls when retiring underperforming or deprecated AI assets. Maintain complete audit trails integrated with your policy and risk frameworks to demonstrate governance continuity during lifecycle transitions.

Deliver system-level AI risk score aggregation and visualization

Aggregate AI system-level risk scores by integrating heatmaps and residual risk score widgets directly within your AI asset overview records. These visual tools help you to see the cumulative risk exposure and track the residual risks across the entire AI asset inventory. With this feature, you get clear, data-driven insights into the overall AI system risk posture.

Enable AI risk and compliance views with updated content packs

Get the dedicated AI risk and compliance views for your AI models and dataset records. With these views, you get a structured and comprehensive overview of the related risks, controls, and compliance obligations, including the refreshed content packs that feature the updated assessment questionnaires and templates that align with the latest governance frameworks and regulatory standards. Your organization can perform accurate and timely risk assessments while maintaining compliance with evolving AI governance requirements.

Implement robust access control and AI asset management capabilities

Apply role-based access controls across AI assets and dashboards to ensure that data access is based on user roles. You can enable employees to request access to AI assets through a governed process and enforce consistent tracking of life-cycle states (such as development, deployment, monitoring, and retirement) across all AI assets.

Use the AI cases tab to monitor and manage AI case activity

Gain a centralized overview of all your AI asset cases and inquiries by using the **AI cases** tab in the AI Risk and Compliance workspace. On this tab, you see a list of records that include the case details such as the status, priority, owner, and timeline of your AI cases. You can monitor the progression of a case, stay informed about ongoing investigations, follow up on pending actions, and ensure timely resolutions. On the tab, you can also find filtering and sorting options that help you to prioritize cases that require immediate attention.

Filter the risk heatmap by Risk Assessment Methodology for targeted risk analysis

Apply the Risk Assessment Methodology filter to customize the display of the risk heatmap that is based on the specific risk evaluation frameworks from the AI risk and compliance home page. You can segment and analyze the AI risks according to the risk assessment models that your organization adopts, such as the internal standards, regulatory frameworks, or industry benchmarks, so that you can understand how different risk factors are identified, scored, and distributed.

Group control attestations

Group control attestations by such predefined criteria as the control objectives, frameworks, or assessment cycles so that you can more efficiently manage and review attestations, reduce redundancy, and improve your visibility into the compliance status across related controls for the AI Risk and Compliance team.

Scan and analyze updates from global regulators

Enable the AI Risk and Compliance team to scan and interpret regulatory updates that are issued by global authorities. Your organization can stay informed about emerging compliance requirements, assess their potential impact, and take timely action.

Manage reporting compliance posture insights on key regulations or policies

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Control the reporting of compliance posture insights that are related to key regulations and internal policies by using a setting to determine which insights are shared, their level of detail, and the reporting cadence. Your organization can align reporting outputs with regulatory obligations and internal governance requirements.

UI changes

Coral theme

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Changed in this release

AI risk and compliance home page

The **Risk and compliance** tab now features dedicated Risk overview and Compliance overview sections that enable you to continuously monitor the risk and compliance posture of your AI assets.

The Risk overview section is a filtered view of your AI assets that are based on inherent and residual risk levels so that you can make informed risk evaluations. The Compliance overview section displays the regulatory risk classification of AI systems, models, and datasets through donut charts. Additionally, you can see the compliance status of your AI assets in relation to applicable authority documents and internal policies.

Worknotes and comments in AI system records

The AI system record now supports worknotes and comments. You can now document decisions, share updates, and provide context throughout the AI risk and compliance life-cycle. Worknotes and comments help improve the communication among stakeholders and ensure a comprehensive audit trail.

Feature-specific administrator role enhancements

Starting with version 21.1.1, if you have a feature admin role you can now complete tasks that were initially reserved for users with the broader administrator role.

Activation information

Install AI Risk and Compliance by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

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Related ServiceNow applications and features

AI Control Tower

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Use the ServiceNow® AI Control Tower application with AI Risk and Compliance to oversee and manage the AI asset inventory life-cycle.

Business Continuity Management release notes

The ServiceNow® Business Continuity Management application enables your organization to deliver products and services at an acceptable level during disruptive incidents. Business Continuity Management was enhanced and updated in the Zurich release.

Business Continuity Management highlights for the Zurich release

- Set up phases in recovery tasks and event tasks for recovery event management.
- Calculate more accurate RTO and RPO with the finalized RTO and RPO columns in BIAs, BCPs, and events.
- View plans from the enhanced BCM Mobile application.
- Manage templates and generate Microsoft Word reports for business impact analyses (BIAs), business continuity plans (BCPs), and events by using the Document designer add-in.
- Avoid duplicate event tasks by identifying and grouping similar tasks in exercises and crises.
- Create action items and send out threat assessments by leveraging Smart Assessment during exercises and crises.

See Business Continuity Management for more information.

Important: Business Continuity Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Business Continuity Management release

Map recovery tasks and event tasks to the phases

Set up phases for plans and events using the administrative setup. The base version of the application includes a set of default active phases, provided as seed data.

The logical grouping of tasks into phases enables clear progression tracking for exercises and crisis events, offering flexible execution and task completion requirements for phase transitions.

Exclude non-recovery tasks from time calculation

Exclude specific recovery or event tasks from time calculations by using the **Do not include in time calculation** field within recovery or event tasks.

View and generate PDFs of approved plans

View the continuity and recovery plans directly from your mobile devices. BCM managers can generate PDFs of the approved plans, which BCM planners can then view and download, streamlining access to critical information on the go.

Verify asset recovery levels

Track event assets and verify the achieved recovery level of the impacted assets of a task in the **Asset recovery level** field. Completing specific tasks now automatically updates the corresponding event asset state. Assets are marked as **Partially Recovered** when they're operational enough to support dependent assets, and **Recovered** when they're fully functional. This change improves visibility into operational readiness and enables coordinators to identify when dependent assets

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can safely start their recovery process. Color-coded recovery levels of the assets offer visual cues for various recovery progress levels.

Use finalized RTO and RPO in BIAs, Plans, and Events

Use the **Finalized RTO** field to calculate an accurate Recovery Time Objective (RTO) for comparison, using values from the **Recovery time objective** and **Adjusted RTO** fields.

Similarly, use the **Finalized RPO** field to calculate an accurate Recovery Point Objective (RPO) values for comparison, using values from the **Recovery point objective** and **Adjusted RPO** fields.

A fix script now populates finalized RTO and RPO values in existing Business Impact Analyses (BIAs), ensuring consistency across all records.

Configure recovery tasks for exercises, events, or both

Configure recovery tasks with event-specific scopes (exercises, actual crises, or both). When a recovery event is initiated, the system automatically filters tasks by event type: ensuring exercises include necessary setup and validation, and actual crises focus exclusively on actionable recovery work.

Auto-calculate the Planned end date on activated plans and event tasks

Enter the Planned start date for exercises and events. The system then calculates the Planned start and end dates for activated plans and event tasks automatically based on the **Planned duration** field and dependencies.

Use hierarchical structure in the associated plans

Use the hierarchical structure in the associated plans, establishing clear upstream-downstream relationships. This hierarchy confirms that only relevant downstream plans are brought into scope. The system automatically handles cyclic dependency checks, confirming that tasks from downstream plans aren't added as dependencies in the upstream plans.

Use Gantt chart in the Hierarchy view

Use the Gantt chart in the Hierarchy view to visualize the planned and actual timelines of event tasks. Task dependencies can now be created directly on the Gantt chart, provided the dependency points to a task scheduled ahead in time. Plans are automatically sorted based on the planned start time of their earliest event task, verifying a clear chronological view.

Generate reports in a Microsoft Word format using Document designer

Create standardized reports for business impact analyses (BIAs), business continuity plans (BCPs), and events by using predefined Microsoft Word templates. To use these templates, first establish a template relationship registry and install the necessary add-in to design and configure the templates.

Then, import the relevant documents and customize their content, including the table of contents, details, impact assessments, dependencies, and attachments, to be included in the reports. Finally, generate the reports and save them to the corresponding application records.

You can control whether to retain or replace the existing report attachments by configuring the *sn_bcm.retain_report_attachments* system property.

Avoid duplicate event tasks by grouping similar event tasks

Group similar event tasks during recovery events. The system automatically designates the first event task as the original task. When the original task is in progress, the remaining tasks are placed in the **On Hold** state. After the original

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task is closed, the other tasks in the group are automatically marked in the **Closed duplicate** state.

Tasks with internal dependencies can't be part of the same group. You can also unlink the tasks from their groups, so that the system helps to prevent cyclic dependencies within a group.

Manage action items for ad-hoc tasks and threat assessments

Create action items for ad-hoc tasks and send out threat assessments that leverage Smart Assessment during exercises and crises. You can create action items for tasks that support recovery efforts, such as communicating with stakeholders, leadership, or vendors, without directly restoring an asset. Use these action items to conduct threat assessments with the Smart Assessment Engine before, during, or after a recovery event.

To enable task creation during an ongoing event, the Smart Assessment template must include both an event and an action item within its scope.

Revert an archived BIA or BCP to the Draft state

Revert an archived business impact analysis (BIA) or business continuity plan (BCP) to its **Draft** state by selecting the **Edit** button on the form. By revising previously completed BIAs, you save time by using a BIA that's already been created.

Optimized Crisis map interface

The Crisis map interface has been optimized to handle over 10,000 resources and more than 1,000 alerts without performance issues.

Customize the display of impacted areas for alerts by using custom shapes or specifying a custom radius. To edit an impacted area, simply select its corresponding card and make the necessary adjustments to the shape. If needed, you can also revert the changes made to an impacted area directly within the map interface.

UI changes

Configuring the phases

The Active phases module is available in the General Administration setup for configuring the phases.

Phase column

The recovery and event tasks now include the Phase column in the list and form views, indicating association with specific phases within the recovery process.

Do not include tasks in time calculation

The **Do not include tasks in time calculation** field has been added to Recovery tasks, enabling you to exclude specific tasks from overall time calculations.

Asset recovery level column

The Asset recovery level column is added to the recovery tasks to indicate recovery levels of the assets.

Include task in field

The **Include task in** field is added in the recovery tasks to specify whether a task should be included in an exercise, crisis event, or both.

Finalized RTO and RPO

The Finalized RTO column is shown in the chart and list views, replacing the previously shown RTO and Adjusted RTO columns. Similarly, the Finalized RPO

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column is shown in the chart and list views, replacing the previously shown RPO and Adjusted RPO columns.

Associated plans tab

The **Associated plans** tab in the Plan record replaces the **Related plan** and **Parent plan** tabs. Upstream, Downstream, and Related plans are now included as associated plan types.

Gantt chart in the Hierarchy view

A Gantt chart has been added to the Hierarchy view to help visualize the planned and actual timelines of event tasks.

Predefined Word templates

Predefined Microsoft Word templates are now provided in the instance.

Similar tasks group tab

The **Similar tasks groups** tab is now included in the events and the **Create similar tasks group** UI action is available in the **Event tasks** tab.

Action items tab in Exercises and Crises modules

The **Action items** tab is now available in both exercises and crises.

Pagination for alerts

Pagination has been added to alerts in Crisis map, to make them more readable on the map interface.

Edit the impacted area of an alert by using custom shapes or a custom radius. Similarly, you can revert the changes made to an impacted area within the map interface.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Business Continuity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Business Continuity Management requires the following browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

Accessibility information

Dark theme

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The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Common Core release notes

The ServiceNow® Integrated Risk Management (IRM) application enables your organization to continue to provide its business services during adverse operational events, such as a pandemic, extreme weather, or hacking. Integrated Risk Management was enhanced and updated in the Zurich release.

IRM highlights for the Zurich release

- Use the report a GRC issue AI agent in the Employee Center to report issues through a guided conversational experience.
- Ensure seamless access for users and groups referenced in user fields on records by leveraging entity-based access restrictions through record attribute user access configuration. Minimize manual effort, reduce administrative overhead, and enable entity-based access with minimal disruption.
- Configure which task and tab settings appear in My Tasks by marking them Active or Inactive in the applicable table for easier management. Use the Active/Inactive flag in the GRC choice table to control visibility.
- Automatically sync and maintain entity names in GRC with associated CI names to improve data consistency and reduce manual effort.
- Authenticate users with the MCP Server to add a Model Context Protocol tool to AI agents using the Model Context Protocol Client.
- Create ACLs for AI agents and agentic workflows to customize who can discover and trigger AI agents and agentic workflows.
- Generate control recommendations for each regulatory alert to address compliance requirements. Use these suggestions to save time, minimize manual effort, and ensure a consistent response to regulatory changes.
- Apply access restrictions at the record level by using the record access update utility in guided assistance. You can also preview the impacted record counts before updating and review the results and execution logs after the update.
- Apply access restrictions automatically to newly created or modified records using entity-based record access rules.
- Deactivate the entity-based access configurations.
- Enable entity-based access on custom GRC tables.

For detailed documentation, see Common Governance, Risk, and Compliance features.

Important: IRM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Entity based record access update utility guided experience

Apply entity-based access (EBA) restrictions at the record level by using guided assistance in the entity based record access update utility. Guided assistance consists of a four-step process:

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1. Define the scope for the relevant entities
2. Scope the record types
3. Apply the conditions to each record type to refine the scope
4. Review the selected records before you execute and initiate the update

See the execution logs for a status after each update. You can get the details about the impacted records, applied scopes, and outcomes.

The report a GRC issue AI agent is now available in the Employee Center, enabling employee users to report issues through a guided conversational experience. As users respond to prompts, the agent structures the issue and recommends relevant controls, entities, and policies based on the input provided. The AI agent helps ensure that the issue is well-defined and enriched with contextual information before it's submitted.

Entity based record access rules to secure new records

Configure entity-based record access rules on record types to ensure that access restrictions are applied automatically to secure new records or modified records related to entities with active EBA configurations.

Maintain seamless access for users and groups referenced in record fields when entity-based access restrictions are applied. This feature enables users and groups referenced in a record's user or group fields to access the records they are associated with. By configuring record-level user access at the table or record type level, it reduces administrative overhead and streamlines EBA adoption with minimal disruption.

Deactivation of entity-based access configuration

Deactivate the entity-based access configuration, enabling the system to automatically assess the records that it impacts. If entity-based access configuration is restricting a record, the access restrictions are removed. If other configurations also apply to the record, the restrictions remain in place and only the selected configuration is deactivated.

Apply or remove domain-specific tags across multiple records at once. This streamlines workspace management by letting you quickly filter and organize records, for example, you can exclude non-privacy-tagged items in the Privacy Workspace for a more focused, efficient view.

Entity record page enhancements

The Entity type and Downstream Risks (now renamed as Risks) related lists on the Entity record page have been converted to UIB pages, providing a more intuitive and modern interface. The Downstream Risks related list has been moved to the dedicated Risks page, featuring organized tabs for Directly related risks, Suggested risks, and All risks.

Note: You may experience issues with custom actions that emit events on the Risks or Entity type related lists on the Entity record page. To ensure a smooth transition and adopt these changes, refer to KB2593527 for detailed guidance.

Model Text Protocol (MCP) Client

Enable users of the ServiceNow® AI Agent Studio to access tools that are hosted externally and published using an MCP Server via the Model Context Protocol Client application.

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Authenticate users with the MCP Server to add the MCP tool to an AI agent.

Create an AI agent

The **Add** button on the **AI agents** tab is added as a drop-down providing different agent types for AI agent creation:

- Chat
- External

Configure ACLs for AI agents and agentic workflows

Configure the Access Control Lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Easily manage which configurations appear on the My Tasks page by marking them Active or Inactive. This gives you flexibility to enable or disable configurations without manual intervention, simplifying administration and improving control. An Active/Inactive flag has also been introduced in the My Choice table for enhanced configuration management.

Entity names in GRC now automatically update when the associated CI name changes. This enhancement improves data consistency, reduces manual effort, and ensures alignment between CI and Entity records without requiring custom automation.

UI changes

Downstream risks related list

The Downstream risks related list on the entity record page has been renamed Risks.

Coral theme

Coral is now the default theme for Vendor Management Workspace, portal, and mobile experiences. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

States in the entity based record access update utility

A new Preview state has been added to the record access update utility life cycle. You can now review the estimated number of impacted records before you apply the restrictions. This step helps you to validate the selected scope, assess potential impacts, and make adjustments, if needed. It also adds an extra layer of control and reduces the risk of unintended access changes.

Activation information

Install Integrated Risk Management and Now Assist for IRM by requesting them from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Continuous Authorization and Monitoring release notes

The ServiceNow® Continuous Authorization and Monitoring application provides a standardized approach to defining an authorization package and walking through the seven stages of the National Institute of Standards and Technology (NIST) Risk Management Framework (RMF). CAM was enhanced and updated in the Zurich release.

CAM highlights for the Zurich release

- Simplify Governance, Risk, and Compliance processes by enabling admins to create, version, and manage custom workflows, define state models, configure approvals, assess risks, and standardize with NIST RMF migration.
- The CAM workspace homepage now features card-based containers with headers, sidebars, and overviews for a more organized and modern experience.
- Authorization boundaries and package layout are now vertical. New **Boundary Type** and **Classification** records are included in OSCAL export file.
- Add a **Child Boundaries** to create one-to-many relationships between boundaries. You can view the parent-child boundary mapping of a authorization boundary in the **Highlighted details** panel under the **Boundary hierarchy** section.
- Select the **Dynamic Filter** option to make boundary filters update system elements automatically based on conditions, enhancing filter flexibility.
- Boundary operational status now automatically syncs with the package life cycle.
- Generate and download Open Security Controls Assessment Language (OSCAL) System Security Plans (SSP) and Plan of Action and Milestones (POA&M) files directly from within a package.
- The OSCAL import playbook now supports importing single POA&M JSON files, automatically maps users and groups by exact names to ServiceNow, and populates package roles and responsibilities for a streamlined import experience.
- CAM overlays new capability has been introduced to perform various operations like addition, subtraction, custom while applying a policy overlay to an authorization package.
- Import OSCAL models using a user-friendly playbook that guides you through preview and customization steps.

See Continuous Authorization and Monitoring for more information.

Important: CAM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Streamline governance, risk, and compliance processes with the CAM Workflow Configuration. This feature allows administrators to:

- Create and manage multiple workflows within a package.
- Define GRC State Models for custom workflows.

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- Configure and version workflows.
- Evaluate workflow version impacts to retrieve baseline controls.
- Set up workflow-specific approval configurations.
- Perform risk assessments across CAM objects.
- Migrate the NIST RMF flow to workflow configuration for improved standardization.

Introducing a new Child Boundaries list that enables a one-to-many boundary hierarchy, allowing you to create relationships between boundaries. This hierarchy is visualized in both the sidebar and diagram view, showing one parent boundary with multiple child boundaries. OSCAL export and import now include the parent boundary relationship if present.

Dynamic Boundary Filters Dynamic boundary filters

Select the **Dynamic Filter** option in boundary filters to update system elements according to filter conditions. When disabled, the system elements remain unchanged. This update enhances the flexibility of boundary filter management.

Boundary operational status automation

Linking boundary operational status to the package life cycle ensures seamless integration. Key changes include:

- Automatic update of boundary status to Operational when a package moves to the Monitor state.
- Transition of Boundary status to Reauthorize as the Package Authorization date approaches. This update maintains synchronization between package and boundary states, enhancing overall system coherence.

Generating and downloading OSCAL SSP and POA&M files is supported directly from within a authorization package. The supported file types include:

- Catalog
- Overlay Catalog
- Profile
- SSP
- POA&M

OSCAL import enhancements

Enhancing the OSCAL import experience, the OSCAL import playbook now allows you to:

- Import individual POA&M JSON files.
- **User Mapping**: Automatically map users to existing ServiceNow users based on exact name matches, with the option to manually adjust mappings.
- **Group Mapping**: Automatically map groups to existing ServiceNow groups based on exact name matches, with the option to manually adjust mappings.
- **Roles and Responsibilities**: Populate relevant package fields with roles and responsibilities.

Overlay enhancement

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Apply policies as an overlay in an authorization package to determine how the control objectives in the policy impact the baseline. This can be done in the following ways:

- Addition: Create control objectives to address specific requirements not covered in the baseline.
- Subtraction: Move existing control objectives to **Not Applicable**.
- Customization: Create, move existing control objectives to not applicable, or skip control objectives.

OSCAL enhancements

Use the OSCAL import playbook to follow a user-friendly, step-by-step approach for importing OSCAL models. Using the playbook, you can:

- Add multiple Catalog overlay files.
- Preview OSCAL data before importing them to confirm accuracy. You can preview the following:
  - Authorization boundary
  - Authorization package
  - System elements
  - Information types
  - Baseline controls
  - Inherited controls
  - Hybrid controls
  - Not applicable controls
  - Policies
  - Control objectives
  - Control objectives requirements
- Skipped objects in the preview, such as control objectives, policies, authorization boundaries and packages can be individually overridden.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

New Authorization Documents tab for ATO reports

Access all Authority to Operate (ATO) artifacts reports from the new **Authorization Documents** tab available in the Authorization Package.

New CAM System Properties page for administrators

Access the new CAM **System Properties** page to enable administrators to configure various system properties.

Track package progress with the Ageing of Packages widget

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View the duration that a package stayed in each step, like Prepare, Categorize, Select, Implement, Assess, Authorize, and Monitor, using the Ageing of Packages widget.

Set Next Engagement Date for Automated Audit Generation

Enter the **Next engagement date** to automatically generate the audit engagement on the specified date.

Activation information

Install CAM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Model Risk Management release notes

The ServiceNow® Model Risk Management application helps to identify, assess, validate, and address model risks throughout their life cycle. Model Risk Management is a new application in the Zurich release.

Model Risk Management highlights for the Zurich release

- Maintain a centralized repository of all models, capturing key details such as ownership, status, model tier, and risk rating.
- Manage the complete model life cycle by tracking models from initiation to monitoring through defined governance stages.
- Evaluate model risks based on their usage, complexity, and impact.
- Perform validation of model design, performance, and implementation.
- Capture, track, and resolve validation findings or performance issues, ensuring timely remediation and continuous risk mitigation.

See Model Risk Management for more information.

Important: Model Risk Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Model Risk Management features

Manage model risks

Manage the risks associated with the use of models using the Model Risk Management application. It offers a structured approach to identify, assess, validate, and address model risks throughout the model life cycle. This approach reduces operational and compliance risks caused by inconsistent or inadequate model oversight.

Model Risk Workspace

Get a comprehensive overview of all items requiring attention from Model Risk Management governance and model validators. The Model Risk Workspace gives model risk governance team and model validators a centralized location to monitor, track, and act on model-related tasks and issues. It organizes information into tabs, making it easier to prioritize tasks.

Request a new model

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Request a new model by providing details such as the purpose, owner, model complexity, and expected outputs. It helps streamline the model onboarding process and confirms that all required information is captured upfront for the Model Governance team to review.

Perform model risk assessment

Perform model risk assessments initiated by the Model Governance team to identify and evaluate risks associated with quantitative models using the Model Risk Management application. It helps Model Owners to assess potential risks early and supports the Model Governance team in ensuring model compliance and reliability.

Note: You can perform model risk assessment in the Initiation, Pre-deployment, and Monitor stages of a model.

Perform model validation

Perform model validation to assess and validate models, collect required documents, report issues, and determine whether a model is fit for use. This process confirms that models meet required standards and are ready for deployment.

Note: You can perform model risk validation in the Pre-deployment and Monitor stages of a model.

Schedule assessment and validation tasks

Schedule assessments and validations for models in the Monitor stage either manually or automatically.

- Schedule model risk assessment and validation directly from the model risk record to ensure regulatory compliance and effective risk management. For more information, refer to Schedule assessment and validation tasks.
- Configure frequency and filter conditions in model workflow settings to create model risk assessments and validations automatically for models that meet the defined criteria. For more information, refer to Schedule assessment and validation tasks automatically.

Reassign model assessments and validations

Reassign a model risk assessment and validation to another stakeholder from the model risk record when the task is in progress state. It confirms that the task continues without delay when the original assignee is unavailable.

Copy assessment responses

Copy responses from the most recent completed assessment into new assessments. Respondents can review and edit the pre-filled responses before submission to save time and ensure consistency.

Note: You can copy responses only from model risk assessments, not from model validations.

Create an issue for model

Add or create model issues and their remediation actions. Capture validation findings or performance problems and follow them through to resolution.

Override model ratings

Override the risk rating and materiality tier of a model manually at any stages of its life-cycle. This helps maintain data accuracy, transparency, and governance when

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business context or expert judgment requires adjustments to system-calculated values.

Centralized model documentation

Store and manage all model-related documents in one place with version control, audit readiness, and traceability. Create, share, upload, and track documents throughout the model life cycle.

Activation information

Install Model Risk Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

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.

Document Management

The ServiceNow® Document Management application helps you to organize and maintain large volumes of documents in one place with version control.

Operational Resilience release notes

The ServiceNow® Operational Resilience application supports organizations to help keep business services running during adverse events like pandemics, severe weather, or cyber attacks. Operational Resilience was enhanced and updated in the Zurich release.

Operational Resilience highlights for the Zurich release

- Set up the nexus map configurations and use the interactive node map view to define dependencies and relationships between records.
- Generate a Microsoft Word document for the action tasks in Digital resilience incident reporting.
- Create DIR cases for multiple regulations from either an incident or a security incident report. You can map entities to regulations and configure the Smart Assessment Engine (SAE) template for each regulation within the regulatory agency profile.
- Generate and validate regulator-ready Register of Information (RoI) packages for EU DORA compliance.
- Use the enhanced fix scripts in the Common Service Data Model for improved Operational Resilience metrics.
- Evaluate the importance and impact tolerance of services and self-attest their status by using Smart Assessment.

See Operational Resilience for more information.

Important: Operational Resilience is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Operational Resilience to Zurich

After upgrading to Operational Resilience version 21.0.x, rerun the *Update CSDM and other dependencies* scheduled job to populate the additional metadata that was introduced in this release.

New in the Zurich release

Use the interactive Node Map visualization

Navigate operational dependencies using the interactive Node map visualization. Configure node and edge settings in the Nexus map, then display Main node configurations directly within the Operational Resilience Workspace. The **Resilience map** action provides access to relationships for Business Services (BS), Application Services (AS), Supporting Offerings (SO), Business Processes (BP), and Dependencies modules in the map view.

You can configure node dependency directions and enhance visual elements with improved colors and icons for clarity. Additionally, you can gain comprehensive insights from the summary panel and address missing 'red flags' for a complete picture.

Generate Word reports of action tasks

Use the Document designer to set up Microsoft Word templates and download action task reports in Digital resilience incident reporting. This functionality enables you to customize predefined templates or create templates, incorporating specific data like tables and columns from records, to generate intuitive, audit-ready reports. You can then save these reports within the ServiceNow® instance or as cloud documents in Microsoft SharePoint.

Report incidents associated with multiple regulations for various legal entities

Report incidents or security incidents associated with multiple regulations for various legal entities in Digital resilience incident reporting. Its automated workflow generates regulatory reporting assessment of IT incidents, DRI Initial report, DRI Intermediate report, and DRI Final report within regulatory timelines, each with dedicated action tasks. You can complete these tasks and generate reports in Microsoft Word format required by regulatory authorities for analysis.

Generate Register of Information (RoI) regulatory packages

Generate regulator-ready Register of Information (RoI) regulatory packages using the Plain-CSV Report Package option on the download page in Digital resilience third-party registers. The resulting ZIP file, structured to regulator specifications, includes metadata and report folders with file names containing LEI, entity ID, and release version.

This format helps you to verify EU DORA compliance and supports automated validation workflows. For suggested steps and permissions, refer to the user guide on the Download and Upload request page.

Validate downloaded Register of Information regulatory packages

Validate downloaded Register of Information (RoI) regulatory packages against requirements using the Plain-CSV Report Package option on the Digital resilience third-party registers download page. This process verifies file format, structure, encoding, naming conventions, and field-level data across multiple tables.

If validation warnings are detected, an automated report is attached, mapping issues to regulator fields like Template Code, Row Code, and Column Code. These

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reports include real-world field labels, rule expressions, and record identifiers. You can easily cross-reference validation errors using a downloadable Excel template that mirrors the CSV structure, simplifying issue location and resolution. Further enhancements include support for 'Not applicable' values, enforced file size limits, and clearer error messages for malformed data.

Improve resilience metrics with the enhanced CSDM model

Leverage the enhanced fix scripts in the Common Service Data Model (CSDM) to enhance your Operational Resilience metrics. Each node in the hierarchy is now stored separately, with its class and parent nodes, to help you manage your data more efficiently.

The *Update CSDM and other dependencies* scheduled job script has been optimized to process the main node configurations in parallel, triggering a separate event for each node. Any node can be at the top level. Additionally, you can store impacted objects, including all parents, in a single table, so that you can efficiently retrieve children nodes and improve your data retrieval.

Configure the *sn_oper_res.top_class_name* property to designate any class as the top class. You can view the downstream data and various dashboards based on the selected top class, such as the number of application services that are under a business service.

Analyze importance and impact tolerance of a service using Smart Assessment

Analyze a service's importance and impact tolerance through flexible assessments by using one or multiple Smart Assessment templates. Role-based access controls and auto-assigned tasks help you to streamline the process. You can reopen and complete assessments as needed and send email notifications to relevant users.

Generate customized and flexible self-attestation reports using Smart Assessment

Generate customized and flexible self-attestation reports by using Smart Assessment. Start with the default template, add relevant scopes and users, and generate a PDF report on completion of the self-attestation process. By creating custom templates with various data types, you make the self-attestation process more efficient.

Leverage enhanced DORA capabilities for contracts, supply chains, and assessments

Use the enhanced Digital Operational Resilience Act (DORA) data model in Operational Resilience. You can configure contracts based on their supply chains and assessments, upload the contract records, and generate a detailed report in Microsoft Excel that provides information on the entities, third parties, and specific contract details.

Track third-party risk assessments

Track third-party risk assessments as red flags in Operational Resilience reports and overview pages for business services, service offerings, and business processes. Operational Resilience users, managers, and administrators can review these assessments in Operational Resilience Workspace. The sn_vdr_risk_asmt.vendor_assessment_reviewer role is now included in the sn_oper_res.user role, so that you can grant the necessary access to the assessments.

UI changes

Main node configurations: A component of the Data Relationships Framework

The properties, related lists, and copy functionality in the Main node configurations form are updated.

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Configure the Nexus map configurations

The Nexus map configuration settings are added.

Node configurations and Node status configurations

The Node configurations and Node status configurations related lists are added.

Edge configurations and edge status configurations

The Edge configurations and Edge status configurations related lists are added.

Interacting with the Nexus map UI from the Workspace

The **Resilience map** UI action is added to display the map view for a service record.

Word reports

The 'Template Configurations' module displays the document design template configuration details of DIR action tasks. The 'Word Templates' module provides the DIR Word templates used to generate Microsoft Word reports.

Regulation mappings related list

The 'Digital Resilience Incident Case Type' module displays the ‘Digital Resilience Incident Case.’ The Regulation Mappings related list in the record shows the relationships between entities and their corresponding regulations.

Action tasks configuration related list

Action tasks configuration related list is used to set up contextual information for different regulations. This includes the assessment template, assignment group, trigger conditions, due dates, and more.

Download the Excel template

The option to download the Third-party Information Register is renamed to Excel Master Template.

New modules and layout for Services

The Application services module is added to the list view, which enables you to configure application services.

A vertical layout is added for the Services, Business services, Offerings, Business processes, and Application services modules.

In the CSDM objects table, the Impacted objects column displays the parent objects, while the Impacted objects classes column shows the classes. The Red flags count column indicates the number of the red flags that are directly assigned to a node, and the Total red flags count column displays the total count of the red flags directly assigned to a node and its children.

Contracts and related tabs for DORA

The related tabs for the contracts, including associated entities and third parties, are now shown in the Contract record forms.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

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the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Deprecations

The Operational Resilience application previously stored the entire dependency chain in the [sn_oper_res_profile] table, which resulted in redundant data and potential performance issues. The *Update CSDM and other dependencies* scheduled job script has been optimized to address this issue. Any node can now be at the top level. Data retrieval is more efficient because you can store the impacted objects in a single table.

Browser requirements

Operational Resilience requires the following browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Risk Management

Use the ServiceNow® Risk Management application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce the reaction time from days to minutes.

Advanced Risk Assessment

Use the ServiceNow® Advanced Risk application to identify, measure, and track risks. The application includes the workflows for risk assessments and events, ensuring efficient management of your organization's risk profile.

Policy and Compliance Management

Use the ServiceNow® Policy and Compliance Management application to create and manage policies, standards, and internal control procedures that are mapped to external regulations and general guidelines.

Business Continuity Management

Use the ServiceNow® Business Continuity Management application to ensure that your organization can keep delivering products and services at an acceptable level even when faced with disruptive events.

Vulnerability Response

Use the ServiceNow® Vulnerability Response application to enable security users to analyze security data, implement changes, and generate security incidents.

Incident Management

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Use the ServiceNow® Incident Management application to restore normal service operation while minimizing the impact to business operations and maintaining quality.

Security Incident Response

Use the ServiceNow® Security Incident Response application to manage the life cycle of your security incidents from the initial analysis to containment, eradication, and recovery.

Digital Operational Resilience Management

Use the ServiceNow® Digital Operational Resilience Management application for uploading and downloading all individual DORA tables. It is automatically installed when the Digital Resilience Third-party Information Register is activated.

Data registry

Use the ServiceNow® Data registry application to explore the relationships between different types of critical data that affect your business, such as controls, risks, and issues, visually.

Policy and Compliance Management release notes

The ServiceNow® Policy and Compliance Management application provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and benchmarks. Policy and Compliance Management was enhanced and updated in the Zurich release.

Policy and Compliance Management highlights for the Zurich release

- Association of citations to controls feature enables users to associate controls with citations directly to avoid duplicated controls and ensure accurate compliance reporting.
- Multiple enhancements to control objectives rationalization process, including improvements including automatic rationalization process creation, simplified two-step workflow for recommendations, skipped approvals for owner-reviewers, comment capabilities, and improved UI.
- Now Assist for IRM includes skills and AI agent to identify affected control objectives when citation descriptions change and to provide suggested updates for review and approval.
- Enhancements to control objectives and controls, including control objective requirements for granular statements, automatic control requirement generation, and attestation at control requirement level.
- Enhancements to policy exception and extension requests, including approver pop-ups with key details, no indicator tasks for exempt controls, Send Information button for requesters, and expanded linking requirements for issue-based policy exceptions.

See Privacy Management for more information.

Important: Policy and Compliance Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Association of citations to controls

In many compliance frameworks, a single control objective may be referenced by multiple citations across different standards, regulations, or policy requirements. Without proper association management, organizations risk duplicating controls, misinterpreting coverage, or inaccurately reporting compliance. The association of

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citations to controls feature addresses this challenge by enabling users to associate controls with citations directly. When this feature is enabled, compliance scores update dynamically based on the status of directly associated active controls.

Enhancements to control objectives rationalization process

The following enhancements have been introduced to the rationalization process of control objectives:

- Rationalization process is now automatically created when selecting the Rationalize button in the control objective page.
- The recommendation workflow has been simplified into a two-step process: Step 1 identifies duplicates by accepting or dismissing recommendations; Step 2 finalizes by retaining one recommendation or creating a new common control objective.
- Approvals for the rationalization process are skipped for owners who are reviewers, and levels where all reviewers are owners are automatically approved.
- Owners and approvers can add comments and justifications directly on recommendation cards and reply to existing comments.
- The user interface has been updated with better navigation, quick summaries, visual improvements, and clear error messages.

Citation impact analysis and updates with Now Assist for IRM

When a citation's description or supplemental guidance is updated, Now Assist identifies related control objectives that might be affected. It reviews these control objectives to determine whether the descriptions or guidance need changes and provides suggested updates. Users can review, provide feedback, and approve these updates directly in the Now Assist panel, ensuring that citation changes are reflected in associated control objectives.

Enhancements to control objectives and controls

The following enhancements have been introduced to control objectives and controls:

- The Control objective requirements option provides a granular layer under a control objective. When each control objective has multiple statements, each statement becomes a control objective requirement.
- The Create control requirements option generates control requirements automatically for every control generated under an entity type.
- The Attestation at control requirement level enables attestation at a granular level for individual control requirements within a control.

Enhancements to policy exception and extension requests

The following enhancements have been introduced:

- For policy exception and extension requests, approvers can now view key details, such as justification, reason, and validity period, within a pop-up before approving or rejecting a policy exception or policy exception extension.
- For manual indicators, if the associated control is marked as exempt, no indicator task is generated.
- When a policy exception is in the Analyze state and the Awaiting Requested Information sub-state, the interface now includes a Send Information button that allows the requester to provide additional details or clarifications requested by the approver.

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- Previously, an issue-based exception required a linked policy or control objective for additional approvals. Now, it requires any one of the following: a linked policy, control objective, or control. The control must be linked to the policy exception itself, not just to the issue.

GRC Approval Configurator

The GRC Approval Configurator can now be used to manage both policy exception and extension approvals. It allows verification, approval, and extension rules to be defined based on state, sub-state, and other filter conditions, with support for multiple user groups and multi-level approvals. This enhancement provides greater flexibility in assigning appropriate approvers at each level based on defined conditions, facilitating structured and collaborative reviews. For extension approvals, users can now configure multiple approvers, overcoming the previous limitation of a single default approver (Compliance Manager).

Common Control Objective Creation

Use Generative AI to merge similar control objectives into a single, consolidated common control objective. The system automatically populates the name, description, and guidance fields from the accepted duplicates, eliminating the need to manually select a primary control objective.

Entity based record access rules to secure new records

When entity based record access rules are enabled on the Entity Based Access Configuration Properties page, any newly created controls, control attestations, indicators, and indicator tasks associated with a configured entity will automatically inherit the entity-based access (EBA) value from that entity. Previously, users had to run bulk access updates to apply EBA restrictions whenever new objects were created.

Additionally, when a standard control is converted to a common control, the **Entity based access restriction** option is inactive by default. Users can manually enable the EBA option for common controls directly from the Access Settings section in the Details tab of the respective control.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Improved widget presentation and page layouts

As part of the Coral theme enhancements, rounded card containers with drop shadows have been introduced for widgets across Compliance pages, and the gray background has been removed from the Compliance home page to simplify the interface.

Tasks panel in Compliance Home page

The Tasks section has been removed from the Compliance Workspace to improve page performance.

Changed in this release

Improvements to the rationalization process of control objectives

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Several enhancements have been made to the rationalization process:

- Redesigned the rationalization UI with a reordered layout and highlighted primary actions.
- Validations added for deactivated and deleted control objectives. Introduced the “Restart Analyze” option to support reevaluation of recommendations.
- Introduced support for Azure OpenAI, Amazon Bedrock, and Google Gemini for recommendations of control objectives.
- Updated the Consolidate state UI to show the recommendation panel with retained and accepted control objectives and their associated items.

Activation information

Install Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Policy and Compliance Management supports the latest public release and the two preceding versions of the following web browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Privacy Management release notes

The ServiceNow® Privacy Management application enables you to manage your organization's privacy risks and compliance to protect your customers, employees, and suppliers. Privacy Management was enhanced and updated in the Zurich release.

Privacy Management highlights for the Zurich release

- A new external Personal data rights (PDR) request form enables customers, ex-employees, and third parties to submit PDR requests from a website with email verification.
- Access Control by Legal Entity feature enables teams to access only processing activities relevant to their legal entity, maintaining privacy by design principle.
- Now Assist for Privacy Management plugin uses Generative AI to streamline privacy workflows by summarizing assessments, condensing issues, and merging control objectives.
- Reporting privacy incidents through email feature enables employees to report privacy incidents directly through email.

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- Impacted and related areas configuration allows privacy case managers to add custom business area types to privacy cases for better context.
- Revamped Processing Activity overview page provides a unified dashboard showing key compliance and risk metrics for processing activities.

See Privacy Management for more information.

Important: Privacy Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Personal Data Rights (PDR) external-facing form

A new external-facing form for personal data rights (PDR) requests is now available, enabling customers, ex-employees, and third party individuals to initiate PDR requests directly from a company's website, without needing Employee Center access. The form allows users to submit various requests, including Right to Know, Right to Delete, Right to Correct, and Right to Opt-Out, with the flexibility to add additional request types as required. An email-based verification process ensures security before processing the PDR request. The PDR form is customizable and can be easily embedded on external sites.

Accessing control through organizational structure

The Access control by legal entity feature allows teams to access processing activities relevant only to their legal entity. This ensures teams view only their own records, maintaining adherence to the privacy by design principle. By limiting access according to legal entities, this feature reduces operational risks and enables organizations to manage privacy requests and regulatory compliance effectively.

Now Assist for Privacy Management

Now Assist for Privacy Management leverages GenAI to support privacy workflows by summarizing risk assessments, condensing issue details, and identifying redundant control objectives and merging them into a common control objective. Now Assist for Privacy Management is delivered as a separate plugin, requiring administrators to activate specific skills and assign the new sn_prm_gen_ai.user role to access these features.

Report a privacy case through email

Employees can now report privacy incidents directly through email, eliminating the need for complex forms or portals. This enhancement simplifies the reporting process, enabling faster case handling and efficient tracking of privacy issues.

Impacted and related areas configuration

The Record Type Configuration feature allows privacy case managers or analysts to add additional relevant business area types in impacted and related areas. When creating or updating a privacy case, users can select from pre-defined options to add these areas, ensuring that each case accurately reflects its business context.

Data subjects

Select and define the multiple data subject types for each processing activity. You can capture the volume of data subjects that were processed, the specific data elements that were collected from the users, and the user locations. With this feature, you get a realistic, granular, and scalable representation of your processing activities.

Privacy management dashboard

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Get an overview of your complete privacy risk and compliance posture from the Privacy Management dashboard so that you can quickly prioritize and remediate your processing activities. By looking at the Processing Activities, Risk & Compliance, and Operations & Case management sections, you can see the overall compliance score, trends, privacy criticality assessment scores, and risk heatmap. From the dashboard, you can also see information about the global legal framework to understand the regional obligations and the built-in risk metrics that automatically assess each processing activity.

New screening and PIA templates

Use the new Privacy Impact Assessments (PIAs) and Screening Assessment templates that provide standardized questions, evaluation criteria, and workflows so that you can perform a processing activity criticality and privacy risk assessment. With these new templates, you can ensure consistency, reduce manual effort, and support compliance with regulatory and organizational requirements.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Zurich Patch 1

Processing activity tab

The revamped Processing Activity overview page provides a unified dashboard that displays key compliance and risk metrics, such as risk scores, compliance scores, and criticality scores. This update makes it easier for privacy managers and analysts to assess the status of each processing activity, track open issues, and prioritize actions.

Layout for processing activity record view

The vertical layout of a processing activity enables you to see the information in a top-down linear flow. With this layout, you can see the sequential representation of a data processing workflow.

Privacy management home page

The enhanced Privacy Management home page now has dedicated tabs for Processing Activity, Risk and compliance, Operations, and Privacy Cases. This updated layout helps to improve readability by organizing your reports into clearly defined sections.

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Activation information

Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Regulatory Change Management release notes

The ServiceNow® Regulatory Change Management application enables you to check upcoming regulatory changes, assess their impact, and implement risk and compliance-related changes. Regulatory Change Management was enhanced and updated in the Zurich release.

Regulatory Change Management highlights for the Zurich release

- Add multiple regulatory tasks or source document import tasks to a regulatory alert to manage the associated compliance activities efficiently. You can help to ensure that each task aligns with the regulatory requirements to maintain structured tracking and accountability.
- Close a regulatory task during the Implementation state after you verify that all required actions and documentation are complete. You can also confirm that no pending activities remain before you close a task.
- Change the workflow of a regulatory task to reflect the updated compliance procedures or organizational processes.
- Create action tasks when a regulatory task is in the New, Work in Progress, or Implementation states to drive progress. You can also assign responsibilities to help ensure that the compliance actions are executed in a timely manner.
- Close regulatory alerts manually when all associated tasks and compliance obligations have been successfully addressed. You can verify that each related item meets the closure criteria before confirming that the alert is resolved.

See Regulatory Change Management for more information.

Important: Regulatory Change Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Now Assist for Integrated Risk Management (IRM)

You can review the Now Assist for Integrated Risk Management (IRM) release notes for full descriptions of the Now Assist in Regulatory Change Management (RCM) features.

Add multiple regulatory tasks

Add multiple regulatory tasks to an alert. Each task can represent a distinct area of impact or required action. By organizing work into separate change tasks, your teams can assign responsibilities, track progress, and manage dependencies more effectively.

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Add multiple source document import tasks

Associate multiple source document import tasks with one regulatory alert to simplify the management and tracking of your regulatory content ingestion. Each import task adds the relevant documents to the regulatory library to help ensure that all source materials that are related to the alert are accurately captured and organized. You can help to improve traceability throughout the regulatory change management process.

Close a regulatory task

Close a regulatory task automatically when it's approved. You can also manually close a regulatory task while it's in the Implementation state, if all the associated action tasks are completed and closed. By closing a task manually, you get flexibility in managing the regulatory changes that don’t require formal approval workflows.

Reopen action tasks

Reopen the action tasks for a regulatory task when it's rejected and transitions back to the Implementation state. You can review and rework the tasks to address the feedback or incorporate the updated requirements. You can also modify and resubmit the reopened action tasks so that the implementation aligns with regulatory expectations before you resubmit the change task.

Close a regulatory alert

Close a regulatory alert manually after all the associated regulatory tasks are complete. By closing the alert, you help to ensure accurate record-keeping by signaling that a compliance life-cycle for the specific regulatory alert is complete.

Work on action tasks

Initiate and complete the action tasks independently without requiring prior approval from users who are assigned with the `sn_grc_reg_change.manager` role. You can execute assigned responsibilities in a timely manner and reduce unnecessary approval bottlenecks. The access to action tasks remains governed by user permissions and role-based access controls to ensure proper accountability and oversight.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Default column list

Starting with the Zurich release, the default column configuration for regulatory tasks and action tasks, linked to a regulatory alert, has been updated. This change enhances usability and ensures better visibility of the key information that is relevant to each task type.

Changed in this release

Administrator role enhancements

After upgrading to version 21.1.x, if you have a feature admin role you can now complete tasks that were initially reserved for users with the broader administrator role.

Read-only field enhancements

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Starting with version 21.1.x, the following Regulatory Change Management plugins have security enhancements for read-only fields in this release:

- GRC: Taxonomy management [com.sn_grc_taxonomy]
- GRC: Regulatory Change Management integration with RSS Feeds [com.sn_grc_rcm_rssfeed]
- GRC: Regulatory Change Management [com.sn_grc_reg_change]
- GRC Case Management Core [com.sn_grc_case_mgmt]
- GRC integration with Thomson Reuters Regulatory Intelligence [com.sn_grc_int_tr]
- Regulatory Agency Library [com.sn_reg_body_mgmt]

Tasks widget

The overview page of a regulatory alert includes a newly added Tasks widget that enables you to get more visibility into related activities. This widget displays the total number of associated action tasks and change tasks that are linked to the specific regulatory alert. By using this widget, you can assess the level of effort that is required for compliance.

Workflow of regulatory task

A regulatory task progresses through the following states:

- New
- Work In Progress
- Implementation
- Awaiting Approval (optional)
- Completed

While in the Implementation state, requesting approval is optional. If all associated action tasks are completed, the regulatory task can be closed directly from the Implementation state without requiring additional approval.

Workflow of source document import task

A source document task progresses through the following states:

- New
- Ready to Import
- Work In Progress
- Implementation
- Completed.

Create action tasks

You can create action tasks for a regulatory task when the task is in any of the following states:

- New
- Work in Progress
- Implementation

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You can now break down a regulatory task into smaller, manageable components so that you can more efficiently track and execute the required activities. You can plan, assign, and monitor tasks now in a structured manner that supports your compliance objectives and regulatory requirements.

Activation information

Install Regulatory Change Management and Now Assist for IRM by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Smart Assessment Engine release notes

The ServiceNow® Smart Assessment Engine (SAE) application streamlines assessment creation, distribution, and management. It enables you to create customizable assessment templates with detailed instructions and questions to gather information from assessors. SAE enhances efficiency, helps reduce manual effort, and provides valuable insights for informed decision making. SAE was enhanced and updated in the Zurich release.

Smart Assessment Engine highlights for the Zurich release

- Collaborate on assessments in real time with multiple contributors.
- Normalize assessment question scores to a common scale for fair comparison.
- Capture data from physical documents quickly and accurately with barcode and QR code scanning.
- Migrate question dependencies with an improved migration utility.
- Simplify your workflow by combining assessments from different templates in a single and unified view.

See Smart Assessment Engine for more information.

Important: Smart Assessment Engine is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Collaboration in assessments

Enhance assessments with the new collaboration feature, enabling owners to add multiple contributors to work together in real time. This update enables assessors to collaborate efficiently by adding several contributors to an assessment. Real-time updates reflect each contributor's changes, and presence indicators show who is present on the assessment.

Normalization in assessments

Adjust assessment scores to a common scale to promote fair comparison and prioritization. This normalization process helps standardize these measurements, enabling different metrics or scores to be evaluated on the same scale.

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Creating code questions

Capture data quickly and accurately from physical documents using a new barcode and QR code question type for assessments. By scanning barcodes or entering QR codes, the system can instantly retrieve and input relevant information.

Creating an assessment template from legacy metric types

Migrate question dependencies with an improved migration utility, which now supports the check box question type and conditional visibility criteria defined on templates.

Combining assessments and copying responses

Combine assessments from different templates into a single, streamlined view. Eliminating the need to open each assessment separately, preserving context, and improving efficiency.

UI changes

Template category field

The **Purpose** field has replaced the **Template category** field. This single select option streamlines the user experience and improves the accuracy of template categorization.

Activation information

Install Smart Assessment Engine by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

Check your entitlements to determine whether you have access to the collaboration features in the SAE application.

Third-party Risk Management release notes

The ServiceNow® Third-party Risk Management (TPRM) application provides a centralized process for managing your portfolio of third parties and their engagements, assessing and scoring risk, and performing remediation. TPRM was enhanced and updated in the Zurich release.

Third-party Risk Management highlights for the Zurich release

- Use the Document Management system in TPRM to centralize third-party documentation in a searchable repository with metadata, and versioning, access controls.
- Use vertical navigation in the Vendor Management Workspace through a customizable panel grouped by related lists for improved access to third-party records, assessments, and performance pages.
- Configure risk areas with weighted questions and scored responses for internal assessments using the Smart Assessment Engine in the Vendor Management Workspace.
- Use the latest Smart Assessment Engine questionnaire templates to perform internal and external assessments.
- Use the enhanced Digital Resilience Third-party Information Register features in the Vendor Management Workspace.

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See Third-party Risk Management for more information.

Important: Third-party Risk Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Third-party Risk Management to Zurich

If you're a VRM user upgrading to TPRM and upgrading to Vancouver or a later release from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. For example, you must upgrade from Utah to Vancouver, Vancouver to Washington DC, and so on. If the scripts don't run in the correct order, you can get data inconsistencies, broken functionalities, and conflicts.

After upgrading to version 21.0.x, you can enable the Smart Assessment Engine (SAE) by setting the Smart Assessment Engine enabled (**sn_vdr_risk_asmt.sae_enabled**) property. After setting this property, Smart Assessment Engine (SAE) becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible.

Warning:

Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues.

For more information on upgrading from VRM to TPRM and the differences between the Smart and Classic Assessment engines, see Third-party Risk Management upgrade information.

For existing TPRM customers, after upgrading to version 21.0.3, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column.

The Zurich release introduces enhanced protections for read#only fields across the ServiceNow AI Platform®. These changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. If you have custom client scripts that modify ServiceNow#owned read#only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to KB2718122. This article provides additional technical details on how to identify affected fields and adjust their settings.

New in the Zurich release

Now Assist for Third-party Risk Management (TPRM) release notes

Review the Now Assist for Third-party Risk Management (TPRM) (TPRM) release notes for full descriptions of the features.

Document Management system in Third-party Risk Management

Starting with version 21.1.x, you can use the Document Management System (DMS) in TPRM, which provides a centralized repository for storing, organizing, and managing third-party documents throughout the vendor life cycle. It can be used by third-party risk managers [sn_vdr_risk_asmt.vendor_manager], third-party assessors [sn_vdr_risk_asmt.vendor_assessor], and third parties to upload, categorize, track, and review documents with metadata, version control, and access permissions. This feature streamlines evidence tracking, reduces duplication, and improves audit

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readiness by enabling document reuse across assessments, contracts, issues, and tasks.

For information on Now Assist skills for TPRM and Document Management, see Now Assist for Third-party Risk Management (TPRM) release notes and Now Assist in Document Intelligence release notes.

Register of information regulatory packages

After upgrading the Digital Resilience Third-party Information Register application to version 21.1.x, third-party assessors [sn_vdr_risk_asmt.vendor_assessor] can now generate regulator-ready Register of Information packages using the Plain-CSV Report Package option on the download page. The ZIP file includes metadata and report folders structured to regulator specifications, with file names containing LEI, entity ID, and release version. This format helps ensure EU DORA compliance and supports automated validation workflows. You can follow the user guide on the Download/Upload request page for suggested steps and permissions.

Validation framework for Register of Information

After upgrading the Digital Resilience Third-party Information Register application to version 21.1.x, third-party risk managers [sn_vdr_risk_asmt.vendor_manager] can now validate downloaded Register of Information packages using the Plain-CSV Report Package option on the download page against requirements. File format, structure, encoding, naming conventions, and field-level data are validated across multiple tables. If any validation warnings are detected, a validation report is automatically attached, including mappings to regulator fields such as Template Code, Row Code, and Column Code. Validation reports include real-world field labels, rule expressions, and record identifiers. You can cross-reference validation errors using a downloadable Excel master template that mirrors the CSV structure, making it easier to locate and address issues. Additional enhancements include support for “Not applicable” values, enforcement of file size limits, and clearer error messages for malformed data.

New sn_vdr_risk_asmt.sae_enabled property

Use the new and improved Smart Assessment experience after you upgrade to version 21.0.x and set the Smart Assessment Engine enabled (**sn_vdr_risk_asmt.sae_enabled**) property.

Smart assessments with Third-party Risk Management

Create Smart Assessment Engine assessments for your organization:

- Enhanced navigation: Use the improved navigation for a better user experience.
- Assessment support: Conduct assessments for both internal and external parties. TPRM questionnaire templates include additional attributes such as the risk area and the option to include previous responses, which aren’t available in SAE. TPRM templates must be created directly within the Vendor Management Workspace to ensure that they include the necessary attributes.
- Organize questions: Group questions into subsections for better organization.
- Add attachments: Attach the files directly to the individual questions.
- Add reference information: Add reference information to a questionnaire template to help ensure that assessors can access the information they need while responding.
- Filter questions: Quickly identify and filter unanswered questions.
- Auto-save for questionnaires: Auto-save each question automatically after changes are made to them.

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- Standardized risk rating scale definition: Define the risk rating scales at the template level for both internal and external assessments.
- Assessment duration: Define the duration of an assessment when creating a questionnaire template.
- Combine assessments: Respond to questionnaires by using the same SAE template in a single, streamlined view.
- Bulk template migration: Migrate classic templates in bulk to the Smart Assessment format. To ensure the templates work correctly in TPRM, you must migrate them by using the Third-party Risk Management application.
- Risk score normalization: Standardize the risk scores for a consistent evaluation.
- Support for the GRC and third-party portals: Use the GRC portal to access and complete internal assessments and the third-party portal to complete external assessments.

UI changes

Vertical navigation in the Vendor Management Workspace

Starting with version 21.1.x, the legacy horizontal tab-based layout in the Vendor Management Workspace has been replaced with a structured vertical navigation panel with groups of related lists, organizing access to third-party records, assessments, and performance pages in a way that supports clearer workflows and is consistently available to all internal users.

Third-party information register download option renamed to Excel master template

Starting with version 21.1.x, the option to download the Third-party Information Register is renamed to Excel Master Template. This change improves clarity and aligns with regulator terminology.

DPM business validation rules and properties

Starting with version 21.1.x, the DPM business validation rules and report.json, reportPackage.json, FrameworkCodeModuleVersion properties are now included. These modules enable Third-party risk admins [sn_vdr_risk_asmt.vendor_admin] to view and maintain validation logic and configuration settings for CSV reporting and automated validation.

Choice field for ICT third-party service provider identification

Starting with version 21.1.x, the field **Type of code to identify the ICT third-party service provider** is now updated to be a choice field in the Digital Resilience Third-party Information Register in the contract record. This update aligns the field with regulator-defined options for selecting identification systems when creating new providers. In the Specific Information section of the contract record, the field is read-only and auto-populated based on upstream selections, such as the third-party or engagement record.

Global TPRM changes

- Assessments and Third-party assessments are now renamed as External assessments.
- Tiering assessments are now renamed as Internal assessments.
- The Tier-level column is now renamed as Risk rating.
- The Tiering assessors column is now renamed as Respondents.
- The **Owner** field is now renamed as **Assigned to** on the internal assessment, external assessment, tiering assessment, and due diligence request forms.

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Changes made to the list view in Vendor Management Workspace

- The Assessment setup section has been added. From this section, you can create assessment templates, Smart Assessment questionnaire templates, and issue generation rules.
- The Questionnaire requests section has been added.
- The Tiering assessments and Inherent risk questionnaires (IRQ) are combined in the Internal assessments section.

Changes made to internal assessment pages

- Tier-level scales are renamed as Scales.
- Tiering assessment schedule and Schedules are combined and renamed as Assessment schedule.

Changes made to assessment related lists

- Assessment instances is renamed as Questionnaire requests.
- Questionnaires is renamed as Questionnaire templates.
- Document requests is renamed as Document templates.
- Fourth-party questionnaires is renamed as Fourth-party templates.
- Repeating assessments is renamed as Assessment scheduling.

Smart Assessment integration changes

- The Assessment engine column has been added to the Internal and External assessment list views in Vendor Management Workspace. You can track the assessment type as you transition to using the Smart Assessment Engine for all active questionnaires.
- The **Assessment engine** field has been added to related forms for internal risk assessments, external risk assessments, and assessment templates.
- The Support smart assessment column has been added to the Assessment templates and Issue generation rules list views.
- The original TPRM **Classification** field has been replaced with the **Purpose** field on all assessment templates.

Changes made to Digital Resilience Third-party Information Register contract records in Vendor Management Workspace

The General info related list has now been renamed as Details and the following related lists have been added:

- Entities signing contract to use service
- Entities making use of services
- Entities providing services
- Third parties signing contract to provide services
- Third-party engagements signing contract
- ICT service supply chains
- Assessments of the ICT services

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Coral theme

Coral is now the default theme for Vendor Management Workspace, portal, and mobile experiences. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Note: When you're upgrading from Xanadu or Yokohama to Zurich with version 20.1.x of the GRC: Vendor Portal, the application UI themes might not match. The Vendor Management Workspace uses the Polaris theme by default, and the Third-party portal uses the Coral theme by default. Upgrading to Xanadu or Yokohama with version 20.1.x of the GRC: Vendor Portal results in both the Vendor Management Workspace and Third-party portal using the Polaris theme. Upgrading to version 21.x or higher results in both the Vendor Management Workspace and Third-party portal using the Coral UI theme.

Changed in this release

Risk areas extended to internal assessments

Starting with version 21.1.x, if you have the third-party risk admin [sn_vdr_risk_asmt.vendor_admin] role, you can now configure risk areas with weighted questions and scored responses for internal assessments using the Smart Assessment Engine in the Vendor Management Workspace. Risk scores can be aggregated at the engagement level using customizable methods such as max, min, or average, and mapped to risk ratings based on business rules. Risk managers can override system-generated ratings with required justification, enabling expert judgment and helping ensure transparency in risk decisions.

Smart Assessment Engine advanced plugins

Starting with version 21.1.x, the following Smart Assessment Engine advanced plugins are automatically installed: Post Assessment Actions for Smart Assessments [com.sn_smart_imp_auto and com.sn_impact_fwk] and Advanced Response Automation for Smart assessments [sn_smart_resp_auto]. The Post Assessment Actions for Smart Assessments plugin lets Third-party risk admins [sn_vdr_risk_asmt.vendor_admin] automate follow-up tasks, like notifications or workflow launches, after an assessment is completed. The Advanced Response Automation for Smart Assessments plugin automatically fills in assessment responses based on prior data or logic, streamlining and standardizing the assessment process.

Feature-specific administrator role enhancements

Starting with version 21.1.x, if you have a feature admin role you can now complete tasks that were initially reserved for users with the broader administrator role.

- Assign sn_vdr_risk_asmt.vendor_risk_admin to users who need to configure and manage vendor risk features.
- Assign sn_vdr_risk_asmt.vendor_assessment_reviewer to users who perform assessments, manage dashboards, and require operational access.
- Assign sn_vdr_risk_asmt.external_assessment_responder to users who need access to the third-party portal and to complete assessments.

Note: Administrator privileges no longer grant access to TPRM features. Users must be assigned an appropriate feature-specific role to access relevant functionality.

Read-only field enhancements

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Starting with version 21.1.x, the following Third-party Risk Management plugins have security enhancements for read-only fields in this release:

- Third-party Risk Due Diligence [com.sn_tprm_onboarding]
- Third-party Risk Management [com.sn_vdr_risk_asmt]
- GRC: Vendor Portal [com.sn_grc_vendor_portal]
- GRC: Profiles [com.sn_grc]
- GRC: Compliance Assessment [com.sn_comp_asmt]
- GRC: SIG Questionnaire Integration [com.sn_sig_asmt]
- GRC: Performance Analytics Premium Integration [com.sn_grc_pa]
- Vendor Risk Management integration with EcoVadis [com.sn_app_grc_ecovadis]
- ITAM applications [com.snc.vendor_core]

Fourth-party assessment support in SAE

Starting with version 21.1.x, Fourth-party assessments are now supported after you enable the Smart Assessment Engine enabled (**sn_vdr_risk_asmt.sae_enabled**) property.

Enhanced contract records for Digital Resilience Third-party Information Register in Vendor Management Workspace

If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor], you can now associate multiple entities with a single contract record. This association indicates that all entities have signed the contract and are providing services that are associated with the contract. You can also configure contracts that are based on the supply chain and assessment, upload contract records, and generate reports in Microsoft Excel. To better track these entities and help ensure compliance with Digital Operational Resilience Management (DORA) regulations, related lists have been added to the existing contract records, and existing fields have been reorganized for better usability.

Activation information

Install Third-party Risk Management by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for the Vendor Management Workspace and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Operational Resilience

Operational Resilience helps organizations respond to adverse operational events by anticipating, preventing, recovering from, and adapting to such events.

Operational Resilience Workspace

Use Operational Resilience Workspace to manage your resilience tasks and monitor resilience metrics from a single dashboard.

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GRC Risk Management

Use Risk Management with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce your reaction time from days to minutes.

GRC Risk Workspace

The Risk Workspace in the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for risk-related activities.

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.

Third-party Risk Management upgrade information

ServiceNow® Third-party Risk Management application upgrade information for the Zurich release.

Important information for upgrading Third-party Risk Management to Zurich

After upgrading to Zurich, you can enable the Smart Assessment Engine (SAE) by setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property. After setting this property, SAE becomes the default assessment engine and replaces the legacy experience to ensure consistency, scalability, and innovation moving forward. While this transition isn't reversible, it empowers customers to future-proof their assessment strategy with an engine built to evolve with emerging needs.

⚠ Warning:

Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues.

Plugin dependencies

After upgrading to Zurich and setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following applications and plugins are installed automatically:

- The Vendor Risk Management Workspace application [sn_vrm_ws] is automatically installed so you can use the Vendor Risk Management workspace where you can access SAE questionnaires and features.
- The Smart Assessment Engine application and plugins are automatically installed enabling you to use the features of the Smart Assessment Engine for your assessments.

  Smart Assessment Engine application package that includes the following:

  - Smart Assessment Core plugin [com.sn_smart_asmt]
  - Smart Assessment Designer plugin [com.sn_smart_asmt_desg]
  - Smart Assessment Connected plugin [com.sn_smart_asmt_conn]
  - Smart Assessment Migration Tools plugin [com.sn_smart_asmt_mig]
  - Smart Assessment Dependencies plugin [com.sn_smart_asmt_dep]
  - Smart Assessment Post-assessment Actions plugin [com.sn_impact_fwk] and [com.sn_smart_imp_auto]
  - Smart Assessment Response Automation plugin [com.sn_smart_resp_auto]
  - Smart Assessment Scoring plugin [com.sn_smart_scoring]

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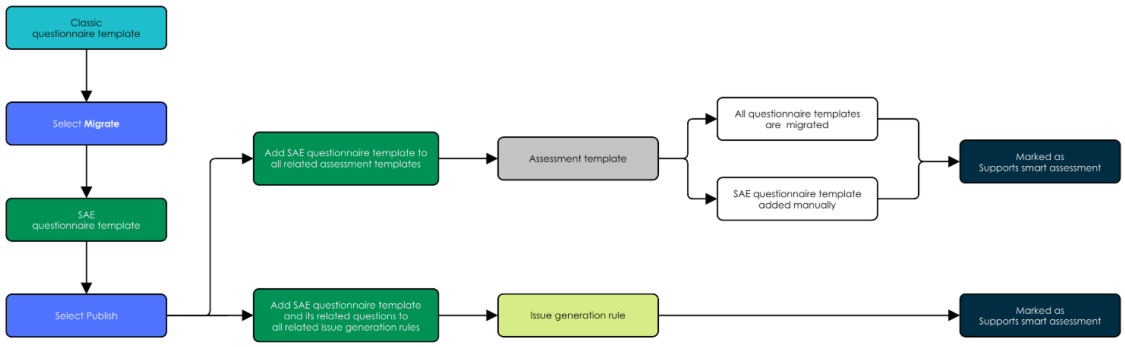
Note: For more information on these plugins, see Configuring Smart Assessment Engine and Smart assessment configuration.

Migrating to Smart Assessment Engine

After setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, all TPRM assessments will automatically use SAE templates and automation rules (tier-based rules, provider-based rules, event-driven rules and issue generation rules) that support SAE only. You will be able to continue any in-flight assessment until they are completed. You will not be able to create any new assessments with classic questionnaire templates.

The following diagram shows the questionnaire to TPRM SAE template migration workflow.

SAE migration workflow



1. Migrate templates either one by one or in bulk. After migration, all templates are in the Draft state by default.
2. Review each migrated questionnaire template individually to confirm that they're accurate and complete.
3. Publish TPRM SAE questionnaire templates. After publishing, the following actions occur automatically:
   - All the related assessment templates are updated to use the migrated questionnaire template. If all the questionnaire templates in an assessment template are published, the assessment template is automatically marked as Support smart assessment.
   - All issue generation rules are automatically marked as Support smart assessment if their related questionnaire template is published.
   - All automation rules (tier-based rules, provider-based rules, event-driven rules and issue generation rules) are automatically marked as Support smart assessment after their related assessment template is marked as Support smart assessment.

   Note: For Issue-generation rules to work as expected when applied to an TPRM SAE questionnaire template, at least one question must have the option, Enable preferred response, set to true.
4. Review each assessment template to confirm it's marked as Supports smart assessment. If an assessment template isn't marked as Supports smart assessment, manually adding a new TPRM SAE questionnaire template to it updates its status.

For more information, see Migrate a template to an SAE template, Create a TPRM SAE questionnaire or document request template, Create an external assessment template, and Create an issue generation rule.

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Classic assessment engine to Smart Assessment Engine comparison

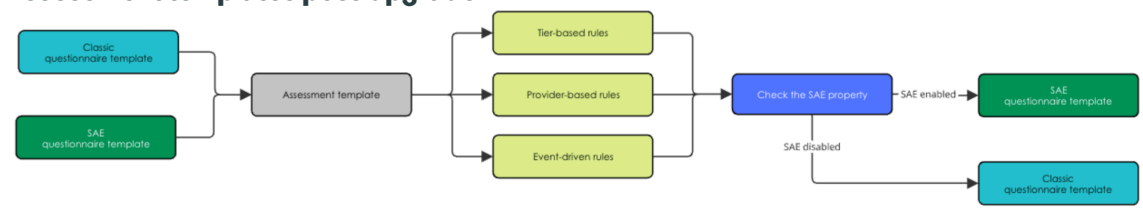
The following table shows the comparable features between the Classic assessment engine and Smart Assessment Engine.

Comparable features

Classic assessment engine features	Smart assessment engine features
Metric Type	Template
Metric Category	Section
Metrics	Questions
Additional Information	Justification
Assessable Record	Scope
Multiple Assessable Records in one Assessment	Combined Assessments
Schedule and Trigger Assessments	Trigger Assessment Flow Action
Domain Separation	Domain Separation
Question Dependency	Conditional Visibility
Correct Answer	Preferred Answer
Scoring	Scoring
Automated response	Response Automation

The following diagram shows the relationship between assessment templates and questionnaires after upgrading.

Assessment templates post-upgrade



- Before setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following are used by default.
  - Existing questionnaire templates
  - Existing assessments
- After setting the Smart Assessment Engine enabled (*sn_vdr_risk_asmt.sae_enabled*) property, the following are used by default.
  - SAE questionnaire templates (New or migrated).
  - Assessments marked as Supports smart assessment.
  - Tier-based, Provider-based, and Event-driven management rules only work with assessments marked as Supports smart assessment.

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Note: All questionnaire templates must be reviewed and published. All assessment templates and automation rules must be reviewed to confirm they're marked as Supports smart assessment.

Smart Assessment Engine limitations

The TPRM SAE questionnaire template has the following limitations.

- All new assessments must use SAE questionnaire templates.
- Third-party risk assessors can no longer create issues from the View responses page. Issues generation rules can be used to create issues automatically.
- Third-party risk assessors can no longer create comments on individual questions. They can only use the comment section at the questionnaire level.
- The signature feature isn't supported.
- Automatic attachment of questionnaires to external assessments based on inherent risk questionnaire (IRQ) responses or IRQ-calculated risk tiers is currently not supported in Smart Assessment Engine.
- The following question types aren't supported: percentage, ranking, image scale, and custom metric. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.

  Note: For the percentage and image scale question types, customers can use the Number type and Radio button type, respectively. Ranking and custom metric question types aren't supported. You must either convert these question types to supported formats before migration or create new questions in the template designer after migration.

- If a section in the classic template contains only unsupported questions, an empty section is created in the TPRM SAE template. TPRM SAE templates with empty sections can't be published; therefore, you must either add replacement questions to these sections or delete the empty sections before publishing.

  For more information on migration results, migration limitations, and creating TPRM SAE questionnaires, see Results of migrating a template to a TPRM SAE template and Create a TPRM SAE questionnaire or document request template.

- The TPRM scoring migration proceeds only if there were no errors during the template migration. If there were errors, the TPRM scoring migration doesn't occur.

  For more information, see Configure scoring for an assessment and Normalization in assessment.

- Event-driven management rules are the default option for scheduling assessments and replaces Repeating assessments.

Important information for upgrading Vendor Risk Management to Zurich

Starting with the Vancouver release, if you're a VRM user upgrading to TPRM, from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from one release to the next rather than skipping to the latest release. Not running scripts in the correct order can result in data inconsistencies, broken functionalities, and conflicts.

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Plugin requirements

TPRM

- Activate the Third-party Risk Management application [com.sn_vdr_risk_asmt].
- Activate the Third-party Risk Due Diligence application [com.sn_tprm_dd].
- Activate the Vendor Risk Management Workspace application [sn_vrm_ws] if you want to use the Vendor Risk Management workspace.

VRM

- Activate the Vendor Risk Management application [com.sn_vdr_risk_asmt].
- Activate the Vendor Risk Management Workspace application [sn_vrm_ws] if you want to use the Vendor Risk Management workspace.

For more information on licensing or metering, see Tracking a managed activity, Third-party Risk Management (TPRM) Licensing, and Vendor Risk Management (VRM) Licensing.

VRM to TPRM changes

- The name of the application changed from Vendor Risk Management to Third-party Risk Management as part of the Vancouver release.
- The internal assessment [sn_vdr_asmt_internal_assessment] table is introduced, extending the tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] table.
- The Due Diligence Review (DDR) workflow is introduced, which uses both the internal assessment and the external (VRA) assessment.

  Note: If you have customizations on the Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] and VRA [sn_vdr_risk_asmt_assessment] tables, they might need modifications to work with the DDR workflow.

- The Third-party Scores [sn_vdr_risk_asmt_security_score] table has been relabeled to Risk Intelligence Scores [sn_vdr_risk_asmt_security_score] to reduce confusion.
- All instances of “vendor” are changed to “third party” in the user interface, though some global instances might remain unchanged.

  Note: If you don’t want to use the due diligence workflow, your original workflow (Tiering assessment and External assessments (VRAs) should be the same).

VRM and TPRM data model

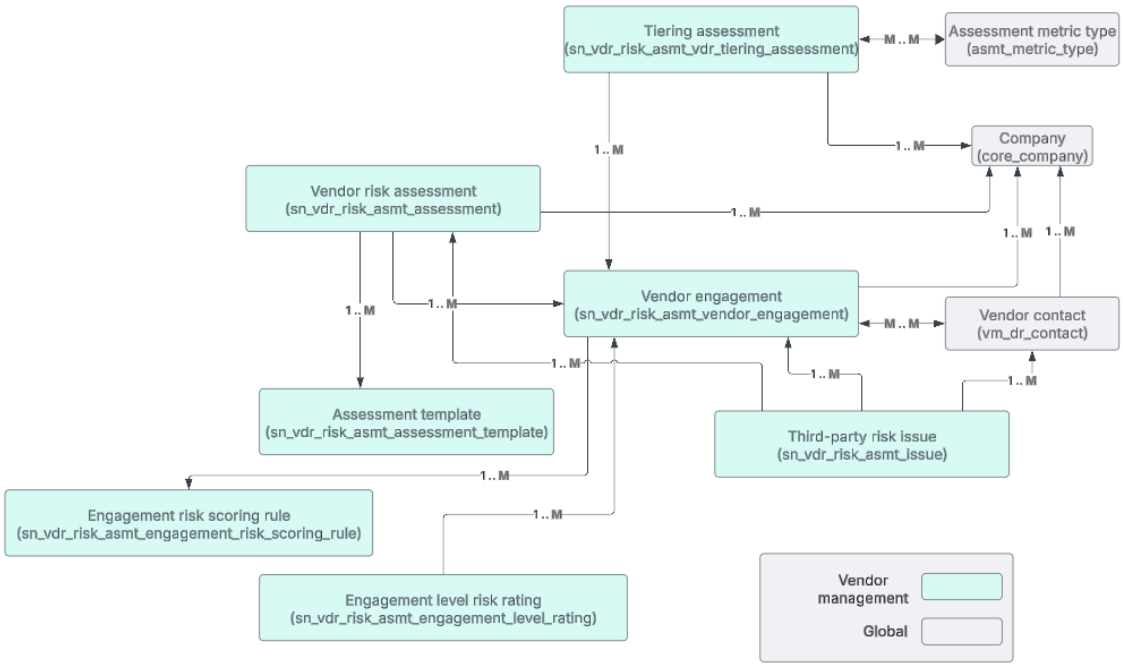
The Vendor Risk Management data model primarily uses the term “vendor” and includes the Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] and VRA [sn_vdr_risk_asmt_assessment] tables.

The Third-party Risk Management data model uses the term “third-party” in most user interface elements and introduces the DDR workflow, which uses both internal [sn_vdr_asmt_internal_assessment] and [sn_vdr_risk_asmt_assessment] external assessments.

The following models show VRM's and TPRM's capabilities.

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VRM data model

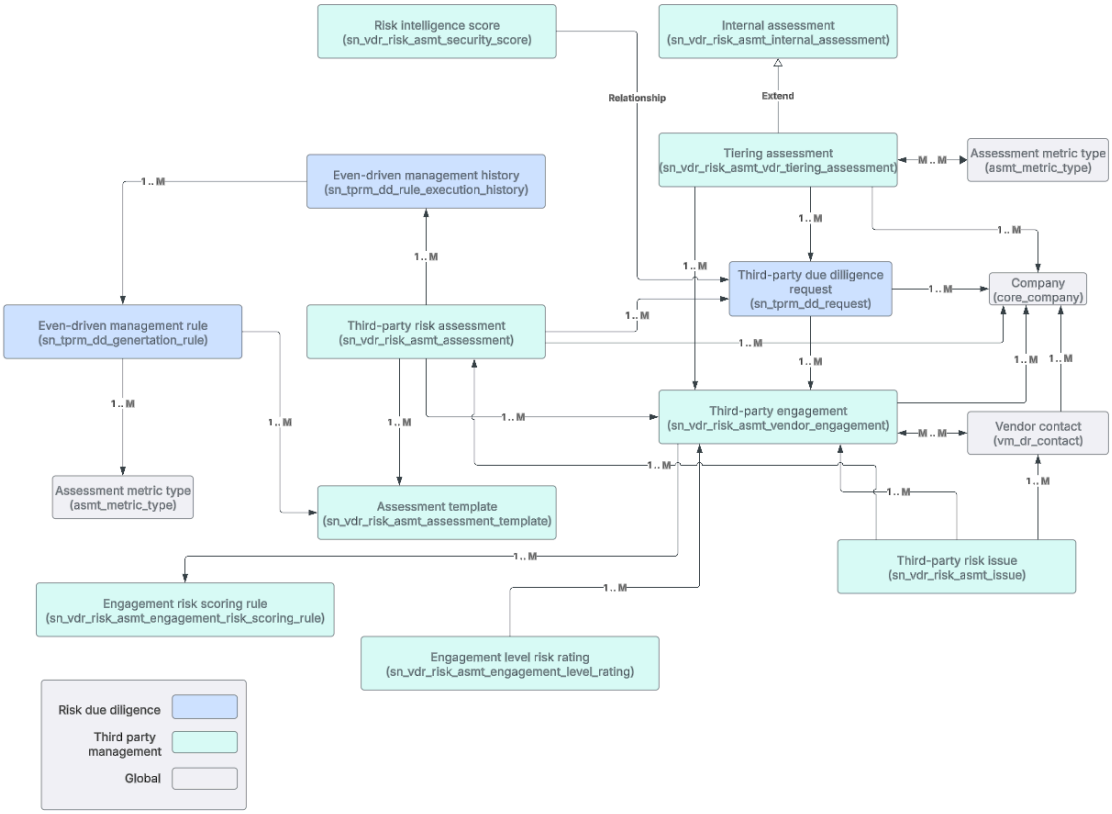


The components included in the Vendor Risk Management data model are as follows:

- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Company [core_company]
- Vendor risk assessment [sn_vdr_risk_asmt_assessment]
- Vendor engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

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TPRM data model



The components included in the Third-party Risk Management data model are as follows:

- Risk intelligence score [sn_vdr_risk_asmt_security _score]
- Internal assessment [sn_vdr_asmt_internal_assessment]
- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Event-driven management history [sn_tprm_dd_rule_execution_history]
- Third-party due diligence request [sn_tprm_dd_request]
- Company [core_company]
- Event-driven management rule [sn_tprm_dd_generation_rule]
- Third-party risk assessment [sn_vdr_risk_asmt_assessment]
- Third-party engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Third-party risk issue [sn_vdr_risk_asmt_issue]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

Now Assist for Integrated Risk Management (IRM)

The ServiceNow® Now Assist for Integrated Risk Management (IRM) application brings generative AI to Governance, Risk, and Compliance. Now Assist for Integrated Risk Management (IRM) was enhanced and updated in the Zurich release.

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Now Assist for Integrated Risk Management (IRM) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Use AI-generated recommendations to identify which policies are impacted by a regulatory alert.
- Use the get regulatory analysis agentic workflow to enrich regulatory alerts with external context, classification, summarization, and recommended impacted items. Start by selecting Get analysis from the Ask Now Assist action menu on the regulatory alert page or Get Regulatory Analysis from the Now Assist panel.
- Use the generate regulatory action plan agentic workflow to turn regulatory insights into actionable compliance strategies with structured tasks, clear ownership, and timelines. Start by selecting Generate action plan from the Ask Now Assist action menu on the regulatory alert page or Generate Regulatory Action Plan from the Now Assist panel.
- Use the Risk Suggestion AI Agent to discover potential risks for an entity, giving risk managers better insights for informed decision-making.
- Use the report a GRC issue AI agent in the Employee Center to report issues through a guided conversational experience.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1:

- Use AI-generated recommendations to identify which controls are impacted by a regulatory alert.

See Now Assist for Integrated Risk Management (IRM) for more information.

Important: Now Assist for Integrated Risk Management (IRM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Recommend policies for a regulatory alert

If you're a RCM User [sn_grc_reg_change.user] and have the Regulatory change AI user [sn_grc_comp_genai.reg_change_ai_user] role, you can generate AI-driven recommendations to help identify and mark relevant policies as impacted during regulatory alert reviews. These recommendations assist in associating policy impacts with alerts. You can accept suggested policy impacts to create action tasks immediately or dismiss recommendations to filter out irrelevant information.

Citation impact analysis and updates with Now Assist for IRM

When a citation's description or supplemental guidance is updated, Control Objective Impact Analyzer skill identifies related control objectives that might be affected. The AI agent, ControlObjective Change Agent, then reviews these control objectives to determine whether the descriptions or guidance need changes and provides suggested updates. Users can review, provide feedback, and approve

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these updates directly in the Now Assist panel, ensuring that citation changes are reflected in associated control objectives.

Enhancements to control objectives rationalization process

The following enhancements have been introduced to the generative AI rationalization process of control objectives:

- Rationalization process is now automatically created when selecting the Rationalize button in the control objective page.
- The recommendation workflow has been simplified into a two-step process: Step 1 identifies duplicates by accepting or dismissing recommendations; Step 2 finalizes by retaining one recommendation or creating a new common control objective.
- Approvals for the rationalization process are skipped for owners who are reviewers, and levels where all reviewers are owners are automatically approved.
- Owners and approvers can add comments and justifications directly on recommendation cards and reply to existing comments.
- The user interface has been updated with better navigation, quick summaries, visual improvements, and clear error messages.

Get regulatory analysis agentic workflow

If you're a RCM User [sn_grc_reg_change.user] and have the [sn_grc_comp_genai.reg_change_ai_agent_user] role, you can analyze and enrich regulatory alerts by using the get regulatory analysis agentic workflow in the Now Assist panel. This agentic workflow uses web search to enhance alert context, summarizes the alert, and recommends potential impacts on citations, policies, and control objectives to support fast and accurate compliance decisions. You can get started by selecting Get analysis from the Ask Now Assist action menu on the regulatory alert page or by selecting Get Regulatory Analysis from the Now Assist panel.

Generate regulatory action plans agentic workflow

If you're a RCM User [sn_grc_reg_change.user] and have the sn_grc_comp_genai.reg_change_ai_agent_user role, you can generate a regulatory action plans by using the generate regulatory action plans agentic workflow in the Now Assist panel. This agentic workflow analyzes impacted areas and similar historical alerts to create change tasks and action tasks that help implement regulatory change. You can get started by selecting Generate action plan from the Ask Now Assist action menu on the regulatory alert page or by selecting Generate Regulatory Action Plan from the Now Assist panel.

Identify risks for an entity

If you're a Workspace user with the sn_grc_sharegenai.risk_suggestion_aiagent_user role, you can use the Risk Suggestion AI Agent to identify risks related to an entity. The AI agent analyzes the entity and suggests relevant risks from various sources, consolidating them into a reviewable list to verify for accuracy. Risk managers can then confirm and promote these risks to the risk register for further assessment. This feature automates risk discovery, helping identify potential risks and prepare for compliance requirements.

Report a GRC issue AI agent

The report a GRC issue AI agent is now available in Employee Center, enabling employee users to report issues through a guided conversational experience. As users respond to prompts, the agent structures the issue and recommends relevant controls, entities, and policies based on the input provided. The AI agent helps

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ensure that the issue is well-defined and enriched with contextual information before it's submitted.

Zurich Patch 1

Recommend controls for a regulatory alert

If you're a RCM User [sn_grc_reg_change.user] and have the Regulatory change AI user [sn_grc_comp_genai.reg_change_ai_user] role, you can generate AI-driven recommendations to help identify and mark relevant controls as impacted during regulatory alert reviews. These recommendations assist in associating control impacts with alerts, reducing manual effort and improving consistency. You can accept suggested control impacts to create action tasks immediately or dismiss recommendations to filter out irrelevant information.

UI changes

Zurich Patch 7

Now Assist skills for Risk & Sustainability

The skill family name **Regulatory change management** has been updated to **Regulatory change** to improve naming clarity and consistency within Now Assist skills for Risk & Sustainability under the Technology workflow module in the Now Assist Admin Center.

Zurich Patch 4

Now assist skills group renamed

The skill group previously named IRM is now renamed Risk & Sustainability under the Technology workflow module in the Now Assist Admin Center.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`*

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for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for Integrated Risk Management (IRM) by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Zurich Patch 4

All Now Assist for IRM skills and agentic workflows are activated by default after installing Now Assist for Integrated Risk Management (IRM).

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Third-party Risk Management (TPRM) release notes

The ServiceNow® Now Assist for TPRM application brings generative AI to Third-party Risk Management. Now Assist for Third-party Risk Management (TPRM) is a new application in the Zurich release.

Now Assist for Third-party Risk Management (TPRM) highlights for the Zurich release

Zurich Patch 7

- Use generative AI to recommend TPRM issues for reviewer validation.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

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- Use Now Assist for Third-party Risk Management (TPRM) to generate concise, AI-powered summaries of TPRM that can help with interpreting complex issue records.
- Some Now Assist skills, agents, and agentic workflows are now turned on by default.

See Now Assist for Third-party Risk Management (TPRM) for more information.

Important: Now Assist for TPRM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Now Assist for Third-party Risk Management (TPRM)

If you have the third#party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer] and have installed the if you have the third#party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer] and have installed the Now Assist for Third-party Risk Management (TPRM), you can use generative AI to automatically identify and recommend issues based on assessment responses. The TPRM issue management recommendation skill recommends issues with rationalized summaries. Recommended issues are presented for review and are created as standard TPRM issues only after user confirmation.

Zurich Patch 4

Now Assist for Third-party Risk Management (TPRM)

If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor] role and have installed the Now Assist for Third-party Risk Management (TPRM) for TPRM application, you can use generative AI to automatically summarize complex issue records. The TPRM Issue Summarization skill works across all issue states including New, Analyze, Review, Finalize, and Closed and can help reduce manual review time, improve consistency in issue descriptions and remediation guidance, and accelerate triage and reporting for customers managing high volumes of third-party risk data.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

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Activation information

Install the Now Assist for TPRM application by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

After installing Now Assist for TPRM all Now Assist for TPRM skills are activated by default.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

AI Agent Studio

Use AI Agent Studio to create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Use the Now Assist panel conversational interface in ServiceNow® Software Asset Workspace to interact with and get assistance from generative AI.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Third-party Risk Management

The ServiceNow® GRC: Third-party Risk Management (TPRM) application enables you to proactively identify, assess, and mitigate risks that are associated with your third-party relationships. TPRM provides a centralized process for managing your portfolio of third parties, assessing and scoring risk, and performing remediation.

Healthcare and Life Sciences release notes

Healthcare and Life Sciences has new and updated features in the Zurich release.

Care Team Mobile release notes

The ServiceNow® Care Team Mobile application enables care teams to create and view shared support requests from the convenience of their mobile devices. Care Team Mobile is a new application in the Zurich release.

Care Team Mobile highlights for the Zurich release

- Create support requests based on installed Healthcare Operations case types directly from your mobile device.
- Scan asset tags on IT and medical assets and be redirected to the asset's record, where you can view its history, status, and associated cases.

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- View requests for specific locations, such as patient rooms or supply closets.
- Access relevant details and preconfigured workflows for reporting issues like sanitation requests or facility repairs.

See Care Team Mobile for more information.

Important: Care Team Mobile is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Care Team Mobile features

Create support requests

Use Care Team Mobile to create requests for supporting departments directly from your mobile device. The following plugins are supported by Care Team Mobile:

- Care Team Operations for Healthcare IT
- Care Team Operations for Biomed
- Care Team Operations for Facilities
- Care Team Operations for Environmental Services

Scan assets

Scan tags on medical equipment and be redirected to the asset's record, where you can view its history, status, and associated cases.

Browse locations

Browse locations in Care Team Mobile to view healthcare locations and create support requests for specific locations as needed.

Activation information

Install Care Team Mobile by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation for Care Team Mobile and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

Care Team Operations for Healthcare IT

ServiceNow® Care Team Operations for Healthcare IT contains the case types to report and fulfill healthcare IT issues and uses the Healthcare Operations Core data model from the Healthcare Operations Core application. When this plugin is installed, you can create support requests of this case type using Care Team Mobile.

Care Team Operations for Biomed

ServiceNow® Care Team Operations for Biomed contains the case types to report and fulfill healthcare biomed issues and uses the Healthcare Operations Core from the Healthcare Operations Core data model application. When this plugin

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is installed, users can create support requests of this case type using Care Team Mobile.

Care Team Operations for Facilities

ServiceNow® Care Team Operations for Facilities contains the case types to report and fulfill facilities issues in healthcare spaces and uses the Healthcare Operations Core data model from the Healthcare Operations Core application. When this plugin is installed, users can create support requests of this case type using Care Team Mobile.

Care Team Operations for Environmental Services

ServiceNow® Care Team Operations for Environmental Services contains the case types to report and fulfill environmental issues in healthcare spaces. When this plugin is installed, users can create support requests of this case type using Care Team Mobile.

Care Team Operations for Biomed release notes

The ServiceNow® Care Team Operations for Biomed application contains the case types to report and fulfill healthcare biomedical issues. Care Team Operations for Biomed was enhanced and updated in the Zurich release.

Care Team Operations for Biomed highlights for the Zurich release

Assign roles and responsibilities more efficiently with an updated user configuration process.

See Care Team Operations for Biomed for more information.

Important: Care Team Operations for Biomed is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Setting up roles and responsibilities in Care Team Operations for Biomed

Roles and responsibilities are updated to allow for more selective user access.

The following responsibilities were added:

- Support department agent
- Support department manager

Users can be assigned these responsibilities in the Edit member related list within healthcare organizations.

Activation information

Install Care Team Operations for Biomed by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

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ServiceNow® Healthcare Operations Core provides the foundation for Care Team Mobile and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

Care Team Mobile

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Operations for Healthcare IT

ServiceNow® Care Team Operations for Healthcare IT contains the case types to report and fulfill healthcare IT issues and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Facilities

ServiceNow® Care Team Operations for Facilities contains the case types to report and fulfill facilities issues in healthcare spaces and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Environmental Services

ServiceNow® Care Team Operations for Environmental Services contains the case types to report and fulfill environmental issues in healthcare spaces and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Environmental Services release notes

The ServiceNow® Care Team Operations for Environmental Services application contains case types to report and fulfill facilities issues as part of Healthcare Operations. Care Team Operations for Environmental Services is a new application in the Zurich release.

Care Team Operations for Environmental Services highlights for the Zurich release

- Automate healthcare operations by enabling environmental support request creation and fulfillment.
- Create environmental services support requests from directly within the Care Team Portal or Care Team Mobile.
- Gain full visibility into reported environmental services support cases while enabling environmental service support teams to manage and fulfill them as work orders or work orders tasks when Field Service Management is installed.
- Assign roles and responsibilities more efficiently with a streamlined user configuration processes.

See Care Team Operations for Environmental Services for more information.

Important: Care Team Operations for Environmental Services is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Care Team Operations for Environmental Services features

Healthcare Environmental Services case

Expand Healthcare Environmental Services cases to support custom support requests for your organization's environmental services support department.

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Create environmental services support requests

Request support from your organization's environmental services department with pre-configured catalog items.

Healthcare Environmental Services case and work order synchronization

Care Team Operations for Environmental Services automatically syncs environmental services cases with work orders.

Setting up roles and responsibilities in Care Team Operations for Environmental Services

Roles and responsibilities are updated to allow for more selective user access.

The following responsibilities were added:

- Support department agent
- Support department manager

Users can be assigned these responsibilities in the **Edit member** related list within healthcare organizations.

Activation information

Install Care Team Operations for Environmental Services by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation to enable hospitals to streamline and automate their operations by integrating with supporting service departments. It provides the Care Team Portal functionality for use with Care Team Operations for Environmental Services.

Care Team Operations for Healthcare IT

ServiceNow® Care Team Operations for Healthcare IT contains the case types to report and fulfill healthcare IT issues and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Biomed

ServiceNow® Care Team Operations for Biomed contains the case types to report and fulfill healthcare biomed issues and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Facilities

ServiceNow® Care Team Operations for Facilities contains the case types to report and fulfill facilities issues in healthcare spaces and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Mobile

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

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Care Team Operations for Facilities release notes

The ServiceNow® Care Team Operations for Facilities application contains the case types to report and fulfill facilities issues as a part of Healthcare Operations. Care Team Operations for Facilities is a new application in the Zurich release.

Care Team Operations for Facilities highlights for the Zurich release

- Automate healthcare operations by enabling facilities support request creation and fulfillment.
- Create facility support requests from directly within the Care Team Portal or Care Team Mobile.
- Gain full visibility into reported facilities support cases while enabling facilities teams to manage and fulfill them as work orders or work orders tasks when Field Service Management is installed.]
- Assign roles and responsibilities more efficiently with a streamlined user configuration process.

See Care Team Operations for Facilities for more information.

Important: Care Team Operations for Facilities is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Care Team Operations for Facilities features

Healthcare Facilities case

Expand facilities cases to support custom support requests for your organization's facilities support department.

Create facilities support requests

Request support from your organization's facilities department with pre-configured catalog items.

Healthcare facilities case and work order synchronization

Care Team Operations for Facilities automatically syncs Healthcare Facilities cases with work orders.

Setting up roles and responsibilities in Care Team Operations for Facilities

Roles and responsibilities have been updated to allow for more selective user access.

The following responsibilities were added:

- Support department agent
- Support department manager

Users can be assigned these responsibilities in the **Edit member** related list within healthcare organizations.

Activation information

Install Care Team Operations for Facilities by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation to enable hospitals to streamline and automate their operations by integrating with supporting service departments. It provides the Care Team Portal functionality for use with Care Team Operations for Facilities.

Care Team Operations for Healthcare IT

ServiceNow® Care Team Operations for Healthcare IT contains the case types to report and fulfill healthcare IT issues and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Biomed

ServiceNow® Care Team Operations for Biomed contains the case types to report and fulfill healthcare biomed issues and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Environmental Services

ServiceNow® Care Team Operations for Environmental Services contains the case types to report and fulfill environmental issues in healthcare spaces and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Mobile

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Operations for Healthcare IT release notes

The ServiceNow® Care Team Operations for Healthcare IT application contains the case types to report and fulfill healthcare IT issues. Care Team Operations for Healthcare IT was enhanced and updated in the Zurich release.

Care Team Operations for Healthcare IT highlights for the Zurich release

Assign roles and responsibilities more efficiently with an updated user configuration process.

See Care Team Operations for Healthcare IT for more information.

Important: Care Team Operations for Healthcare IT is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Setting up roles and responsibilities in Care Team Operations for Healthcare IT

Roles and responsibilities are updated to allow for more selective user access.

The following responsibilities were added:

- Support department agent
- Support department manager

Users can be assigned these responsibilities in the Edit member related list within healthcare organizations.

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Activation information

Install Care Team Operations for Healthcare IT by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare Operations Core

ServiceNow® Healthcare Operations Core provides the foundation for Care Team Mobile and enables hospitals to streamline and automate their operations by integrating with supporting service departments.

Care Team Mobile

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Operations for Biomed

ServiceNow® Care Team Operations for Biomed contains the case types to report and fulfill healthcare biomed issues and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Facilities

ServiceNow® Care Team Operations for Facilities contains the case types to report and fulfill facilities issues in healthcare spaces and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Environmental Services

ServiceNow® Care Team Operations for Environmental Services contains the case types to report and fulfill environmental issues in healthcare spaces and utilizes the Healthcare Operations Core data model from the Healthcare Operations Core application.

Healthcare Operations Core release notes

The ServiceNow® Healthcare Operations Core application streamlines and optimizes healthcare team operational tasks. Healthcare Operations Core was enhanced and updated in the Zurich release.

Healthcare Operations Core highlights for the Zurich release

- Leverage the streamlined launch context when embedding Care Team Portal into electronic medical record (EMR) systems.
- Assign roles and responsibilities more efficiently with an updated user configuration process.

See Healthcare Operations Core for more information.

Important: Healthcare Operations Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Embedding Care Team Portal in Epic Hyperspace via Hyperdrive

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The process for embedding Care Team Portal into your EMR system has been streamlined to enable more efficient launch context configuration.

The portal now supports capturing launch context tokens across multiple launches within the same Hyperspace session when embedding Care Team Portal into Epic's Hyperspace. Previously, only tokens captured from the initial launch were displayed.

The FHIR endpoint is now retrieved dynamically, eliminating the need to embed it directly in the Single Sign-on Script.

Setting up roles and responsibilities for Healthcare Operations users

Roles and responsibilities have been updated to enable more selective user access.

The following responsibilities were added in Healthcare Operations Core:

- Support Department Agent
- Support Department Manager

The following responsibilities were renamed in Healthcare Operations Core:

- Team Member has become Care Team Member
- Team Manager has become Care Team Manager

Healthcare operations users can now be assigned these responsibilities in the Edit member related list within healthcare organizations.

Activation information

Install Healthcare Operations Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Care Team Mobile

ServiceNow® Care Team Mobile provides a mobile experience for hospital care teams to report issues to support departments.

Care Team Operations for Healthcare IT

ServiceNow® Care Team Operations for Healthcare IT contains the case types to report and fulfill healthcare IT issues and uses the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Biomed

ServiceNow® Care Team Operations for Biomed contains the case types to report and fulfill healthcare biomed issues and uses the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Facilities

ServiceNow® Care Team Operations for Facilities contains the case types to report and fulfill facilities issues in healthcare spaces and uses the Healthcare Operations Core data model from the Healthcare Operations Core application.

Care Team Operations for Environmental Services

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ServiceNow® Care Team Operations for Environmental Services contains the case types to report and fulfill environmental issues in healthcare spaces and uses the Healthcare Operations Core data model from the Healthcare Operations Core application.

Impact release notes

ServiceNow® Impact is built on the Impact AI Platform and combines customized service with a digital interface to provide tailored recommendations and guidance. Impact was enhanced and updated in the Zurich release.

Impact highlights for the Zurich release

- Manage health checks, findings, and remediation workflows with AI-powered tools directly on-platform to accelerate insights and remediation with the new Platform Health Scan Engine for the Impact Store Application.
- Use the automated setup method to simplify the Impact Store Application configuration.
- Deploy the AI Control Tower Accelerator to help customers configure governance for AI investments and demonstrate strategic value.

Important: Impact is also available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Impact to Zurich

The Impact Store Application configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application.

New in the Zurich release

- Implement Scan Engine to enable proactive management of instance quality, compliance, and performance.
- Examine ServiceNow instances for violations of the active leading practice definitions and report violations that are stored in the Scan Findings table.
- View existing or resolved findings that resulted from the instance scans or from summarized and detailed scan information.
- Empower developers to receive real-time, AI-driven recommendations within their workspace to identify and resolve code quality issues, enabling adherence to ServiceNow leading practices and reducing technical debt proactively.

GenAI-powered Root Cause Remediation

Identify the cause of performance issues and receive suggestions for corrective actions by implementing root cause remediation (RCR) after generating the root cause summary (RCS).

Performance insights in user-configurable dashboard

Assess the performance status of your ServiceNow instances using the ML-based instance performance widget.

Analyze user experience and monitor application performance in Instance Observer

Monitor response times using operational metrics.

Generative AI-powered Root cause analysis

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Generate a structured root cause summary using a large language model (LLM) anomaly detection system that can automate the process and analyze system logs, performance metrics, and alerts. This root cause summary simplifies the analysis process and helps to diagnose the problem before the issue occurs.

Note:

The Generative AI-powered summarization component is not available to users in the regulated market.

Instance Observer alerts for Guided-tier customers

The top six alert cards evaluated to be most important based on alerts that users have used and benefited from in the past are now available to Guided-tier Instance Observer customers in addition to the Advanced-tier and Total-tier customers.

Use popular alerts to receive notifications

View the most popular alerts displayed on the first page of the Configure Alerts page. You can also set up alerts and view notifications.

Triage a ServiceNow instance based on nodes

Triage your ServiceNow instances based on production nodes that are categorized as All, Generic, Worker, and UI nodes. This categorization removes unhelpful irrelevant standby nodes and helps triage useful production nodes.

Custom Performance report

Generate a custom report selecting a maximum of 20 metrics and a minimum of one metric from a wide range of 90 metrics available across the Instance Observer application. This report is almost the same as Performance Trend report, however it offers you the flexibility to choose more metrics from the performance categories in the Performance page and build a dynamic report, and also to customize how charts are displayed in the report.

Accelerator request

Request and manage accelerators across different instances from both Impact Delivery Instance and Impact Store Application. Interact with the experts in Impact from the Impact Store Application.

Accelerator Catalog

Use the following new accelerators:

Technical Accelerators:

- Jumpstart Your CSDM:Crawl: Get an overview of the crawl phase of the Common Service Data Model (CSDM) maturity journey, a brief assessment of current crawl data, and actionable steps to complete the phase.
- Jumpstart Your External Content Connectors (XCC): Get a demonstration of the possibilities and capabilities of External Content Connectors (XCC).
- Jumpstart Your Now Assist in Document Intelligence: Get a demonstration of the possibilities and capabilities of Now Assist in Document Intelligence.
- Jumpstart Your Strategic Portfolio Management-Project Workspace: Get a demonstration of the possibilities and capabilities of Project Workspaces within Strategic Portfolio Management (SPM).
- Jumpstart Your Workflow Automation: Playbooks: Get a demonstration of the possibilities and capabilities of playbooks in Workflow Studio.
- Jumpstart Your AI Control Tower: Get a demonstration of the possibilities and capabilities of ServiceNow's AI Control Tower.

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- Jumpstart Your SPM-Collaborative Work Management: Get a demonstration of how customers can set up and utilize CWM to plan, manage, visualize, and collaborate on work with their teams.
- Jumpstart Your Now Mobile for Employees: Get an introduction and overview of the base system capabilities and a demonstration of the configuration steps needed to get started with Now Mobile.
- Jumpstart Your ITOM Discovery: Get foundational guidance for successful IT Operations Management (ITOM) Discovery implementation, and a demonstration of its possibilities and capabilities.

Strategic Accelerators:

- ITOM Maturity Accelerator: Get guidance on fine-tuning IT Operations Management (ITOM) with a base-level understanding of maturity tied to business outcomes.
- Stakeholder Path to Value: Get deep qualitative insights into how process owners and key stakeholders utilize the ServiceNow platform to deliver vital services across the organization.
- Foundations of AI Governance: Foundational knowledge that will help you start your AI Management journey and take control of your AI deployments.

Outcomes based contextual learning recommendations

- View the recommendations for the most relevant personalized course recommendations based on your performance context to help you strengthen specific skills.
- View the recommendation for every capability. Multiple courses are available for some recommendations.

Value management

Value reports

- Use value reports to evaluate the impact of improvements in key success metrics over time and translate them into operational and monetary value.
- View a report created by your delivery team for a product implemented across multiple ServiceNow instances. This feature is available only to Total-tier and Advanced-tier customers, or Guided-tier customers subscribed to the accelerator-for-value reports.

Gen AI based outcome summarization

- Collect information from multiple areas like adoption, metrics, and initiatives, and generate key insights.
- View the outcome metrics for a positive or negative trend.
- Monitor which recommended applications are adopted over time to determine effectiveness.
- Track the consumption of related accelerators to support outcomes and identify any gaps or underused accelerators.

Install Impact Value Management Data Collection Content Pack Apps dependent plugins

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Install at least one dependency plugin to enable data collection jobs in Impact value management data collection apps. For Strategic Portfolio Management, two dependency plugins must be installed to enable data collection functionality.

Work items in the Impact Store Application

- Create a work item from a capability mapped to a Product Adoption Roadmap, and view the created work item in the Work Items section of the details page of the capability.
- Manage and track the SPM and (CWM) work items created in Impact on the Work Items page.
- Access a centralized Work Items page to track and manage all the SPM and CWM work items created in Impact.
- Filter and track work items using aspects like Impact source, state, progress, and status.

Product Adoption

- Update information by editing the Usage Status directly on the details page of each capability.
- View the last updated information of the Capabilities Map, including the user and the timestamp.
- View who is editing the Product Adoption Roadmap when it is in the locked state.
- Filter and view overall adoption status by product using the Product filter drop-down list.
- Product Adoption Roadmap templates are now available for Customer Service Management, Field Service Management, and Governance, Risk, and Compliance.
- Unlock a locked Product Adoption Roadmap if you have an Impact admin or platform owner role. When you unlock it, all changes to the current version are discarded and the Product Adoption Roadmap reverts to its last published version.
- View a Now Assist generated summary of description, features, benefits, and related resources when you select a capability.
- Filter entitled capabilities by the subscriptions.
- View which subscriptions provide entitlement to an entitled capability in the **Included with these subscriptions** section when you select a capability.

Consumption Report

The Consumption report provides an overview of your Impact tier features and their usage, which helps you identify your underused or unused Impact benefits.

Gen AI based consumption report summarization

- Monitor the overall consumption of the accelerator in your plan. This information could include status details for ongoing, completed, and not yet started accelerators.
- View the usage details for the Instance observer and Developer Support seats.
- View the overall summary of the active Now Support cases and the enhanced case response time for Impact P1 and P2 support cases for your account.

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UI changes

Value management

Name changes in Value Management

Previous name	New name
Impact Value Journey	Impact Value
Value Blueprint	Objectives and Outcomes
Outcomes Performance	Outcomes Insights
Business Objectives	Objectives
Business Value Report	Value Report
Data collection toolkit	Impact Value Management data collection apps

Capability Details Page

The Notes Specific to a Phase in the Capabilities Details page has been renamed Guidelines for Phase.

Impact home page

- The My Work Items page enables you to track and manage Strategic Portfolio Management and Collaborative Work Management work items created in Impact.
- Provides information about key Impact features, an Impact demonstration video, a guided tour that supports with the navigation of Impact features and a dialog displaying the new features in the release for the first time customers.

Recommendations

The Accelerator recommendations that are already implemented by the customer appear as auto-accepted in the list of recommendations.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

The outcome summarization Now Assist skill is now turned on by default

This skill is automatically available to appropriate role users for the application. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never turned on, then off again). Previously configured skills that were turned on, then off, remain inactive.

GenAI-powered Root Cause Summary

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- Use the dynamically generated Root Cause Analysis (RCA), which is readily available in the RCA History page. RCA is available not only for alerts but also for the Critical or Warning scenarios of the performance category. This feature is a change to the existing functionality and is delivered dynamically.
- The core Root Cause Correlation functionality is being offered under the revised name of Root Cause Analysis to ensure product consistency.

Artificial Intelligence Readiness Assessment Accelerator

The content and flow of this Accelerator has been streamlined to provide a clearer assessment and more targeted guidance on your readiness to adopt ServiceNow Generative AI capabilities (Now Assist).

Jumpstart Your ServiceNow AI Journey Accelerator

This offering is now available across all packages, and includes clearer guidance on how customers can leverage ServiceNow's AI capabilities to achieve their organizational goals and objectives.

Use Guided Setup for Impact Store Application configuration

Use automated registration, the preferred method, to initiate the connection and registration to the Impact Delivery Instance provider instance in one combined step.

Deprecations

Starting with Impact Zurich version 6.0.8 ServiceNow Store release, Proactive Code Check is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Removed in this release

The Jumpstart Your Document Intelligence Accelerator has been removed.

Activation information

Impact

See Impact packages for information on package entitlement and features activation.

See Configuring Impact for details on configuring Impact and its features.

Related ServiceNow applications and features

Admin Center Hardware Asset Management

Admin Center provides a central hub for platform owners and admins to access platform capabilities, discover new applications, and get intelligent, actionable insights.

Strategic Portfolio Management

Strategic Portfolio Management (SPM), enables digital transformation by helping you plan, deliver, and track value across different methodologies.

Now Assist uses generative AI that enhances user productivity and efficiency through conversation and proactive experiences.

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Accessibility

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

IT Asset Management release notes

IT Asset Management has new and updated features in the Zurich release

Asset Audit Response release notes

The ServiceNow® Asset Audit Response application provides workspaces where asset managers can manage their regulatory audits, request evidence for these audits, respond to these requests through a guided experience, and access regulatory content data to help drive more efficient and accurate responses to these requests. Asset Audit Response is a new application in the Zurich release.

Asset Audit Response highlights for the Zurich release

- Enable asset managers to fulfill evidence requests for your financial regulatory audits through the Asset Response Guided Experience.
- Track and manage responses to evidence requests for your financial regulatory audits in the Asset Governance Workspace.
- Manage financial regulatory audit engagements and create corresponding evidence requests in the Audit Workspace.
- Help asset managers respond to financial regulatory audits more accurately and efficiently by accessing predefined reports and financial regulatory context.
- Identify gaps in your asset data by using remediation rules and tasks.

See Asset Audit Response for more information.

Important: Asset Audit Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Asset Audit Response features

Manage evidence request responses in the Asset Governance Workspace

Track and manage responses to the evidence requests for your financial regulatory audit engagements by using the Asset Governance Workspace. You can also gain insight into critical audit data such as due dates, statuses, and remediation tasks, which can help streamline the audit engagement process.

Fulfill evidence requests through the Asset Response Guided Experience

Fulfill and respond to evidence requests for your financial regulatory audit engagements by using the Asset Response Guided Experience. It provides step-by-step guidance on generating, reviewing, and submitting the required evidence for each evidence request. You can also create remediation rules and corresponding remediation tasks to identify and resolve any gaps that are discovered through your evidence.

Manage financial regulatory audit engagements and evidence requests in the Audit Workspace

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Enable your compliance managers and asset managers to collaborate in managing the financial regulatory audit engagement process and requesting corresponding evidence from asset teams through the Audit Workspace in the ServiceNow® Audit Management application. Managers can scope, plan for, and prioritize each engagement to resolve any regulatory risks and compliance issues before they lead to audit failures. They can also use the requested evidence to formulate audit opinions and complete these engagements.

Streamline the fulfillment of evidence requests by using financial regulatory context in the Audit Workspace

Associate your evidence requests with important financial regulatory requirements and guidelines, such as key financial standards from the Federal Financial Institutions Examination Council (FFIEC), by leveraging the Audit Workspace in the ServiceNow Audit Management application. By aligning each request with the relevant requirements and guidelines, you can help your asset managers better understand the compliance obligations that are associated with the requests. They can then use this information to fulfill each request more accurately and efficiently.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Asset Audit Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Software Asset Management

The ServiceNow® Software Asset Management application enables you to track, evaluate, and manage the compliance and optimization of your software products and SaaS applications. You can reclaim unused rights, purchase new rights, and manage allocations for your entitlements.

Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment.

Audit Management

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The ServiceNow Audit Management application enables you to plan, execute, and report on your audit engagements so that you can mitigate risks and compliance issues before they lead to audit failures.

Cloud Cost Management 9.0 release notes

The ServiceNow® Cloud Cost Management application (formerly known as ServiceNow Cloud Insights) helps you to analyze the cloud resource costs so that you can identify and act on opportunities to save money and optimize the operations of your organization. Cloud Cost Management was enhanced and updated in the Zurich release.

Cloud Cost Management highlights for the Zurich release

- Retrieve cost and usage data faster from the Azure billing download by using the Azure Export method.
- Leverage Azure Microsoft Customer Agreement (MCA) to optimize spend reporting and recommendations for potential savings.

See Cloud Cost Management for more information.

Important: Cloud Cost Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Cloud Cost Management to Zurich

The Cloud Cost Management platform support is available beginning with the Xanadu release. For instructions on upgrading Cloud Cost Management to Zurich, see Upgrade Cloud Cost Management.

New in the Zurich release

Achieve better efficiency with faster retrieval of cost and usage data with the Azure Export method

Manage cost and usage datasets in Azure billing downloads efficiently by using the Azure Export method. With this feature, you can retrieve larger cost datasets faster.

Manage MCA contracts with the enhanced support for Microsoft Azure MCA

Gain access to the spend reporting and recommendations for Azure based MCA contracts. This feature helps you to visualize cost and usage data from Azure MCA accounts and optimize your cloud spend with recommendations for potential savings.

UI changes

Coral theme

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Use Exports option on the Azure Billing Download Job form

The **Use Exports** option is selected by default. This option is used for the Azure Export method.

New fields on the Azure Billing Download Job form when the Use Exports option is selected

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Three new fields, **Billing Account Id Type**, **Actual Cost Export Name**, and **Amortized Cost Export Name**, have been added to the Azure Billing Download Job form. These fields appear when the **Use Exports** option is selected.

Deprecations

The current mechanism for the Azure billing download is planned for deprecation. With this deprecation, the Export option remains the default method for the Azure billing download.

Activation information

Install Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

IT Asset Management

ServiceNow® IT Asset Management includes a family of products that work together to integrate the technological, contractual, and financial aspects of technology asset management through the complete asset life cycle.

Software Asset Management

The ServiceNow® Software Asset Management application enables you to track, evaluate, and manage software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

Enterprise Asset Management release notes

The ServiceNow® Enterprise Asset Management application manages the entire life cycle of your enterprise's connected and non-connected assets, which enables you to maintain and maximize the life of your assets while minimizing any costly downtimes. Enterprise Asset Management was enhanced and updated in the Zurich release.

Enterprise Asset Management highlights for the Zurich release

- Organize related assets into hierarchical asset groups and subgroups to enable consolidated reporting, streamline maintenance workflows, and provide clear dependency mapping.
- Create scalable templates to evaluate the condition of enterprise assets, which helps to detect issues early, optimize maintenance planning, and maximize asset lifespan.
- Achieve operational efficiency by evaluating how effectively your assets are functioning and being used, through reports based on asset key performance indicators in the Asset analytics view.

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- Manage supply and demand originating from service locations or other stockrooms through local stock or distribution channels using the Inventory insights tab in the stockroom record. You can also compare multiple stockrooms at the same time.
- Gain insights into asset failure reasons and resolution actions using the failure and resolution codes in the Enterprise Asset Workspace.

See Enterprise Asset Management for more information.

Important: Enterprise Asset Management, Enterprise Asset Management for Healthcare, Operational Technology (OT) Asset Management, and Expanded Model and Asset Classes are available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Enterprise Asset Management to Zurich

Starting with Zurich release, a new menu, Asset put away, has been added to the ServiceNow Agent app navigation bar. When upgrading to the Zurich release, a fix script identifies whether the ServiceNow Agent app navigation bar was customized and takes the necessary action.

- If the navigation bar wasn't customized before the upgrade, a new Asset put away icon () is included in the navigation bar
- If the navigation bar was customized before the upgrade, two navigation bars appear: Customized old IT Asset Management and IT Asset Management. The new icon appears in the IT Asset Management navigation bar.

New in the Zurich release

Organize your assets into hierarchical asset groups to manage your complex asset ecosystems

Organize assets into logical groups and subgroups to represent their dependencies and operational relationships. Use a dependency map to visualize the entire structure of the asset hierarchy, making it easy to see all the subgroups and assets within each asset group.

Inspect the condition of enterprise assets to determine their health and ensure reliability

Define condition attributes for enterprise models and assets and associate these attributes with templates to identify any potential issues throughout the asset life cycle. Enable scoring in the templates to calculate asset condition scores to determine whether an asset passes or fails the evaluation. Schedule asset condition evaluations via maintenance plans or work orders. View comprehensive reports on the asset condition outcomes on dashboards across your organization.

Optimize your operations with asset performance reports

Track the past performance of assets and get notified about trends, threshold breaches, or anomalies based on their location, model category, model, or classification. This tracking helps improve asset availability according to ISO standards.

Monitor supply and demand of assets in a stockroom with detailed inventory reports

Track and manage stockrooms efficiently by evaluating the inventory reports in the Inventory view of the Enterprise Asset Workspace. These reports help you:

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- Find replacement options or spare part availability for assets that are in use, being repaired, or in maintenance
- Quickly identify shortages and align current demand in your stockroom with both current and incoming supply
- Analyze the supply to meet open demand across all stockrooms or locations

Achieve faster diagnostics and enhanced maintenance efficiency with standardized failure and resolution codes

Enable technicians to record predefined failure reasons and resolution steps with configurable codes. You can create, update, and import these codes through spreadsheets in the Admin center of the Enterprise Asset Workspace. In the Repair flow, these codes help technicians record the reason for the specific issue with the asset and the appropriate solution for repairing it.

Manage OT hardware models and assets in the OT Asset Workspace

Enable OT asset managers to view and fulfill requests for OT hardware assets in the OT Asset Workspace. The reports and dashboards in the OT Asset workspace include OT hardware models, assets, and requests. The following OT Asset Management workflows and features now provide support for OT hardware assets and models, in addition to the workflows and features that continue to support them from the Yokohama release:

- Bulk import
- Asset reclamation
- Advanced Shipment Notification (ASN)
- Asset audits
- Total Cost of Ownership (TCO)
- Lease contract
- Risk
- Resale
- Loaner
- Move
- Recall
- Stock rule

Remediate unsuccessful enterprise asset calibrations

Remediate failed calibration events by initiating new work orders and corresponding work order tasks for those events. When you select the option to remediate a failed calibration event, you can choose an appropriate work order template to generate a new work order with at least one work order task. The work order and work order task are auto-populated with the asset that you want to calibrate, the location of that asset, the original work order, and all mandatory fields. In addition, the original and new calibration events and their corresponding tasks are linked together through the **Parent** field for full traceability.

Measure calibration tolerance conformance by using additional value types

Use the following additional value types to compare your calibration measurements against the corresponding tolerances that you define:

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- Range
- Less than
- Greater than

In addition, use the True/False value type to assess the qualitative elements of your calibrations.

Manage unique identifiers for enterprise assets using CI identification rules

Define required and unique fields on asset records by creating identification rules on associated CI classes in the Identification and Reconciliation engine (IRE). When you create an asset whose model category is linked to a CI class with an identification rule, you should provide details for at least one of the fields, such as Asset tag, Serial number, and MAC address, that uniquely identify the asset.

Drop off and receive assets at a stockroom by using the ServiceNow Mobile Agent application

Return the assets that you have in your personal stockroom to a different stockroom by creating a Drop off task using the ServiceNow® Mobile Agent application. The asset manager of the destination stockroom receives the assets that you dropped off through a Receive task. The asset manager then verifies the received assets and closes the Drop off task using the Mobile Agent application.

Note: Starting with the Xanadu release, you could create Drop off and Receive tasks in the Enterprise Asset Workspace. However, now you can also use the Mobile Agent application for the same purpose.

Receive shipment assets at a stockroom through the streamlined and unified receiving process

Receive assets from any workflow directly at the stockroom using the unified receiving functionality in the following workspaces:

- Enterprise Asset Workspace
- OT Asset Workspace
- Medical Asset Workspace
- Facility Asset Workspace

This standardized receiving process reduces the time spent on receiving assets. By requiring each asset to be assigned a unique identifier when received at the stockroom, the quality of asset data also improves.

You can receive assets in bulk by using a template. Additionally, you can view the results and validation comments in the staging table. During this process, the system handles existing assets, creates new ones as needed, and performs comprehensive validations.

Track asset movement from the receiving bay to an aisle-space in the stockroom

Move assets from the receiving bay to their designated aisle and space and improve asset tracking and inventory management by using the Asset put away feature. This task can be performed via the Enterprise Asset Workspace or ServiceNow Agent application.

UI changes

Coral theme

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Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Asset performance dashboard in the Asset analytics view

The Asset performance dashboard in the Asset analytics view of the Enterprise Asset Workspace includes scorecards for Availability, Mean time to repair device (MTTR), and Mean time between failures (MTBF).

The Asset availability and related KPIs report and the Asset total time spent report are displayed in the contextual sidebar of the asset form.

Stock orders and Transfer orders tabs for stock rules in Enterprise Asset Workspace

The **Stock orders** tab on a stock rule shows all the stock orders that were created using that specific stock rule. The **Transfer orders** tab on a stock rule lists all the transfer orders that were generated using that particular stock rule.

Inventory availability tab on the asset form in the Enterprise Asset Workspace

The **Inventory availability** tab on the asset form lists all available replacement assets and parts or their substitutes in local and remote stockrooms. The Purchase lead time column displays the average number of days that it would take to procure a new asset through a new purchase order.

Failure and resolution list in the Admin center

The Failure and resolution list in the Admin center of the Enterprise Asset Workspace provides options to create, update, and import failure and resolution codes.

Failure code and Resolution code fields on repair order task forms

The **Failure code** and **Resolution code** fields appear on repair order task forms. As an asset technician, you can do the following:

- On the Troubleshoot asset task form, select a predefined code in the **Failure code** field.
- On the Repair asset task form, select predefined codes in both the **Failure code** and **Resolution code** fields.
- On the Evaluate asset task form and the Repair order line form, only view the failure code and resolution code selected in the previous tasks.

Location field on the work order and work order task forms for linear assets

For a linear asset, the **Location** field on the work order and work order task forms in the Enterprise Asset Workspace shows a pencil icon (). Selecting this icon opens a map where you can select a marker location between the start and end markers.

Acknowledge Recall button and Enterprise Recall Tasks tab

When an enterprise recall order is created in the Enterprise Asset Workspace, the **Acknowledge Recall** button appears. When you select this button, an Acknowledgment task is generated and listed under the **Enterprise Recall Tasks** tab to confirm whether you want to continue with the recall process.

Aisle and space field on the stockroom audit form

When the audit is for a stockroom, the **Aisle and space** field appears on the audit form in the Enterprise Asset Workspace.

Custom Firmware CPE mapping in the Enterprise Asset Management Content Service

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The **Custom Firmware CPE mapping** option enables you to opt in to the Enterprise Asset Management Content Service to improve the normalization process.

The **Exclude from content service** option on the Custom firmware CPE mapping form enables you to exclude these transactions from being shared with the Content Service.

Columns for OT entity and Parent asset attribute in the bulk import templates

The bulk import templates include the OT entity and Parent asset attribute columns.

When the OT Asset Management application is activated, you can bulk import hardware assets and models in both the Enterprise Asset Workspace and the OT Asset Workspace only if the OT entity column is marked as **TRUE**.

With the Parent asset attribute, you can choose to identify the parent of a child asset using either the asset tag, serial number, or MAC address.

OT entity column in the Advanced Shipment Notification template

The Advanced Shipment Notification template includes the OT entity column. When this column is set to **TRUE** for hardware models, it creates OT hardware assets in the OT Asset Workspace.

Hardware Asset Reclamation Lines tab on OT hardware asset reclamation requests

When a reclamation request for an OT hardware asset is created, a hardware reclamation request line is generated and displayed on the **Hardware Asset Reclamation Lines** tab in the OT Asset Workspace.

OT stock rule check box on the Stock rule form

The **OT stock rule** check box appears on the stock rule form only for hardware models in both the OT Asset Workspace and Enterprise Asset Workspace. However, only the OT asset manager can select or clear this check box in the OT Asset Workspace. The OT stock rule check box indicates whether the stock rule was created in the OT Asset Workspace.

Bulk import instructions for assets

The **Bulk import instructions** option that appears on the contextual sidebar provides guidance on assigning a parent asset when importing assets in bulk.

Report table field values on the TCO comparative report

The **Report table** field on the TCO comparative report shows the **Hardware** option in the OT Asset Workspace.

Renamed the Pick task required field in the Stockroom details form

The **Pick task required** field in the Stockroom details form has been renamed **Warehouse tasks required**. This field supports enabling both the Asset put away task and the Asset pick task for the stockroom in the Hardware Asset Workspace.

Changed in this release

Enterprise Asset Management demo data migration

All Enterprise Asset Management demo data has migrated from the Enterprise Asset Management application to either the EAM Demo Data application or Indoor Mapping for Assets application. The EAM Demo Data application contains all Enterprise Asset Management demo data except for indoor mapping-related demo data, which is now included in the Indoor Mapping for Assets application.

Shipment asset table label

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Starting from the Enterprise Asset Management version 9.1.0, the Shipment asset [sn_itam_common_m2m_shipment_asset] table label has been renamed to Shipment line [sn_itam_common_m2m_shipment_asset].

Shipment quantity field on the Shipment Details form

Starting from Enterprise Asset Management version 9.1.0, a new field **Shipment quantity** has been added to the Shipment Details form. The **Shipment quantity** field displays the quantity of assets shipped for the shipment record.

Deprecations

The Classification (classification) column in the Enterprise good model [sn_ent_model] table has been deprecated and renamed as Classification (Deprecated). The data from this column is available in the new Classification (classification_code) column in the Product model [cmdb_model] table.

Activation information

Install the following applications by requesting them from the ServiceNow Store:

- Enterprise Asset Management
- Enterprise Asset Management for Healthcare
- OT Asset Management
- Expanded Model and Asset Classes

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Field Service Management

The ServiceNow® Field Service Management application enables your organization to manage location-based work more efficiently and safely.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you create purchase orders and obtain items for fulfilling service catalog requests.

Hardware Asset Management release notes

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment. Hardware Asset Management was enhanced and updated in the Zurich release. This release notes includes Hardware Asset Management version 13.0.0 and 14.0.0 updates.

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Hardware Asset Management highlights for the Zurich release

- Benefit from enhanced Asset Attestation features, including a guided attestation creation process, a mobile-friendly interface for confirming assets, and automated remediation tasks to address non-compliant assets.
- Achieve real-time tracking of assets that are in transit and maintain asset data accuracy by enabling employees to confirm receipt of assets through the Employee Center portal.
- Receive shipment assets at a stockroom from any workflow through the streamlined and unified receiving process.
- Track asset movement from the receiving bay to an aisle and space in the stockroom using the Asset put way task.
- Evaluate how effectively your assets are functioning and being used through reports based on asset key performance indicators in the Asset analytics view. Also, manage supply and demand in your stockrooms effectively with inventory demand reports.

See Hardware Asset Management for more information.

Important: Hardware Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Hardware Asset Management to Zurich

- Starting from the Zurich release, a few workflows have been migrated to Workflow Studio as flows.

  Note: The migration of workflows to Workflow Studio applies to Asset Management, Procurement, and Contract Management applications.

  - The following workflows have been migrated to Workflow Studio as flows:
    - Procurement Process Flow – Hardware
    - Transfer Order
    - Transfer Order Line
    - Source Request
    - Contract Approval
  - When upgrading to the Zurich release, a fix script identifies whether the workflows were customized and takes necessary action.
    - If the workflows weren't customized before the upgrade, the legacy workflows are deactivated from the instance, and Workflow Studio flows are installed and executed post-upgrade.
    - If the impacted workflows were customized before the upgrade, the Workflow Studio flows are installed but aren't executed for any of the impacted flows post-upgrade. You can view and access the impacted workflows in the instance after the upgrade. However, the deprecated workflows are considered custom code and aren't supported for maintenance.
- After upgrading to the Zurich release, if an approval history record exists for a contract that is no longer required, reject the record instead of deleting it. If the approval history record is deleted, Workflow Studio doesn't support updating the contract's **Substate** field value to display the correct state.

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- Starting with Zurich release, a new menu, Asset put away, has been added to the ServiceNow Agent app navigation bar. When upgrading to the Zurich release, a fix script identifies whether the ServiceNow Agent app navigation bar was customized and takes the necessary action.
  - If the navigation bar wasn't customized before the upgrade, a new Asset put away icon () is included in the navigation bar
  - If the navigation bar was customized before the upgrade, two navigation bars appear: Customized old IT Asset Management and IT Asset Management. The new icon appears in the IT Asset Management navigation bar.
- A new role, sn_itam_recomm.recommendations_read, helps ensure that only valid users can execute APIs related to the Important Actions menu in the Asset Workspace. The following roles, which have access to the Asset Workspace, now include the sn_itam_recomm.recommendations_read role:
  - procurement_user
  - inventory_admin
  - inventory_user
  - model_manager
  - contract_manager
  - itil
  - catalog_manager
  - catalog_admin
  - sam
  - ham_user
  - asset
- Control sensitive data leakage from range queries accessed by unauthenticated users through the following access control lists (ACLs):
  - Contract [ast_contract] table: Only users with the contract_manager role can perform the query_range operation on the Start date, Contract number, PO number, and Vendor columns.
  - Contract user M2M [clm_m2m_contract_user] table: Only users with the contract_manager and asset roles can perform the query_range operation on the Contract and User columns.
  - HAMP Success Activity [sn_hamp_success_activity] table: Only users with the ham_admin and asset roles can perform the query_range operation on the Description, Short description, and Success goals columns.
- Only users with the admin role can update the following system properties:
  - glide.sg.voice_search.enabled
  - glide.ui.sn_hamp_asset_reclaim_task_activity.fields
  - glide.ui.sn_hamp_loaner_asset_order_activity.fields
  - glide.ui.sn_hamp_ztr_task_activity.fields
  - sn_hamp.enable_shipping_carrier_validation_asn
  - sn_hamp.model_lifecycle_phase_order
  - sn_hamp.update_assets_norm_model_name

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New in the Zurich release

Track asset movement from the receiving bay to an aisle-space in the stockroom

Move assets from the receiving bay to their designated aisle and space and improve asset tracking and inventory management by using the Asset put away feature. This task can be performed via the Hardware Asset Workspace or ServiceNow Agent application.

Improve asset data accuracy and usage by tracking and managing unassigned assets through asset attestation

Validate whether assets are in use and confirm asset assignments by initiating the attestation using the Asset Attestation playbook in the Hardware Asset Workspace. Employees can then confirm whether they're using the assigned serialized hardware assets on the go by using the intuitive Now Mobile app. Reports on open remediation tasks in the Hardware Asset Workspace, generated when employees confirm they don't have assets, provide actionable insights for asset managers.

Confirm receipt of hardware and consumable assets through the Employee Center portal

Enable your employees to acknowledge the receipt of assets that are in transit and reserved for them through the Employee Center portal. When employees confirm that they have received the assets, the **State** and the **Assigned to** fields are updated in real time, minimizing the risk of data errors.

Receive shipment assets at a stockroom in the Hardware Asset Workspace

Complete the receive tasks for hardware and consumable assets that you received from any workflow at the stockroom using the unified receiving functionality in the Hardware Asset Workspace. This standardized receiving process reduces the time spent on receiving assets. By requiring each asset to be assigned a unique identifier when received at the stockroom, the quality of asset data also improves.

You can receive assets in bulk by using a template. Additionally, you can view the results and validation comments in the staging table. During this process, the system handles existing assets, creates new ones as needed, and performs comprehensive validations.

Optimize your operations with asset performance reports

Improve asset availability according to ISO standards by tracking the past performance of assets and getting notified about trends, threshold breaches, or anomalies based on their location, model category, model, or classification.

Monitor supply and demand of assets in a stockroom with detailed inventory reports

Track and manage stockrooms efficiently by evaluating the inventory reports in the Inventory view of the Hardware Asset Workspace. These reports provide the following benefits:

- Find replacement options for assets that are in use, being repaired, or in maintenance
- Quickly identify shortages and align current demand in your stockroom with both current and incoming supply
- Analyze the supply to meet open demand across all stockrooms or locations

Gain expanded insight into the content library information through content dashboard analytics

Gain in-depth information related to various content tables and trends in content change from the enhanced Content Library portal. The introduction of numeric widgets, line graphs, bar charts, and content-specific tabs provides complete visibility to content shipped and analyze content coverage. The expanded search

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feature with additional filter options enables you to view the records for a particular period or release.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Renamed the Pick task required field in the Stockroom details form

The **Pick task required** field in the Stockroom details form has been renamed **Warehouse tasks required**. This field supports enabling both the Asset put away task and the Asset pick task for the stockroom in the Hardware Asset Workspace.

Stage status for the Transfer Order and Transfer Order Line flow

The stage status text in the **Stage** column for the Transfer Order and Transfer Order Line in the Hardware Asset Workspace Core UI has been updated. When a stage is completed and the next stage hasn't yet begun in the asset transfer process, the revised status is displayed as **Completed-next stage initiated** instead of **In progress**. When a stage isn't yet begun in the asset transfer process, the revised status is displayed as **Pending not started** instead of **Pending-has not started**. These changes accurately reflect the current action in the asset transfer process and enhances the user experience.

Asset attestation playbook

The **New** button on the Asset attestation tab opens a playbook instead of the attestation form to create an asset attestation.

Receive asset button on the Employee Center portal

On the Employee Center portal, assets assigned to you that are in transit display a **Receive asset** button to confirm you have received them.

Stock orders and Transfer orders tabs for stock rules

The **Stock Orders** tab on a stock rule shows all the stock orders that were created using that specific stock rule. The **Transfer Orders** tab on a stock rule lists all the transfer orders that were generated using that particular stock rule.

Inventory availability tab on the asset form

The **Inventory availability** tab on the asset form lists all available replacement assets or their substitutes in local and remote stockrooms. The **Purchase lead time** column displays the average number of days that it would take to procure a new asset through a new purchase order.

Asset performance dashboard in the Asset analytics view

The Asset performance dashboard in the Asset analytics view of the Hardware Asset Workspace includes scorecards for Availability, Mean time to repair device (MTTR), and Mean time between failures (MTBF).

The Asset availability and related KPIs report and the Asset task time summary report are displayed in the contextual sidebar of the asset form.

Changed in this release

Shipment asset table label

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Starting from the Hardware Asset Management version 14.0.0, the Shipment asset [sn_itam_common_m2m_shipment_asset] table label has been renamed to Shipment line [sn_itam_common_m2m_shipment_asset].

Shipment quantity field on the Shipment Details form

With Hardware Asset Management version 14.0.0, a new field **Shipment quantity** has been added to the Shipment Details form. The **Shipment quantity** field displays the quantity of assets shipped for the shipment record.

Deprecations

Starting from the Zurich release, the following workflows are being prepared for future deprecation:

- Procurement Process Flow – Hardware
- Procurement Process Flow – Mobile
- Procurement Process Flow - Default
- Transfer Order
- Transfer Order Line
- Source Request
- Contract Approval

Note: Procurement Process Flow-Default and Procurement Process Flow – Mobile are demo data workflows displayed in the workflow studio when the Workflow Authoring Tools (com.glideapp.workflow.authoring) plugin is installed.

These impacted workflows are migrated to Workflow Studio flows. After upgrading to the Zurich release, you must transition to the new Workflow Studio flows. For more information about the deprecation process and its impact, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Software Asset Management

The Software Asset Management application enables you to track, evaluate, and manage the software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

Enterprise Asset Management

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The Enterprise Asset Management application enables you to manage the entire life cycle of your connected and non-connected enterprise assets. It provides a comprehensive end-to-end solution for maintaining enterprise assets, minimizing costly downtime, and maximizing enterprise asset usability.

Contract Management

The Contract Management application enables you to track and manage your contracts.

Procurement

The Procurement application enables you to create purchase orders and obtain items for fulfilling service catalog requests.

Software Asset Management release notes

The ServiceNow® Software Asset Management application systematically tracks, evaluates, and manages the cost, utilization, compliance, and optimization for software and SaaS applications. Software Asset Management was enhanced and updated in the Zurich release.

Software Asset Management highlights for the Zurich release

- Streamline Adobe integration with the Software Asset Management application using the Adobe Guided Setup.
- Integrate SAP HANA Database with the Software Asset Management application to monitor the memory allocations and licensing costs for your SAP HANA Database measurement.
- Track and optimize licensing for Microsoft Server products on Microsoft Hyper-V virtualization technology by using the Software Asset Management publisher pack for Microsoft.
- Track and optimize licensing for VMware vSphere Standard (VVS) and VMware vSphere Essentials Plus (VVEP) by using the Software Asset Management publisher pack for VMware.
- Gain the flexibility to retrieve both subscription and consumption data at the organization level using the enhanced Docusign integration with the Software Asset Management application.

See Software Asset Management for more information.

Important: Software Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Software Asset Management to Zurich

Starting from the Zurich release, the following workflows are migrated to Flow Designer as flows:

- Reclamation workflow
- Procurement Process Flow - Auto allocation enabled

When upgrading to the Zurich release, a fix script identifies whether the workflows were customized. If you haven't customized the workflows before the upgrade, the fix script deactivates the legacy workflows from the instance and deploys the Flow Designer flows on the instance post-upgrade. If you have customized the impacted workflows in the previous release, the fix script doesn’t deploy the Flow Designer flows on the instance post-upgrade. You can view and access the impacted workflows in the instance after the upgrade. However, the deprecated workflows are considered as custom code and ServiceNow doesn’t support those workflows.

Starting from the Zurich release, the Software Asset Workspace plugin (com.sn_sam_workspace) is moved from the family release to the Software Asset Workspace store application. After upgrading to Zurich, the Software Asset Workspace plugin (com.sn_sam_workspace) is

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inactivated and the Software Asset Workspace store application (sn_sam_workspace) is enabled in the instance.

When upgrading to the Software Asset Management – SaaS License Management plugin (sn_sam_saas_int) version 16.0.6 or later in the Zurich release, verify that the Software Asset Workspace store app (sn_sam_workspace) is updated to version 9.0.4.

New in the Zurich release

Retrieve detailed subscription and consumption data across your entire organization with the Docusign integration

Get insights into detailed subscription and consumption data across your organization by integrating Docusign with the Software Asset Management application. You can now access data at both the account and organization levels, giving you a centralized view of envelope activity and usage. This enhancement helps you better monitor Docusign consumption and optimize your license use.

Streamline the authentication process for Salesforce CRM integration

Experience seamless data flow between the Software Asset Management application and Salesforce CRM. This updated feature supports the OAuth 2.0 Client Credentials grant type, eliminating manual authentication, and uses a secure machine-to-machine method to ensure efficient and uninterrupted data exchange.

Manage license compliance and optimization for Adobe Cloud services through Adobe Guided Setup

Simplify setting up Adobe SaaS integration using the Adobe Guided Setup. The Guided Setup provides step-by-step guidance to set up the Adobe integration with the Software Asset Management application that supports license compliance and optimization for Adobe Cloud services.

Gain the flexibility to exclude certain SaaS subscriptions (users and subscription identifiers) from license calculations

Optimize your licensing costs with the ability to exclude certain low-value and high-volume subscriptions from ServiceNow's licensing calculations.

Optimize subscription licensing for specific SaaS offerings and editions via Single Sign-On (SSO) integrations

Leverage the enhanced SSO integration that supports tracking subscriptions for specific SaaS offerings and editions. This update enables you to map SSO groups to software models for the specific offerings or editions and optimally license users based on their access.

Improve the security of Microsoft-related integrations with the enhanced support for application type permissions

Enhance Microsoft SaaS integration security with the added support for application-type permissions. This feature includes SSO integration with Microsoft Entra ID, Microsoft Dynamics 365 and Power Apps, and Microsoft 365.

Monitor database memory for your SAP HANA Database with SAP HANA Database integration

Manage memory allocations and licensing costs for your SAP HANA Database by integrating with the Software Asset Management application. Data populated through this approach helps in effective license reconciliation based on the peak memory usage of the SAP HANA Database.

Receive more frequent updates from the Software Asset Management Content Service

Gain the benefit of twice-weekly shipments of the Content Library. This increase in the update frequency delivers faster Content Service to your ServiceNow instance.

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Improve reclamation candidate selection for Microsoft 365 by considering mailbox and OneDrive sizes

Enhance the process of reclamation candidate selection for Microsoft 365 downgrade opportunities by considering three key factors: product usage, mailbox storage, and Microsoft OneDrive storage. Considering all these aspects enables more accurate and effective reclamation decisions.

Leverage the Flow Designer for reclamation workflow updates

Manage the reclamation process using the functionality migrated to the Flow Designer. The Flow Designer migration includes additional error handling features to enable a more intuitive and efficient way to manage the reclamation process.

Automatically identify and license Microsoft SQL Server high availability configurations

Use the Software Asset Management publisher pack for Microsoft to automatically identify and license Microsoft SQL Server deployments in high availability configurations, such as Always On availability groups. This capability enables the Software Asset Management application to automatically classify each replica within a configuration as either active or passive, resulting in more accurate license compliance for Microsoft SQL Server.

Manage licensing for Microsoft Server products on Microsoft Hyper-V virtualization technology

Use the Software Asset Management publisher pack for Microsoft to track and manage licensing for Microsoft Server products, such as Microsoft Windows Server and Microsoft SQL Server, on Microsoft Hyper-V virtualization technology. Track license usage and determine your license compliance position so that you can better optimize your licensing costs.

Apply preferred licensing assignments to Microsoft software products that are deployed on clusters

Define and apply preferred cluster licensing assignments to the Microsoft software products that are deployed on your hypervisor clusters. By using a preferred cluster licensing assignment, you can choose whether you want to license these software products at either the physical host layer or the virtual layer, helping you better align with your organization's predetermined licensing strategy. Built-in validations help verify that your licensing strategy setup complies with the relevant Microsoft licensing requirements.

Manage the life-cycle risks of a software product based on its add-on or optional support

Gain insight into the extended life cycle of a software product when you purchase an add-on or optional support. Each time you indicate that a software product has an add-on or optional support, the Software Asset Management application extends the life-cycle dates of that product, as defined by the add-on or optional support. Use these extended life-cycle dates to identify and plan for your end-of-life (EOL) risks.

Manage licensing for VMware vSphere Standard (VVS) and VMware vSphere Essentials Plus (VVEP)

Following the updates to VMware's licensing policy, use the Software Asset Management publisher pack for VMware to track and manage licensing for VMware vSphere Standard (VVS) and VMware vSphere Essentials Plus (VVEP), which are updated suite-based product offerings for VMware vSphere. With these updated product offerings, you can measure compliance and optimize licensing for multiple VMware vSphere products under a single subscription.

In addition, the publisher pack can account for the number of cores and the licensing minimums when calculating licensing requirements for VVS and VVEP.

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Gain expanded insight into the content library information through content dashboard analytics

Gain in-depth information related to various content tables and trends in content change from the enhanced Content Library portal. The introduction of numeric widgets, line graphs, bar charts, and content-specific tabs provides complete visibility to content shipped and analyze content coverage. The expanded search feature with additional filter options lets you view the records for a particular period or release.

Efficiently manage user allocations in bulk using group allocations

Allocate licenses to user groups instead of individual users for a software entitlement using the group allocation feature for the user-based licensing metric software. Group allocation feature enables Software Asset Management managers to streamline and manage the license allocation process efficiently. User allocation is created for the group members based on the availability of unallocated licenses. Any changes made to the composition of the user group automatically updates the license allocation.

Use the enhanced License Usage view for expanded insights on your license compliance

Conduct a deeper analysis of your publisher compliance using both the list view and the card view in the License usage view. You can save and share the data by exporting the list view in multiple file formats. View integrated health check results, license usage analysis, and learn why a retired or stale CI is using a license. Furthermore, to avoid clutter on the Publisher details page, software model results are only shown for software models that have entitlements.

Seamlessly continue with the entitlement import process even when PPNs are missing

Continue with the entitlement import process by automatically creating software models when both PPNs and software models are missing. Software models are automatically generated based on the publisher and product details.

Use flexible reporting capabilities to gain deeper insights into your Effective License Position (ELP)

Improve analysis of your ELP with flexible reporting on reconciliation results. Reports can be run on existing reconciliation groups or customer-defined groups, and the report data can be organized by unique combinations of group, subgroup, publisher, product, version, and edition. For each combination, the average cost is calculated and provides the total number of required licenses. The results are presented in a structured format for easy analysis and reporting.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Group Allocations tab on the software model form

The Group Allocations tab on the software model form lists all the group allocation records created for allocating an assignment group to the software entitlement.

Group column on the User Allocations list

The Group column in the User Allocations list indicates whether the user allocation is done individually or as part of a group assignment to the software entitlement. The group's name is populated when the user allocation is automatically created

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with the group assignment. An empty value is populated when the user allocation record is individually created.

Resume reclaim button on the Removal Candidate form

The **Resume reclaim** button is available when the state of the reclamation candidate is **Attention Required**. When selected, the **Resume reclaim** button runs a verification to check the completeness of data for processing.

Changed in this release

Publisher optimizations for Microsoft

The Publisher Optimizations dashboard for Microsoft has been updated to support additional subscriptions.

Publisher optimizations for SAP

The Publisher Optimizations dashboard for SAP has been updated with a report on SAP HANA Database monthly peak usage.

Deprecations

Starting from the Zurich release, the following workflows are being prepared for future deprecation:

- Reclamation workflow
- Procurement Process Flow - Auto allocation enabled

Activation information

Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugin, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace store app (sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface.

In the ServiceNow AI Platform® Zurich release, there's limited support for the Software Asset Management classic user interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, you can move to the new workspace for an intuitive and personalized experience.

For releases before Utah, if you activated the older Software Asset Management Professional plugin (com.sn_samp_master), the Software Asset Workspace is available with activation of the Software Asset Workspace plugin (com.sn_sam_workspace). After the Workspace plugin is activated, you can't revert to the classic user interface. For details about the plugins and how to request them, see Request Software Asset Management.

Install the following Software Asset Management applications by requesting them from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

- Software Asset Management - SaaS License Management
- Data Collection for Oracle Global Licensing and Advisory Services (GLAS)
- IBM License Compliance for Software Asset Management
- ITAM Health Check

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- Software Asset Management Guided Experiences
- Software Asset Workspace

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment.

Enterprise Asset Management

The ServiceNow® Enterprise Asset Management application manages the entire life cycle of your enterprise's connected and non-connected assets, which enables you to maintain and maximize the life of your assets while minimizing any costly downtime.

Cloud Cost Management

The ServiceNow® Cloud Cost Management application enables you to analyze all costs that are associated with your cloud assets. You can use this information to optimize operations and reduce your cloud spend.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you create purchase orders and obtain items for fulfilling service catalog requests.

Now Assist for Hardware Asset Management (HAM) release notes

The ServiceNow® Now Assist for Hardware Asset Management (HAM) application brings agentic AI to Hardware Asset Management. Now Assist for HAM was enhanced and updated in the Zurich release.

Now Assist for HAM highlights for the Zurich release

Zurich Patch 7- Gain real-time visibility into critical asset data through generative AI-driven asset analysis summaries.

Zurich Patch 5- Review changes to Now Assist usage measurement.

Zurich Patch 4- Some Now Assist skills, agents, and agentic workflows are now turned on by default.

Zurich Patch 1- Automate the hardware asset repair process by using an agentic workflow.

See Now Assist for Hardware Asset Management (HAM) for more information.

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Important: Now Assist for HAM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for HAM to Zurich

If you have the procurement_user user role, you can access the help manage hardware asset requests agentic workflow, which includes the following AI agents:

- Hardware asset management sourcing AI agent
- Transfer order creation AI agent
- Purchase order creation AI agent

New in the Zurich release

Zurich Patch 7

Manage your assets with comprehensive and real-time data

View consolidated asset information through AI-generated analysis summary on the asset record. The AI-generated summary dynamically updates based on the asset state and includes context from any active incidents or tasks. The summary displays the asset life cycle, current assignment and location, audit status, financial metrics, and identifies missing data to support asset management activities.

Zurich Patch 1

Optimize hardware asset repair process with the suite of AI agents

Automate the repair of defective and out-of-warranty hardware assets by using AI agents in the help repair hardware assets agentic workflow. These AI agents validate the repair tasks, provide detailed troubleshooting and repair instructions, and complete the tasks on receiving user confirmation.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

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- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for HAM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

The Now Assist for HAM application requires the Hardware Asset Management Pro plus license.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Software Asset Management (SAM) release notes

The ServiceNow® Now Assist for Software Asset Management (SAM) application brings generative AI to IT Asset Management. Now Assist for SAM was enhanced and updated in the Zurich release.

Now Assist for SAM highlights for the Zurich release

Zurich Patch 7

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- Automate the process of assigning available licenses to the Microsoft 365 Admin Portal by using an agentic workflow.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Automate user resolution with AI for SaaS license management to support efficiency and accuracy in subscription management.

Zurich Patch 1

- Automate and streamline the software asset request process by using an agentic workflow.
- Automate the process of creating reclamation rules by identifying software products suitable for reclamation using an agentic workflow.
- Automate the evaluation of unused and underused software installations for potential reclamation by using an agentic workflow.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

See Now Assist for Software Asset Management (SAM) for more information.

Important: Now Assist for SAM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Use an agentic workflow to automate Microsoft 365 license assignment to users to improve efficiency

Use AI agents to assign Microsoft 365 licenses automatically to users on the Microsoft 365 Admin Center without manual intervention. The AI agent analyzes whether there are available licenses and automatically assigns those licenses to the Microsoft 365 Admin Center, ensuring accuracy and compliance.

Zurich Patch 4

Automate the creation of user resolution rules to accelerate reconciliation and ensure consistent user mappings

Use generative AI to resolve user subscriptions by creating user resolution rules without manual intervention. AI automatically creates the user resolution rules, and these rules analyze and map incoming subscription data to corresponding user records in the Software Asset Management application.

Zurich Patch 1

Use an agentic workflow to automate software asset sourcing to improve operational efficiency

Use AI agents in the Help manage software request agentic workflow to automate software asset sourcing, either through automatic license allocation or by creating purchase orders.

Use an agentic workflow to create reclamation rules for enhancing software license utilization tracking and reducing waste

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Use AI agents to create reclamation rules automatically for installed or subscription-based software, reducing manual analysis of product use and cost. The AI agent analyzes factors such as spend and utilization to suggest reclamation rules.

Use an agentic workflow to reclaim unused software to minimize compliance risk and optimize savings

Use AI agents to automate the reclamation process for installed or subscription-based software. The AI agent evaluates software removal candidates and provides suggestions for reclamation based on intelligent checks that help ensure safe removal.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

UI changes

Zurich Early Availability

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you

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must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for SAM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

AI Agent Studio

Use AI Agent Studio to create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Use the Now Assist panel conversational interface in ServiceNow® Software Asset Workspace to interact with and get assistance from generative AI.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

IT Operations Management release notes

IT Operations Management has new and updated features in the Zurich release.

ITOM Cloud Accelerate release notes

The ServiceNow® ITOM Cloud Accelerate provides workflows to govern the provisioning and management of your cloud and on-premise virtual infrastructure. It leverages ServiceNow Orchestration and integrations with automation tools such as Ansible, Azure DevOps, and Terraform. ITOM Cloud Accelerate was enhanced and updated in the Zurich release.

Features and highlights delivered in the Zurich release are listed here. For information about ServiceNow Store-specific updates, see the ServiceNow Store- ITOM Cloud Accelerate release notes.

ITOM Cloud Accelerate highlights for the Zurich release

- Ability to monitor, track, and analyze cloud assets across providers in Cloud Account Management.
- Compliance visibility and account insights in Cloud Account Management.

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- Improved asset-level filtering and visualization in Cloud Account Management.
- Ability to view cloud assets and access detailed information about associated configuration items (CIs).
- Migrated legacy workflows to subflows in Cloud Provisioning and Governance.

See Cloud Governance for more information.

New in the Zurich release

Configure a custom catalog ID in Cloud Account Management account request

Users with the cw_admin role can set which catalog to use for Cloud Account Management (CAM) requests by updating the *sn_itom_cam.cam_catalog_id* system property. This property is set by default to the base system CAM catalog.

Viewing Cloud Account Management dashboards

Access the Compliance dashboard, Overview page, and Cloud assets dashboard through the Cloud Asset Explorer section in the new **Monitor and Track** tab.

- Compliance dashboard: View data across AWS, Azure, Google Cloud Platform (GCP), and OCI accounts in one centralized location.
- Overview page:
  - View total discovered assets, grouped by cloud provider and categorized into Compute, Databases, Virtual Machines, and Storage categories on the Overview page.
  - Monitor total accounts by provider, with change tracking since the last update.
- Cloud assets dashboard:
  - Governance and operations teams can monitor, track, and act on compliance and asset details through the Cloud assets dashboard.
  - Identify missing ownership information for accounts to support accountability and audit readiness.
  - Asset viewers can drill down to view detailed information for each configuration item (CI).

Viewing the home page in Cloud Account Management

- Visualize growth trends across cloud providers with a time-based graph showing account activity.
- Leverage direct access to Cloud Discovery Workspace and Cloud Cost Management from the dashboard.
- Use filters like cloud provider and business unit to refine the dashboard view for tailored insights.

Cloud Provisioning and Governance

The legacy workflows are no longer supported starting with the Zurich release. You can continue using existing custom workflows and deprecated base system workflows but use the new base system Flows for all future needs. In the Zurich release, the Cloud resource operation request and Blueprint request workflows have been migrated to subflows.

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Activation information

The ITOM Cloud Accelerate features are available as an application at Cloud Accelerate, on the ServiceNow Store. Contact your ServiceNow sales representative to procure the ITOM Cloud Accelerate entitlement. For details, see Request the Cloud Provisioning and Governance application.

Related ServiceNow applications and features

Exploring Cloud Account Management

The Cloud Account Management application simplifies account management and reducing provisioning time by automating requests, approvals, and setups and tasks like creation and provisioning. Suspension, reactivation, and certification are possible using the predefined policies

Cloud Configuration Governance

The Cloud Configuration Governance application provides a set of ready-to-use policies that enable you to check the configuration settings of cloud resources in your organization identify configuration violations.

Cloud Action Library

The Cloud Services Catalog app makes it easy to access and manage cloud resources through a simplified interface. You can publish cloud offerings to a catalog and oversee their usage and life cycle. It integrates with major cloud providers like AWS, Azure, and Google Cloud Platform, and supports tools like Azure DevOps and CICD pipelines.

ITOM AIOps release notes

The ServiceNow® ITOM AIOps product helps you to keep track and maintain the health of the services in your organization. ITOM AIOps was enhanced and updated in the Zurich release.

ITOM AIOps highlights for the Zurich release

Health Log Analytics highlights:

- Streamline Health Log Analytics data ingestion with Cribl by using the Cribl integration.
- Leverage additional information presented on the integration's Overview screen, such as the ITOM Gateway in the processing pipeline and the log streaming rate per minute.
- Map log data to service instances and components for alerts in context.
- Monitor ServiceNow instance logs with the ServiceNow Log Export data input.

Service Operations Workspace for ITOM highlights:

- Control how alerts are grouped, which ones are included, and the order of grouping methods through Mixed Alert Grouping, which combines CMDB-based and tag-based strategies.
- Starting in version 26.9.0, investigate mixed alert groups and Log Analytics-based alert groups by using Express List®.
- Starting in version 26.9.0, view connections between alerts in Link View for mixed alert groups and Log Analytics-based alert groups.

See ITOM AIOps for more information.

Important: Agent Client Collector and Health Log Analytics are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Facilitate Cribl log data ingestion by Health Log Analytics using the Cribl integration

Starting in version 37.0.15, use the Cribl log data integration to streamline Health Log Analytics data ingestion with Cribl. If your organization uses Cribl for filtering and routing large volumes of log data from various sources, the log format received by HLA is distinct from other types. The Cribl integration enables HLA to detect and separate transport headers from inner log messages in this format, forwarding only the inner message to the source type structure for processing. You can configure the Cribl integration conveniently through the Integrations Launchpad.

Leverage additional information available on the integration's Overview screen

Starting in version 37.0.15, take advantage of additional information presented on the Overview screen. The screen now displays the ITOM Gateway in the log processing pipeline and the log streaming rate per minute, aligning it with the metrics for the MID Server and the HLA Engine. The Overview screen also shows the source time of the last processed log.

Benefit from enhanced Log Analytics alert group and mixed alert group functionality in the Express List

Starting in version 26.9.0, identify connected Log Analytics alerts and mixed alert group correlations faster using the Link View functionality. Utilize enhanced Now Assist Alert Analysis with additional context for Log Analytics alerts.

View visualizations of anomaly information for Log Analytics-based alerts and metric intelligence alerts in Express List®

Starting in version 26.9.0, review anomaly charts for Log Analytics alerts and Metric Intelligence alerts in the preview panel in Express List®.

Configure automatic resume for live updates when the live alert list is paused, and configure time ranges in Express List®

Starting in version 26.9.0, enable admins to configure the amount of time until the active display resumes after being paused in Express List®. Admins are also able to customize the time range options displayed in Express List®.

Map log data to service instances and components for alerts in context

Starting in version 38.0.16, map your logs to service instances and components so that Health Log Analytics can generate alerts in the correct context. Contextualizing your log data is especially important when the integration processes logs from multiple service instances and components.

Monitor ServiceNow instance logs with the ServiceNow Log Export data input

Starting in version 38.0.16, set up a data input for monitoring ServiceNow instance node logs from both Java code and JavaScript in Health Log Analytics.

Live updates functionality has been updated in the Service Operation Workspace Lists.

Starting in version 26.11.0, a new toggle switch allows users to enable or disable live updates. When the toggle is set to on, alerts are updated automatically. When the toggle is set to off, a badge displays the number of available updates until the page is refreshed manually. The setting is saved for future logins by the same user.

Explore the new Dependency view for an alert

Starting in version 26.11.0, explore the new Dependency view for an alert. Access maps from the following locations:

- in the preview panel, in the Configuration item section for the CI topology
- in the Utilities panel of the alert record

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- in the action drop-down menu
- in the Core UI alert form

Respond to multiple alerts in Express List

Starting in version 26.11.0, run response actions on multiple alerts at the same time in Express List.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Deprecations

- The "em_alert_lists_auto_refresh" table no longer controls live alert list updates in the Service Operation Workspace Lists. Use the new property, table sys_ux_list, to turn on and off live incoming alert updates.

Activation information

- ITOM AIOps is available with activation of the Event Management plugin (com.glideapp.itom.snac). You must purchase a more comprehensive ITOM AIOps package, ITOM Predictive AIOps, to enable working with Health Log Analytics. For details, see Event Management setup.
- Install Service Operations Workspace (ITOM) by installing the AIOps Experience [sn_sow_aiops] application from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
- Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Support for reflow

The Service Dashboard and Log Viewer component was updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See for details.

Dark theme

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The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Localization information

The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.

Related ServiceNow applications and features

ITOM Visibility

The ITOM Visibility application consists of Discovery, Service Mapping, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting . Discovery and Service Mapping provide a unified, connected view of your entire IT network and the services that it supports.

ITOM Optimization

ITOM Optimization contains the Cloud Provisioning and Governance feature. By using this feature, you can provision a private and public cloud infrastructure and services to achieve consistent management and cost visibility.

Service Operations Workspace for ITSM

Service Operations Workspace ITSM and ITOM are integrated to streamline incident and operations management. ITSM focuses on managing service incidents, requests, and changes, while ITOM is responsible for operational tasks like monitoring infrastructure, handling alerts, and maintaining system health. Together, they provide a unified workspace that enables seamless collaboration between service management and operations teams, improving efficiency in resolving issues and maintaining service performance.

Agent Client Collector release notes

The ServiceNow® Agent Client Collector application enables you to monitor the service availability, performance, and infrastructure of your system. Agent Client Collector was enhanced and updated in the Zurich release.

Agent Client Collector highlights for the Zurich release

- Discover TLS/SSL certificates using Agent Client Collector for Visibility - Content certificate Discovery.
- Enhance data collection by disabling only those checks with high resource usage, allowing data collection to continue for other checks.
- Improve troubleshooting capabilities by viewing errors that occur before and after the registration process in the ServiceNow instance.
- Use file-based Discovery in a macOS environment.

See Agent Client Collector for more information.

Important: Agent Client Collector is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Agent Client Collector Framework

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Upgrade MID-less agents

Starting in version 6.0.0, perform selective and high-volume upgrades on ACC agents when not using a MID Server by using products such as DEX and ACC-VC.

Starting in version 6.0.0, verify that an agent is functioning properly by performing a self-test on the agent.

Starting in version 6.0.0, view a list of agents and their statuses on the ACC Workspace dashboard.

Use improved debug logging

Starting in version 6.0.0, benefit from enhanced debug logging by sending all debug statements to a log file

Manage Agent Client Collector certificates

Starting in version 5.0, configure a schedule by which to rotate Agent Client Collector certificates which enable communication between agents and ITOM Cloud Services. Rotating certificates ensures that when a certificate expires, a new certificate is in place.

Perform high-volume Agent Client Collector upgrade in a macOS environment

Starting in version 5.0, upgrade large numbers of Agent Client Collector agents at a time that are running on macOS. This extends the existing high-volume upgrade capabilities available for Windows and Linux in the 4.3.0 release.

Use an IMDSv2 endpoint for metadata discovery

Starting in version 5.0, the IMDSv2 endpoint for metadata discovery is invoked when using Agent Client Collector in an AWS EC2 environment.

Use enhanced errors and diagnostics to troubleshoot issues with servers and endpoints

Starting in version 5.0, view errors that occur before or after the registration process when Agent Client Collector connects to the instance. This provides enhanced debugging capabilities by enabling you to view issues in the instance, without requiring direct access to the agent logs.

Disable checks using heavy system resources while in CPU protection mode

Starting in version 5.0, disable only those checks that are causing high CPU usage while in CPU protection mode. It is still possible to disable all checks and completely stop data collection while in CPU protection mode.

In a Windows environment, Agent Client Collector has improved the accuracy of how check CPU usage is monitored.

Configuration data files size limit

Starting in version 5.0, configuration data files have a maximum size of 10MB.

Configure Agent Client Collector with proxy auto-configuration (PAC) files

Starting in version 5.0, enable easier connection of Agent Client Collector to a proxy server by using a proxy auto-configuration (PAC) file.

Agent Client Collector Monitoring

Starting in version 3.15.0, GCP checks provide added support to configure metrics through a configuration file in JSON format.

Monitor Linux events

Starting in version 3.15.0, monitor Linux events using Linux event checks.

Agent Client Collector for Visibility - Content

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Discover MSSQL components using ACC-VC

Starting in version 1.5.0, use ACC-VC to discover MSSQL components in your environment.

Discover software information with ACC-VC using SWID tags

Starting in version 1.5.0, gather software information with ACC-VC using software identification (SWID) tags on an agent and a ServiceNow® instance.

Run certificate Discovery using Agent Client Collector for Visibility - Content

Starting in version 1.3.0, use the Agent Client Collector for Visibility - Content to discover TLS/SSL certificates used by the ports running on the server's configuration items (CIs). Certificate Inventory and Management uses the certificate data to manage the TLS/SSL certificate life cycle.

File-based Discovery is supported in a macOS environment

Starting in version 1.3.0, use File-based Discovery in a macOS environment.

Collect metrics using non-osqueryd data collection

Starting in version 1.3.0, collect data more efficiently by invoking non-osqueryd data collection.

Deprecations

Agent Client Collector Security Incident Response is no longer supported. For details on replacement options, see the Deprecation guidance for Agent Client Collector Security Incident Response [KB2249776] article in the Now Support Knowledge Base.

Activation information

Agent Client Collector is available with activation of the Agent Client Collector Framework plugin (sn_agent) and the Agent Client Collector Monitoring plugin (sn_itmon) in an instance on which Event Management is installed.

Related ServiceNow applications and features

Event Management

Agent Client Collector works within an instance on which Event Management is installed to monitor infrastructure components. Agent Client Collector and Event Management share some connectors that pull metric data and events from the same data sources.

Health Log Analytics

The Health Log Analytics application predicts IT issues before they impact users. The application helps you to solve issues faster by ingesting, analyzing, and correlating machine-generated log data in real time.

Event Management release notes

The ServiceNow® Event Management application helps you to identify health issues across the datacenter on a single management console. Event Management was enhanced and updated in the Zurich release.

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Event Management highlights for the Zurich release

- Combine the strengths of CMDB-based and tag-based strategies to create mixed alert groups that reduce noise and reveal clearer, actionable insights.
- Effortlessly extract event field content into alert fields with automated regex generation, reducing manual effort and improving accuracy.
- Gain actionable insights with AIOps 360-degree overview dashboard to showcase product value.
- Accelerate integration setup with seamless installation via the Unified Launchpad store app, guided support for creating integrations, and enhanced observability with the new Service Observability filter.

See Event Management or Service Operations Workspace for ITOM for more information.

Important: Event Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Mixed alert grouping

Combine CMDB-based and tag-based alert grouping strategies into cohesive groups that reduce noise, enabling faster and more effective response.

AIOps 360 overview dashboard

Gain actionable insights with a 360-degree dashboard that showcases product value, tracks operational efficiency, and highlights automation impact. Monitor alert handling, service health, and AIOps outcomes to drive smarter, faster decisions across IT operations.

Mixed alert grouping in Service Operations Workspace

Choose how you want to group alerts from the **Criteria Type** field. Use the **Related CIs** option to combine CMDB-based and tag-based alert grouping.

Application services for impact calculation

Filter the application services to be considered in impact calculation for focused and accurate results.

Metric connector in Integrations Launchpad

Configure metric pull connectors to automate data retrieval and seamlessly integrate external metrics for efficient monitoring.

View links between alerts in new alert groups in Express List®.

Starting in version 26.9.0, investigate alert group details and visualize connections through Link View in Express List®, now available for log analytics-based alert groups and mixed alert groups.

Anomaly information for log analytic based alerts and metric intelligence alerts in preview panel in Express List®.

Starting in version 26.9.0, review visualizations for anomaly information in log analytic-based alerts and metric intelligence alerts in the preview panel in Express List[var.express-reg-tm].

Configure new property for automatic resume of the live list updates following a pause, and configure time ranges in Express List®

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Starting in version 26.9.0, admins gain the ability to configure the amount of time until the live list updates resume, after being paused in Express List®. Admins are also able to customize the time range options displayed in Express List®, such as the default time range.

Centralized management with the ITOM AIOps configuration center

Starting in version 26.11.0, the ITOM AIOps configuration center provides a centralized hub to manage AIOps settings, helping you integrate monitoring tools, optimize alerts, metrics, and logs, and manage services, dashboards, teams, and authorizations for improved visibility and operational efficiency.

Added Recommended category for AIOps 360 Overview dashboards

Starting in version 26.11.0, added a **Recommended** category to all officially released dashboards such as AIOps 360 Overview dashboard, AIOps Value Realization dashboard, to help you easily identify and access ITOM-approved dashboards.

Add a delay for incident creation from alerts

Starting in version 26.11.0, you can add a delay in Respond Automation before incidents are created from alerts, allowing alerts to auto-close if resolved and helping reduce unnecessary incident creation.

Added support for multiple subscriptions of AWS account

Starting in version 2.17.1, added support to enable multiple member accounts to forward CloudWatch/EventBridge events to a centralized account, where a single SNS topic delivers them to the ServiceNow Event Ingestion endpoint, reducing manual setup from multiple configurations to one and cutting onboarding effort by up to 90%.

Configure Dynatrace metric connector from Integrations Launchpad

Starting in version 2.17.1, you can use the Dynatrace metric connector from the Integrations Launchpad to bring metrics from Dynatrace into ServiceNow Metric Intelligence for visualization, enrichment, dynamic thresholds, and anomaly detection.

Starting in version 2.17.1, you can use the out-of-the-box Datadog metric connector to integrate Datadog metrics with ServiceNow Metric Intelligence, enabling anomaly detection, metric visualization, enrichment, and correlation of metric anomalies with events and log alerts.

Starting in version 2.17.1, you can use the new Kafka connector to stream time-series metric data from Kafka topics into ServiceNow Metric Intelligence for real-time monitoring, anomaly detection, and alerting.

ITOM guided setup

Starting in 27.2.1, introduced ITOM Event Management guided setup, providing a sequence of tasks that help you install and get started with Event Management efficiently.

Live updates functionality has been updated in the Service Operation Workspace Lists.

Starting in version 26.11.0, a new toggle switch allows users to enable or disable live updates. When the toggle is set to on, alerts are updated automatically. When the toggle is set to off, a badge displays the number of available updates until the page is refreshed manually. The setting is saved for future logins by the same user.

Explore the new Dependency view for an alert

Starting in version 26.11.0, explore the new Dependency view for an alert. Access maps from the following locations:

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- in the preview panel, in the Configuration item section for the CI topology
- in the Utilities panel of the alert record
- in the action drop-down menu
- in the Core UI alert form

Respond to multiple alerts in Express List

Starting in version 26.11.0, run response actions on multiple alerts at the same time in Express List.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Group automation

Added the **Criteria Type** field, enabling you to choose how alerts are grouped.

Changed in this release

Automated regex generation

Effortlessly extract event field content into alert fields with automated regex generation, reducing manual effort and improving accuracy.

Support for OAuth authentication method in Kafka connector

Starting in version 2.17.1, you can use OAuth authentication with the Kafka connector, allowing you to securely connect and manage access without storing or sharing static credentials.

Support for SCOM 2025 version

Starting in version 2.17.1, you can now check SCOM 2025 compatibility with the current code, ensuring that the connector setup, alert collection, and Metric Intelligence data ingestion work seamlessly with the latest SCOM release. This helps maintain integration reliability, reduces configuration errors, and ensures smooth upgrade readiness.

Group automation enhancements

Starting in version 26.11.0, group automation now supports grouping by impacted service instances and related log properties, with enhanced test automation details for better visibility. These updates enable more effective analysis of alert correlations and more accurate validation of grouping logic.

The updated Test Automation section provides detailed insights into alert groups, including total alerts, description, grouping category, node, and time, with support for sorting by grouping type.

Validate CI identification in Enrich automation

Starting in version 26.11.0, you can ensure CI attributes are present in the **Additional info** field of the alert for accurate matching and test CI identification on sample events.

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Deprecations

- Event Management connector: Deprecate unused V1 connector definitions during Event Management connector upgrades.
- vRealize connector: Enhance the vRealize event connector by replacing the deprecated XML API with a JSON-based API, ensuring compatibility with future versions.
- The "em_alert_lists_auto_refresh" table no longer controls live alert list updates in the Service Operation Workspace Lists. Use the new property, table sys_ux_list, to turn on and off live incoming alert updates.

Activation information

Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.

Related ServiceNow applications and features

Metric Explorer

ServiceNow® Agent Workspace for Metric Intelligence provides a central interface that enables you to view the health of a CI associated with an alert. Health details for a CI include various metric charts with control bounds and aggregations for single score charts.

Health Log Analytics release notes

The ServiceNow® Health Log Analytics application helps you predict IT issues before they impact users by ingesting, analyzing, and correlating machine-generated log data in real time. When Health Log Analytics detects a deviation from a normal pattern, it alerts you of a possible issue. Health Log Analytics was enhanced and updated in the Zurich release.

Health Log Analytics highlights for the Zurich release

- Use the Cribl integration to streamline Health Log Analytics data ingestion with Cribl.
- Leverage additional information presented on the integration's Overview screen, such as the ITOM Gateway in the processing pipeline and the log streaming rate per minute.
- Map log data to service instances and components for alerts in context.
- Monitor ServiceNow instance logs with the ServiceNow Log Export data input.

See Health Log Analytics for more information.

Important: Health Log Analytics is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Facilitate Cribl log data ingestion by Health Log Analytics using the Cribl integration

Starting in version 37.0.15, use the Cribl log data integration to streamline Health Log Analytics data ingestion with Cribl. If your organization uses Cribl for filtering and routing large volumes of log data from various sources, the log format received by HLA is distinct from other types. The Cribl integration enables HLA to detect and separate transport headers from inner log messages in this format, forwarding only the inner message to the source type structure for processing. You can configure the Cribl integration conveniently through the Integrations Launchpad.

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Leverage additional information available on the integration's Overview screen

Starting in version 37.0.15, take advantage of extra information presented on the Overview screen. The screen now displays the ITOM Gateway in the log processing pipeline and the log streaming rate per minute, aligning it with the metrics for the MID Server and the HLA Engine. The Overview screen also shows the source time of the last processed log.

Export source types to an update set by log source

Starting in version 38.0.16, export all source types related to one or more selected log sources to an update set together. You can then import the update set to the target environment.

Map log data to service instances and components for alerts in context

Starting in version 38.0.16, map your logs to service instances and components so that Health Log Analytics can generate alerts in the correct context. Contextualizing your log data is especially important when the integration processes logs from multiple service instances and components.

Display Integrations Launchpad from the ITOM AIOps configuration center

Starting in version 38.0.16, open the Integrations Launchpad from ITOM AIOps configuration center. The ITOM AIOps configuration center is a centralized workspace that enables you to configure and manage AIOps features from a single place.

Set up a GCP PubSub integration from the Integrations Launchpad

Starting in version 38.0.16, set up an integration from the Integrations Launchpad for receiving log messages that were published to a Google Cloud Platform (GCP) Pub/Sub topic and streaming them to your ServiceNow instance.

Set up a Microsoft Azure Event Hubs integration from the Integrations Launchpad

Starting in version 38.0.16, set up an integration from the Integrations Launchpad for streaming events from Microsoft Azure Event Hubs to your ServiceNow instance.

Set up an Edge Delta TCP or REST integration from the Integrations Launchpad

Starting in version 38.0.16, set up an integration from the Integrations Launchpad to enable Health Log Analytics to process Edge Delta log messages streaming into your ServiceNow instance over the TCP transport protocol or via REST.

Monitor ServiceNow instance logs with the ServiceNow Log Export data input

Starting in version 38.0.16, set up a data input for monitoring ServiceNow instance node logs from both Java code and JavaScript in Health Log Analytics.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Localization information

The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.

Related ServiceNow applications and features

Event Management

The Event Management application uses events generated by Health Log Analytics. When Health Log Analytics detects an anomaly in your log data, it sends an event to Event Management. Event Management receives the event and generates an alert based on event and alert management rules.

Agent Client Collector

Agent data inputs beginning in Health Log Analytics Version 21.0.1 - September 2021 use Agent Client Collector to stream logs to your ServiceNow instance.

MID Server

Health Log Analytics uses the ServiceNow® MID Server product to stream logs to your ServiceNow instance.

Service Operations Workspace

Health Log Analytics generates alerts in the ServiceNow Service Operations Workspace, a configurable workspace that provides a unified experience for multiple IT Operations Management workflows.

Service Observability release notes

The ServiceNow® Service Observability application helps operations teams triage and manage incidents in a complex and distributed production system. Service Observability combines telemetry and platform insights from multiple observability tools into a single workflow in the Service Operations Workspace (SOW). Service Observability was enhanced and updated in the Zurich release.

Service Observability highlights for the Zurich release

- Integrate with a number of new application performance management (APM) vendors.
- Add service-scoped ServiceNow AI Platform charts to Service Observability dashboards, including charts from MetricBaseand as of 1.10, Health Log Analytics (HLA).
- Customize your Service Observability dashboards to add more advanced charts using full vendor queries and template variables. As of 1.10, you can directly import charts from AWS and Azure.
- Create dashboards for additional service types.
- Connect to data sources efficiently with an improved flow.
- As of 1.10, test your data mappings before using them to create charts and dashboards.
- As of 1.10, use any field on a service as a tag key value in a data mapping and then use that tag as a variable in your chart queries.

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See Service Observability for more information.

Important: Service Observability is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Service Observability to Zurich

If you have the snc_sow_svcobs.manager role, you must belong to a user groups with a type of `srm`.

New in the Zurich release

New Service Observability integrations

Integrate with more APM vendors to bring third-party data into Service Observability dashboards. New integrations for this release include:

- SolarWinds on-premise
- Amazon CloudWatch
- Microsoft Azure Monitor
- Splunk Observability
- As of 1.10, AppDynamics
- As of 1.10, Prometheus
- As of 1.10, support for Dynatrace process and process groups

Support for additional ServiceNow AI Platform data in Service Observability dashboards

Add data from problem records and business app records to your dashboards. The data displayed is scoped to the service being investigated.

Support for HLA data in Service Observability dashboards

As of 1.10, add service-related log data to your dashboards.

Support for full vendor queries

Recreate any supported vendor time series chart in your Service Observability dashboard using full queries and template variables to represent entities and start and end times.As of 1.10, import selected charts from an existing AWS or Azure APM dashboard.

Use data mapping tags as variables in a chart's query

As of 1.10, key/tags used in a data mapping can also be used as a template variable in a chart's query.

Additional service types

Map all service offering types to APM data instead of just the types that have a technical service as a parent.

Test your data mapping

As of 1.10, you can test your data mapping before using it to create charts and dashboards.

Use any field on a service as a variable in your data mapping query

As of 1.10, when creating a data mapping, if your key represents a service, for convenience a drop down shows fields from the corresponding CI for the service, including custom fields, that can be used as a variable.

Improved data source connection flow

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Create APM connections without leaving the SOW.

UI changes

Coral theme

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Improved chart metadata

As of 1.10, charts have been improved to provide more detailed axis labels.

Improved data mapping UI

As of 1.10, you can now create and test your data mapping in the same UI.

Activation information

Install Service Observability by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Service Reliability Management release notes

The ServiceNow® Service Reliability Management (SRM) application helps your organization respond, collaborate, track, and self-remediate when working on alerts and incidents. SRM was enhanced and updated in the Zurich release.

SRM highlights for the Zurich release

- Auto-generate service level objectives (SLOs) to help teams track service reliability in SRM.
- Starting in version 6.5.0, remove unneeded services from SRM to keep your monitoring data relevant.
- Starting in version 6.5.0, track real downtime and customer impact with outage-based service level indicators (SLIs).
- Get timely error budget updates that reflect the impact of ongoing, open alerts.
- Track, manage, and visualize service performance with the Service reliability dashboard.

See Service Reliability Management for more information.

Important: SRM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Auto-generate SLOs for SRM services

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Use the SLO creator agent to generate SLOs for your SRM services. This capability is available with the AI Agents for SLO (sn_ai_agents_slo) plugin. The agent analyzes incidents, alerts, and outage events to automatically create SLOs, helping teams adopt SLOs faster and track service reliability.

Remove a service from SRM

Starting in version 6.5.0, remove a service from SRM when you no longer need to track or monitor its reliability. Removing a service clears it from SRM views, including the Service page and Service reliability dashboard. The service remains in the Configuration Management Database (CMDB), and you can add it back to SRM at any time.

Create outage-based SLIs

Starting in version 6.5.0, add outage-based SLIs to track real downtime and customer impact. Use them with existing alert-based SLIs for a broader view of reliability. The flow for creating service level objectives (SLOs), SLIs, and error budget policies is also improved to simplify setup.

Keep teams informed with notification destinations

Send notifications about error budget policy violations to notification destinations. The first supported destination is Microsoft Teams, which lets you post details in specific channels and link back to SRM for further investigation.

Monitor service reliability in a dashboard

Use the Service reliability dashboard to monitor and manage service performance. The dashboard offers multiple visualizations to help you track error budgets, monitor SLOs, and identify issues across your services. Starting in version 6.4.1, monitor reliability using interactive charts and a new service level objective (SLO) table in the Service reliability dashboard.

Customize team approval settings

Customize team governance with more flexibility and less manual effort. You can assign different approval teams for new and existing team requests. The customization options are also fully available in the Service Operations Workspace Admin Center and no longer require manual setup in the Catalog Builder.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Work notes for SLOs

In version 6.6.1, SLOs include work notes on the Details tab. Posted work notes are visible in the Activity panel, providing a unified view of both manual and automated SLO changes.

Microsoft Teams notification update

In version 6.5.0, the error budget policy violation notification in Microsoft Teams now includes a button instead of a text link. The new button makes it easier to open the relevant SLO directly in SRM.

New service class names

In version 6.5.0, application service and technical service are now called service instance and technology management service. The terminology update aligns with current naming standards.

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Enhanced SLO table view

In version 6.5.0, the Service level objectives table on the SRM Reliability metrics tab has a new layout, which improves readability and navigation.

New navigation for Integrations Launchpad and Alert Automation

In version 6.5.0, the icons for Integrations Launchpad and Alert Automation have been removed from the primary navigation. You can now access them under the ITOM Admin Experience icon in the Service Operations Workspace.

Updated Service reliability dashboard

In version 6.5.0, the High burn rate chart now links to a chart view instead of a list view. The new link helps you better visualize and explore SLO performance.

Activation information

Install SRM or ITOM Mobile Agent by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugin is new in Zurich:

AI Agents for SLO (sn_ai_agents_slo): AI agents for SLO can help customers improve service resilience.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Service Operations Workspace

Use SRM in Service Operations Workspace to manage SLOs alongside other IT Operations Management workflows.

Alert automation in Service Operations Workspace

Work with alert automation to respond to alerts, improve service reliability, and scale staff resources.

Synthetic monitoring release notes

The ServiceNow® synthetic monitoring application in the Service Operations Workspace (SOW) empowers organizations to proactively manage and enhance the performance and availability of critical service endpoints. By simulating user transactions on HTTP endpoints, this solution identifies performance bottlenecks, helps ensure up-time, and optimizes user experiences. Synthetic monitoring was enhanced and updated in the Zurich release.

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Synthetic monitoring highlights for the Zurich release

- Run synthetic monitors from the MID Server.
- Create monitors without needing to leave SOW to create an HTTP endpoint.
- Assign a support group to synthetic monitoring alerts for easy investigation.
- As of 1.4, view alerts associated with monitors and navigate to those alerts.
- As of 1.4, use tags on a monitor's alerts.
- As of 1.4, use synthetic monitoring with endpoints that support OAuth credentials.

See Synthetic monitoring for more information.

Important: Synthetic monitoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading synthetic monitoring to Zurich

If you want to run monitors using a MID Server as a location, you must restart the MID Server after upgrading.

New in the Zurich release

MID Server support for running synthetic monitors

Run synthetic monitors from your MID Server.

HTTP endpoint creation directly in synthetic monitoring

Create HTTP endpoints for your monitors without leaving the SOW.

Support groups for synthetic monitor-based alerts

Assign a support group to a monitor, and then any raised alerts follow the associated alert automation rules.

View all monitors with open alerts

As of 1.4, view all monitors with open alerts.

View alerts associated with a monitor

As of 1.4, navigate to a monitor's open alerts.

Assign tags to a monitor's alerts

As of 1.4, use tag-based clustering to group monitor alerts.

Use OAuth-based credentials

As of 1.4, OAuth credentials on endpoints are supported.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

New columns in the Synthetic Location table

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- **Type**: Shows whether the location is a MID Server, ACC Collector, or hosted on the platform.
- **Number of monitors**: Displays the number of monitors running on the location.

Configuration tab removed

In version 1.4, the **Configuration** tab on the Monitor Details page has been removed. You can access this information from the **Details** tab.

Landing page updates

In version 1.4, these changes were made to the landing page:

- New open alerts filter
- New Open alerts column in the Monitors table

New Alerts tab on the Monitor Details page

In version 1.4, you can view all alerts for a monitor or filter by open alerts.

New Alert column in the Monitor result history table on the Details tab

In version 1.4, you can see open alerts for any tests the monitor has run.

Tag field on the Create Monitor page

In version 1.4, you can add tags when configuring alerts for monitors.

Activation information

Install synthetic monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

ITOM Visibility release notes

The ServiceNow® ITOM Visibility application provides a unified, connected view of your entire IT infrastructure and the services that it supports. ITOM Visibility was enhanced and updated in the Zurich release.

ITOM Visibility highlights for the Zurich release

- Cloud-based scheduling available in Discovery Admin Workspace (store version 1.11.0).
- AWS EC2 VMs discovery using AWS Systems Manager (SSM).
- Tag-based Service Mapping experience in the Service Mapping Workspace (store version 1.16.3).
- Application service maps for containers via Kubernetes Visibility Agent (KVA) (store version 3.11.0).

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- 25 cloud patterns shipped via Discovery and Service Mapping Patterns (store version 1.28.0)
- Certificate Inventory and Management TLS Certificate request flows that support Keyfactor EJBCA (store version 3.7.0) and Certificate Inventory and Management Automated TLS Certificate renewal workflows (store version 3.8.2).

See IT Operations Management for more information.

Important: Discovery and Service Mapping Patterns, Cloud Service Graph Connectors, and Kubernetes Visibility Agent (KVA) are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Discover your Alibaba Cloud resources

Starting with Discovery and Service Mapping Patterns store version 1.29.0, Discovery supports Alibaba Cloud. Discovery enables real-time visibility and automated population of the CMDB with configuration data for cloud resources.

Create a cloud discovery schedule in Discovery Admin Workspace

Starting with version 1.11.0, Discovery Admin Workspace supports creating Discovery schedules for Amazon Web Services, Azure, and Google Cloud Platform cloud providers. This update advances the integration of cloud discovery capabilities into a unified workspace, reducing operational complexity and aligning with the upcoming deprecation of Cloud Discovery Workspace.

For the procedural information, see:

- AWS
- Azure
- GCP

Discover AWS EC2 VMs using AWS Systems Manager (SSM)

Perform detailed discovery of EC2 hosts running in AWS without the requirement for a direct SSH or PowerShell connection by discovering AWS EC2 VMs by using AWS Systems Manager (SSM).

Discovery Guided Setup

Starting with version 1.11.0, you can access ITOM Discovery Guided Setup from the Discovery Admin Workspace home page. This setup provides a structured process to configure Discovery and maintain accurate CMDB visibility quickly.

View command validation-related entries using new role in Pattern Designer Enhancements

Starting with Pattern Designer Enhancements version 3.9.0, the new pde_viewer role has permissions to view **Command Validation Tasks**, **Command Validation Tasks Results**, and **Command List**. The pde_viewer role is restricted to viewing the command list modules and doesn't have permissions to modify or edit them. The pde_viewer role can view the following tables only:

- Command List [pd_command_list]
- Command Validation Task [pd_command_validation]
- Command Validation Task Results [pd_command_validation_results]
- Pattern Shared Library Mapping [pd_pattern_to_shared_library_mapping]
- Temporary Variable Mappings [pd_temp_variable_value_mapping]

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Discover new products with Discovery and Service Mapping Patterns

Discover the following products using Discovery and Service Mapping Patterns version 1.29.0:

- Alibaba Cloud
- OCI GovCloud
- 10 addition Azure cloud services
- 22 additional AWS cloud services
- New AWS API Gateway data model
- AWS datacenters with resources only
- OLVM templates, disks, and networks
- Nutanix Prism using API v4

Discover the following products using Discovery and Service Mapping Patterns version 1.28.0:

- 22 additional Azure cloud services
- GCP Cloud Function
- GCP AlloyDB
- GCP Redis Cluster

Receive updates for activated patterns

Starting with Visibility Content version 6.28.0, activating or deactivating a pattern won't be considered a customization, and it will continue to receive updates. Patterns that were previously activated or deactivated will reset to the latest predefined version after upgrading while retaining the last active field value.

Enhance your resource management with the new Tag Categorization feature from Tag Governance

Starting with version 1.7.0, automate the tagging process to promote a consistent, organized way to manage tags by using five predefined tag categories provided by Tag Governance.

Estimate your cloud license count prior to using ITOM cloud solutions using CLE

Cloud License Estimator (CLE) provides an estimated resource count for all cloud resources eligible for licensing.#t validates the#provided cloud#account details and estimates the resource#count#based on the prevailing licensing rules.

Improve admin efficiency with new Actions menu

Discovery Admin Workspace version 1.10.0 introduces a new **Actions** drop-down menu on the **Anomaly Detection** tab of the Diagnostics page, offering quick access to anomaly detection settings and a **Clear all anomalies** option to remove related records from key tables.

Enjoy increased control and improved accuracy in the Automated Service Suggestions feature in Service Mapping.

Ensure that candidates remain relevant and useful through a new property that excludes irrelevant information from Application Service Candidates, such as non-operational or retired servers.

UI changes

Coral theme

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Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Explore additional Cloud Discovery metrics and visualizations

Starting with version 1.10.0, in addition to the IP-based Discovery schedules, Cloud Discovery schedule details and data visualizations are available in the Discovery Admin Workspace. These visualizations provide a comprehensive view of the schedule's performance and status, highlighting key metrics such as the number of discoveries completed, success rate, and any errors encountered.

Streamlined access to Cloud Service Accounts in Discovery

Starting with Discovery Admin Workspace version 1.10.0, Cloud Service Accounts can be accessed directly from the Discovery section of the navigation menu.

Use virtual agent to retrieve MID Server settings

Starting with Discovery Admin Workspace version 1.10.0, the virtual agent on the Diagnostics page now enables you to retrieve and download MID Server settings directly, eliminating the need to manually navigate through the MID Server [mid_servers] table.

Changed in this release

Use the enhanced Discovery and Service Mapping Patterns for extended discovery

Note the following new Pattern improvements using version 1.29.0:

- IBM Hardware Management Console (HMC): additional fields in IBM Frame [cmdb_ci_ibm_frame] and IBM LPAR Instance [cmdb_ci_lpar_instance] tables
- Dell PowerMax storage: additional fields in Storage Server [cmdb_ci_storage_server] table
- Pure Storage FlashArray: additional fields in Storage Server [cmdb_ci_storage_server] table
- NetApp Server and Cluster: additional fields in Storage Server [cmdb_ci_storage_server] table
- AWS Auto Scaling groups: The relationship between Instance Scale Set and VM Instance has changed from **Members::Member of** to **Managed by::Manages**

Employ Tag-based mapping in the Service Mapping Workspace

Easily view data and create new tag-based services through an enhanced workspace that includes a dedicated dashboard for managing your tag-based services.

Name updates in Discovery and Service Mapping Patterns

Name updates starting with Discovery and Service Mapping Patterns version 1.28.0:

- The RHV cloud provider has been changed to oVirt
- The RHV MID Server capability has been changed to oVirt
- The label for the [cmdb_ci_rhv_ldc] datacenter type has been changed from RHV LDC to oVirt LDC
- The label for the [rhv_credentials] credential type has been changed from RHV Credentials to oVirt Credentials
- The following pattern names have been changed from RHV to oVirt:

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- From RHV Clusters and Hosts to oVirt Clusters and Hosts
- From RHV Discover Logical datacenters to oVirt Discover Logical datacenters
- From RHV Virtual Machines to oVirt Virtual Machines
- From RHV Discover Manager Instance to oVirt Discover Manager Instance

- The following table labels have been changed from RHV to oVirt:
  - The [cmdb_ci_rhv_vm_instance] table label from RHV Virtual Machine Instance to oVirt Virtual Machine Instance
  - The [cmdb_ci_rhv_cluster] table label from RHV Cluster to oVirt Cluster
  - The [cmdb_ci_rhv_ldc] table label from RHV LDC to oVirt LDC
  - The [cmdb_ci_rhv_manager] table label from RHV Manager to oVirt Manager
  - The [cmdb_ci_rhv_object] table label from RHV Object to oVirt Object
  - The [cmdb_ci_rhv_server] table label from RHV Server to oVirt Server

Benefit from an updated, curated selection of application service candidates in Service Mapping

If you have ITOM Content Service installed, you can view an enhanced selection of Application Service Candidates (ASCs) that provides more accurate and useful information, with an automatic filter applied to hide irrelevant and non-essential components.

Automate your certificate workflows using Keyfactor EJBCA and ACME

Starting with version XX of Certificate Inventory and Management, you can automate the life cycle of requesting, renewing, and revoking your certificates by integrating the Keyfactor EJBCA certificate authority with the ACME automated certificate management environment. Predefining your routing policies enables automated completion of the fields in your Certificate Signing Request (CSR) and provides a secure environment for an automated flow of certificates.

Discover a Root Certificate from a Browser

Standard Discovery collects information about the certificates stored in your servers. You can also discover root certificates stored outside your servers and connect them to your certificate chain.

Kubernetes Visibility Agent (KVA)

KVA performs continuous discovery to detect changes on resources in a Kubernetes cluster and updates the CMDB with the latest data.

Starting with KVA version 3.11.0, and Informer version 2.5.0, absent namespace CIs aren't deleted automatically. Create a scheduled job to remove them.

Starting with KVA version 3.11.0, and Informer version 2.5.0, map application services based on traffic connections between the workloads in Kubernetes, by using istio and linked service meshes or the DaemonSet service.

Prevent credential exposure by updating HTTP Classify behavior

The HTTP Classify probe no longer attempts credentials over the HTTP protocol by default. This change enhances security by helping prevent potential exposure of credentials over unencrypted connections. To override this behavior, a new MID Server property, *`mid.http_classy.allow_credentials_over_http`*, has been introduced. Enabling this setting might expose credentials to man-in-the-middle (MitM) attacks. Therefore, it's strongly recommended to keep this property set to false and use HTTPS whenever possible.

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Automated Certificate Renewal

Starting with version 3.8.2, Certificate Inventory and Management introduces automated renewal capabilities. Administrators can set certificates to renew automatically, either when creating the certificate or by applying the setting to an existing one. The system also enables you to define the renewal window by specifying the number of days before expiration that the process should begin.

Deprecations

Starting with the Zurich release, Cloud Discovery Workspace is being prepared for future deprecation. It's hidden and no longer activated on new instances but continues to be supported. Discovery Admin Workspace provides the latest experience for this functionality. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require an ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version-history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

ITOM Health

The ServiceNow® ITOM AIOps product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

Event Management gathers alerts from infrastructure events that both third-party monitoring tools and the ServiceNow® internal agent capture. Event Management uses IT-related information that ServiceNow® Discovery gathers so it can map alerts to configuration items. Based on the collected information, Event Management then provides dashboards that show a consolidated view of all service-impact events.

The Agent Client Collector application enables you to do the following:

- Monitor your service availability.
- Examine the health and performance of your environment.
- Ensure that your infrastructure and its applications are running properly.

Agent Client Collector collects events and metrics. It runs in either a Windows or Linux environment.

AIOps Learning Enhanced Automation Platform (LEAP)

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The AIOps Learning Enhanced Automation Playbook (LEAP) application uses AI to analyze incident data and facilitate the creation of automations that resolve high-impact issues for Service Operations teams. By leveraging data-driven analytics to accurately identify critical incidents, LEAP enables a more proactive problem management approach.

ITOM Cloud Accelerate

ITOM Cloud Accelerate workflows streamline cloud automation across the cloud adoption journey via self-service catalogs and controlled workflows. It expedites application migration by facilitating assessment, planning, and resource migration tracking.

ITOM Cloud Accelerate includes the following apps:

- Cloud Account Management
- Cloud Services Catalog
- Cloud Configuration Governance
- Cloud Action Library

Now Assist for IT Operations Management (ITOM) release notes

The ServiceNow® Now Assist for ITOM application brings generative AI to ITOM. Now Assist for ITOM was enhanced and updated in the Zurich release.

Now Assist for ITOM highlights for the Zurich release

Zurich Patch 7

- Use the Dynatrace Model Context Protocol (MCP) server agent for deeper analysis in the analyze alert impact and manage alerts autonomously agentic workflows.
- Analyze a Service Observability dashboard to find performance insights.
- Understand service health by analyzing all available Service Observability dashboards for a service.
- Expand support for 3P AI Model in AIOps LEAP to include additional model options across Small (OpenAI GPT-4o mini, Claude Haiku 4.5, Gemini 2.0 Flash) and Large (OpenAI GPT-4o, Claude Sonnet 4.5, Gemini 2.0 Pro) tracks.

Zurich Patch 5

- Review changes to Now Assist usage measurement.
- Now Assist skills used in the analyze potential impact agentic workflow are turned on by default.
- Use the new manage alerts autonomously workflow to efficiently manage alerts and minimize resolution times, including an AI agent for triage, impact analysis, and root cause investigation.
- **AIOps LEAP**

  Create Knowledge Base articles with embedded command snippets

  Guided chat workflow to create and manage Playbooks and KBs

  Break large groups into targeted sub-groups using generative AI

  Generate comprehensive resolution steps from multiple web sources

  Regenerate resolutions when new data sources are enabled

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Zurich Patch 4

- View an error analysis by Now Assist in Agent Client Collector.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Get deeper impact analysis in the analyze alert impact agentic workflow with five new AI agents.
- Enhance security for Now Assist AI agents with access control lists (ACLs).
- Find all TLS certificates expiring within a determined time and renew them in a single prompt.
- Use the triage and analyze alert agentic workflow to perform initial triage and analysis in the context of an incident.
- Review Alert analysis, and relevant information for new mixed alert groups in the Now Assist panel to help investigate alerts more effectively.

See Now Assist for IT Operations Management (ITOM) for more information.

Important: Now Assist for ITOM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Set up the new Dynatrace MCP server agent, which replaces the Dynatrace analysis AI agent, for deeper alert analysis. In the analyze alert impact agentic workflow, you can ask more detailed questions about Dynatrace alerts, such as questions about logs, topology, or recent changes. In the manage alerts autonomously agentic workflow, investigations now pull more comprehensive Dynatrace context based on alert type.

Updates to the manage alerts autonomously agentic workflow

The manage alerts autonomously agentic workflow has been updated to provide additional AI insights in the preview panel and alert record. These updates include:

- Summaries of the logic behind automated decisions, such as auto closures of insignificant alerts
- A written summary of the Service Observability dashboard

Additionally, automated alert groups are now supported across Now Assist features such as alert assist and AI insights.

Analyze log analytics alerts to assess impact and triage urgency

The manage alert autonomously agentic workflow now includes AI-driven analysis for log analytics alerts. The alert hypothesizer skill evaluates historical patterns to assess if triage is required. It also classifies alerts as proactive or reactive, where proactive indicates emerging risk and reactive indicates an active issue. The analysis can include contextual insights such as potential failure scenarios to support an alert investigation.

Analyze Service Observability dashboard skill

The analyze Service Observability dashboard skill uses generative AI to summarize a single Service Observability dashboard and calls out insights found in charts. This summary helps operators quickly orient to and understand a particular dashboard.

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Once activated, this skill is available on all Service Observability dashboards and runs automatically from Incident Investigation when Service Observability is installed.

Analyze service health

The analyze service health skill uses generative AI to analyze all available Service Observability dashboards for the selected service in the Service Operations Workspace (SOW). It generates a summary of a service's health and calls out any found insights. Once activated, this skill is available from the header of a service record in the SOW.

Zurich Patch 5

Enhance IT operations with AI-driven, autonomous alert management using the manage alerts autonomously workflow

Automate alert triage, impact analysis, and root cause investigation with an AI-driven workflow that replaces manual operator steps with autonomous decision-making. The workflow processes incoming alerts end-to-end and surfaces consolidated insights through Express List, giving operators immediate visibility into what happened, what's affected, and why.

Configure the Datadog and Gemini Cloud Assistant observability skills

Set up the new Datadog and Gemini Cloud Assistant observability skills to get insights from those tools in the manage alerts autonomously agentic workflow. With Datadog and Google Gemini, the workflow now supports five observability tools, including Dynatrace, Kentik, and New Relic, helping you investigate and respond to a wider range of alerts.

AIOps LEAP skill setup

Status information for records grouping job run is available when skills are modified with support KB content.

AIOps LEAP settings page

The new interface for the AIOps LEAP properties includes default configuration to achieve opportunity savings and reporting.

Action Insights panel

The Action Insights panel on the automation opportunity details page provides suggestion to create sub-groups when there are large volumes of records. This helps optimize opportunities and knowledge gaps for architects.

Zurich Patch 4

View an error analysis by Now Assist in Agent Client Collector

Starting in version 6.0.0, use Now Assist AI agents to gather information about errors occurring on Agent Client Collector agents. For example, you can verify the underlying cause behind a specific error or error code.

Zurich Patch 1

Configure the Dynatrace analysis AI agent

Set up the Dynatrace analysis AI agent in the analyze alert impact agentic workflow to investigate Dynatrace alerts. With Dynatrace, the agentic workflow now supports three observability tools, including Kentik and New Relic, helping you investigate and respond to a wider range of alerts.

Expand the analyze alert impact agentic workflow with four new AIOps agents

Get a fuller view of alert impact with four new AIOps agents in the analyze alert impact agentic workflow. Along with observability data, the agentic workflow now

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includes information from within ServiceNow to help surface business impact and related issues. Activate the AIOps agents to include them in the agentic workflow.

Enhance your decision-making process with the analyze potential impact agentic workflow

Assess the potential impact of a change using the analyze potential impact agentic workflow. This workflow provides an analysis of the relevant servers and suggested services that might be impacted by your change request, ensuring that you have all the insights needed to make informed decisions before making a change.

Add access control lists for security in AI agents

Enable security settings to run AI agents and agentic workflows using ACLs and user identities. You can configure and manage the ACLs in AI Agent Studio.

Now Assist certificate renewal AI agent

Use the Now Assist certificate renewal AI agentic workflow to automatically renew certificates before they expire. You can perform the following with the Now Assist certificate renewal AI agent:

- Renew individual certificates
- Find all certificates about to expire
- Renew all certificates about to expire in a single prompt

Utilize the triage and analyze alerts agentic workflow in the context of an incident

Initiate the triage and analyze alerts agentic workflow from the Now Assist panel in the context of the incident form to perform all the functions of the workflow. This workflow automatically assigns, acknowledges, and summarizes origin alerts, determines their significance through historical analysis, and analyzes related incidents.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

AIOps AI agents removed from the analyze alert impact agentic workflow

Four AIOps AI agents have been removed from the analyze alert impact agentic workflow because they're now available in the manage alerts autonomously agentic workflow. AI agents for Dynatrace, Kentik, and New Relic remain in the analyze alert impact agentic workflow to help you learn about and respond to alerts.

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates

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the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

AIOps LEAP rebranding

AIOps LEAP is renamed as Learning-Enhanced Automation Platform reflecting expanded scope beyond just Playbook creation.

Service Operations Workspace (SOW) Integration

Playbooks appear in SOW module.

Data Range Display

The AIOps LEAP landing page shows analyzed data date range for automation teams to be aware of time-ranges of analysis.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Deprecations

In Zurich Patch 7, the Dynatrace analysis AI agent is being prepared for future deprecation. To continue getting Dynatrace insights in agentic workflows, deactivate the Dynatrace analysis AI agent and set up the Dynatrace MCP server agent. For configuration details, see .

Activation information

Install AIOps Experience [sn_sow_aiops] and Now Assist for ITOM from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

The Now Assist for ITOM application requires an ITOM Pro Plus or Enterprise Plus license.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Related ServiceNow applications and features

Now Assist

Help improve organizational efficiency, deliver better self-service, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console to learn how to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in the ServiceNow® Service Operations Workspace to summarize a chat, incident, or resolution notes, and get the context that you need.

Now Assist skills

Work with ServiceNow® Now Assist products to use generative AI skills in different workflows. Workflows include summarizing cases or incidents, summarizing chats, generating resolution notes, and generating code.

Now Assist release notes

The ServiceNow® Now Assist experience brings generative AI to your organization. You can improve productivity and efficiency by delivering better self-service, recommending actions, delivering answers, and providing your users with AI Search. Now Assist was enhanced and updated in the Zurich release.

Now Assist highlights for the Zurich release

Zurich Patch 7

- Explore revamped **Manage AI models** option within Now Assist Admin for managing and configuring model providers, and updating model provider versions.
- Select a record from the Now Assist Context Menu inline citation to navigate directly to the record page, where the referenced section will be highlighted for easy identification.
- View all AI-generated content, now visually highlighted for easier recognition.
- Set the minimum word count required for the Now Assist icon to appear, allowing you to control when the icon is displayed based on content length.

Zurich Patch 5

- Review changes to Now Assist usage measurement.
- View improved legend and icon descriptions for the Now Assist Readiness Evaluation app.
- Work with new system properties to improve performance and customization within the Now Assist Readiness Evaluation app.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Select your preferred integration type, either Bring Your Own Key (BYOK) or Original Equipment Manufacturer (OEM), for the configuration of the available model providers within Now Assist Admin.
- Explore the Data and Analytics workflow skills under Now Assist skills within Now Assist Admin.
- Adopt AI responsibly and minimize operational and compliance risks by configuring and subscribing to Long Term Stable Models (LTS) as a model provider in Now Assist Admin.

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- Ask a follow-up question in the Now Assist panel for additional information or clarification.
- Experience an enhanced conversational interaction by viewing synthesized Now Assist responses from within Google chat.
- Initiate and view agentic workflows from within Google chat.
- Use the Now Assist context menu open prompt feature to create and edit knowledge articles.
- Use Advanced settings to add conditions to hide or show the Now Assist Context Menu quick actions.
- Create multiple Now Assist context menu configurations for the same field.
- Use the Enable for extended tables option in parent table configuration, to enable or disable the inheritance model for the child table configurations.

Zurich Patch 2

- Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI.

Zurich Patch 1

- Enable administrators to set up a security access control list that checks user authentication for Now Assist context menu skills and new setup options. This feature gives them control over who can use Now Assist context menu skills and actions, as well as built-in options like shorten, elaborate, and change tone.
- Use the Open Prompt Capability available in Now Assist for Strategic Portfolio Management (SPM) to ask questions and refine generated content through open-ended queries.

Zurich

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Select your preferred large language model (LLM) provider for Now Assist base system skills. Apart from Now LLM Service, the platform supports Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow® third-party model strategy.
- Suppress the modeless window for a custom Now Assist context menu event.
- View numbered citations and links to the information sources when you use the Now Assist context menu for email reply recommendation.

See for more information.

For more Platform Now Assist feature release notes, see the following topics:

- AI Search release notes
- Document Intelligence release notes
- Now Assist Skill Kit release notes
- Now Assist in Virtual Agent release notes

Important: Now Assist is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Now Assist to Zurich

If you customized UI actions or other items that are associated with Now Assist skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected.

If you run into issues when you're upgrading a Now Assist product, see the Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates [KB1637452] article in the Now Support Knowledge Base. You might need to log in to view the article.

The Zurich release introduces enhanced protections for read-only fields across the ServiceNow AI Platform. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the backend and maintain backward-compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. If you have custom client scripts that modify ServiceNow-owned read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to KB2718122. This article provides additional technical details on how to identify affected fields and adjust their settings.

The existing Access Control Lists (ACLs) will be updated to replace the 'admin' role with specific, purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API will be replaced with the `hasRole()` API for authorization purposes. Additionally, all references to the 'admin' role in the code will be substituted with the new feature-specific granular roles for authorization use cases. Read https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html to learn more.

New in the Zurich release

Zurich Patch 7

Review the summary, alerts, and notifications regarding changes in model provider version states as they are deprecated or retired.

Send information from Now Assist panel conversations directly to relevant fields on incident pages using action buttons. This eliminates the need to manually copy and paste content between Now Assist panel conversations and the incident form.

Automatically see the most recent Now Assist panel conversation for an incident when you switch between incident tabs. Now Assist panel remembers which conversation belongs to which incident and displays it when you return to that incident.

Configure which record types will support Now Assist panel context switching. This enables teams to customize the Now Assist panel experience based on a business unit’s workflow and use cases.

View your Now Assist panel chat history grouped by incident record. Conversations related to a specific incident are grouped together rather than organized chronologically, making them easier to find.

View the correct conversation history when you navigate between different incident records.

Send information directly from a Now Assist panel conversation to an Agent Chat conversation. This makes it easier to collaborate and share helpful information during incident resolution.

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Build custom Now Assist panel integrations that are tailored to specific business needs by passing custom context data in any format when initiating Now Assist panel conversations or executing skills.

Enhanced content detection with third-party guardrails

Now Assist Guardian supports third-party service provider guardrails, such as Microsoft Azure, Amazon Bedrock, and Google Model Armor to ensure any inappropriate content is logged and blocked during content generation. This gives you the flexibility to choose the detection provider that best aligns with your existing cloud infrastructure.

Zurich Patch 6

Requester Approval Checklist skill

The Requester Approval Checklist skill in the ServiceNow AI Platform® generates a structured checklist by mapping real-time request data against your organization's knowledge articles.

Note: The skill is always on by default.

Zurich Patch 5

New system properties for the Now Assist Readiness Evaluation app

- Reduce performance issues when a large volume of data is assessed with the *sn_assess.assessment_limit* system property.
- Customize the estimated remediation effort for select efforts with the *sn_assess.effort_visibility* system property. Setting this system property to `true` turns on the **Remediation properties** tab in the Now Assist Readiness Evaluation dashboard.
- Decide the maximum number of records to process for the ITSM assessment with the *sn_assess.task_limit* system property.

Zurich Patch 4

Manage the versions of model providers across various skill groups and instance levels in Now Assist. You can modify and update versions for both base system and custom skills.

Now Assist skills

Unlock the benefits of the Now Assist Fulfiller subscription to be able to explore and activate all the skills available in the system from Now Assist Admin.

Role masking in Now Assist AI agents

Define roles within **role restrictions** for individual skills in Now Assist Admin to enforce resource access restrictions when a skill is invoked. This feature promotes precise control over the resources that can be accessed, like data and APIs.

Share your experience in the Now Assist journey by providing feedback when prompted.

Voice input setting automatically activated

Activate the Now Assist panel to automatically turn on the Voice input setting, which is now located on the Assistants page.

Now Assist panel

Request additional information or clarification by asking a follow-up question in the Now Assist panel.

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Synthesized Now Assist responses

View synthesized Now Assist responses from within Google chat to have a richer conversational experience.

Now Assist support in article optimization

Improve the quality and health of your knowledge articles by using Now Assist based Article Optimization in the Knowledge Center. Scan knowledge articles and get instant, actionable feedback.

Use Now Assist to identify knowledge gaps

Identify and fill potential knowledge gaps proactively, including missing knowledge articles and recurring issues that lack or have an incomplete knowledge article.

Agentic workflows from within Google chat

Initiate and view agentic workflows from within Google chat.

Monitor sensitive topic invocations

Access the Gen AI Metrics [sys_generative_ai_metric] table to review the logged invocations of sensitive topics and gain insights into how these topics are being triggered and monitored.

Long term stable models

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

You can now have multiple Now Assist context menu configurations on the same record form and field. You just have to create the required configuration and add to the form or field.

Using the Now Assist Context Menu open prompt inline and pop-over variant you can quickly produce high-quality, accurate, and lucid knowledge articles, saving time and improving support in Knowledge Management.

Zurich Patch 2

Now Assist Readiness Evaluation

Use the Now Assist Readiness Evaluation app to help you evaluate your organization's readiness to implement agentic and generative AI Now Assist capabilities.

Assessments for agentic AI include:

- IT Service Management (ITSM)
- Customer Service Management (CSM)

Assessments for generative AI include:

- AI Search
- Virtual Agent (VA)
- IT Service Management (ITSM)
- Customer Service Management (CSM)
- HR Service Delivery (HRSD)

The results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case.

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Zurich Patch 1

for SPM

Implement the open prompt capability to enhance your ability to add additional context and generate accurate content with Now Assist context menu.

This feature enables interactive conversations with both supported ServiceNow® generative AI skills and custom-built skills.

Configure skills with custom prompts for knowledge article templates

As an admin, clone the KB generation skill and update prompts for AI model providers. This feature helps the agent use custom templates and custom prompts to generate knowledge articles with Now Assist from single and multiple knowledge bases.

Choose and update your preferred LLM provider at the instance, skill, or skill group level for Now Assist base system skills.

Deactivate skills that aren't compatible with any of the LLM providers and access the audit history to view updates by the AI steward in AI Control Tower.

Manage the default and supported languages by the different LLM providers under Multilingual service for translation.

Access citations to the articles referenced from the Knowledge Base. Explore references and insert the generated reply to your email.

Use the enhanced Now Assist panel for an intuitive and personalized experience. The updated Now Assist panel can be resized and moved anywhere on the ServiceNow AI Platform.

Now Assist Guardian supports third-party LLMs

Extend guardrail support to third-party LLMs, such as Amazon Bedrock, Google Cloud Vertex AI Studio, Google AI Studio, and Azure OpenAI, to verify that any inappropriate content is logged and blocked during content generation.

Increase the maximum response token limit for custom skills

Increase the maximum response token limit for a Now Assist custom skill beyond the default value of 1000. This ability supports dynamic pricing based on output tokens and calculates the price for each skill executed per assist.

UI changes

Explore the **Manage integrations** option within **Manage model providers** tab now.

Update the model provider version at the instance or the skill level form **Manage model versions** within **Manage AI models** option under Now Assist **Settings** tab.

Updates made to labels.

On the Agentic AI - Assessments tab,**Issues** are now renamed **findings**.

Updated the name of status buttons.

Go button on Now Assist Assessment Home page is now renamed to **Ready**.

Updates made to legend labels.

The **No Blockers** label is now renamed **Informational**. The **Blockers found** label is now renamed **Required**. The **Review for blockers** label is now renamed **Recommended**.

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Zurich Patch 4

The **Analytics** tab is now renamed to **Performance**.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

You can now view the **Helpful resources** and **Frequently asked questions (FAQ)** tabs on the list view of the Now Assist skills page.

The email response creation skill helps you choose the most appropriate template based on your context. Additionally, it identifies the potential errors when a response isn't generated as intended.

Agentic conversations in Virtual Agent

Halt an agentic conversation mid-query by hovering over the send icon and selecting the interrupt flow icon when the icon changes.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Using Now Assist Readiness Evaluation

- View the updated legend that now includes None-XXL estimated remediation efforts along with assessment icon explanations.
- Understand estimated remediation efforts more clearly now that blocker areas are included in the estimated remediation efforts and non-blocker observations are not included in estimated remediation efforts.
- Select any widget on the Agentic AI - Assessment dashboard and Now Assist assessment dashboard tabs to open that widget's data table in a separate tab.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Zurich Patch 1

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Enable translation settings is now a multilingual service in the Now Assist Admin console.

Deprecations

- In Patch 5, the **Select Use Case** drop-down menu was removed from the Agentic AI - ITSM tab.

Activation information

Zurich Patch 4

Now Assist skills

Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available:

-
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
-
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)

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- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

Additional requirements

The Next Experience UI Framework must be enabled before you can use the Now Assist panel.

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Internet Explorer.

Accessibility information

Zurich Patch 4

Voice Input in Now Assist

Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature, Voice Input, gives users a voice-to-text input option to access the Now Assist skills in the panel in any supported language. Voice Input helps users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents.

Once enabled, Voice Input can be changed using the individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information.

Localization information

Now Assist supports Dynamic Translation for Zurich.

Related ServiceNow applications and features

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

Document Intelligence

The ServiceNow®Document Intelligence (DocIntel) application is an artificial intelligence (AI) solution that enables any organization to automate and accelerate the process of extracting data from documents. That data can easily be integrated into larger automation workflows to save time and resources.

Dynamic Translation

The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or chat window for a seamless localization experience.

The ServiceNow® Generative AI Controller helps you integrate third-party LLMs with your workflows.

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Knowledge Management

The ServiceNow® Knowledge Management application enables the sharing of information in Knowledge Base. A Knowledge Base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

Knowledge Center

The ServiceNow® Knowledge Center plugin helps you manage your knowledge articles from a single interface consisting of dashboards that provide metrics of articles and facilitate swift actions.

Now Assist in Virtual Agent

Use generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses LLMs to create a natural-language, conversational experience that can improve the success of your self-service workflows.

IT Service Management release notes

IT Service Management has new and updated features in the Zurich release.

Change Management release notes

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services. Change Management was enhanced and updated in the Zurich release.

Change Management highlights for the Zurich release

- Review and authorize change requests and review recently implemented changes in the Change Advisory Board Workbench in the Service Operations Workspace (SOW).
- Track conflict detection using the Change - Conflict Detection flow and the Change Management Worker table instead of Progress Workers.
- Limit the number of conflict records for each conflict type through the *change.conflict.max_count* system property.
- Coral is the new default theme for Next Experience and Core UI, offering a more modern experience.

See Change Management for more information.

Important information for upgrading Change Management to Zurich

As part of the update to use Flow instead of Progress Workers for conflict detection, the Conflict Checker Progress UI Formatter record references a new UI macro, change_conflict_worker_progress_gate. This macro checks the *change.conflict.useprogressworker* system property to determine the conflict detection mechanism and then displays the corresponding UI macro to work with either Progress Workers or the Change Management Worker table. For more information, see Conflict detection.

New in the Zurich release

Control opening of CAB meetings

Control the opening of a CAB meeting from the CAB Meeting calendar in the CAB Meeting workbench in Service Operations Workspace or in the Core UI through the *sn_change_cab.com.snc.change_management.cab.use_sow_meeting* system property. For more information, see Change Management properties.

Track conflict detection

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Track the progress of conflict detection using the Change - Conflict Detection flow (that runs as a system user) and the Change Management Worker table instead of Progress Workers. You can choose between the Flow and Progress Worker options by updating the *change.conflict.useprogressworker* system property.

A new UI formatter *change_conflict_worker_progress_gate.xml* has been introduced to the change request form to replace the existing *change_request_conflict_progress.xml* . This update supports the *change.conflict.useprogressworker* system property when you upgrade to Zurich. The new formatter displays the same Conflict tab but selects the macro version to render the form according to the value of the new system property.

Define the maximum records for conflict detection

Limit the maximum number of conflict records that can be generated for each conflict type when conflict detection runs through the *change.conflict.max_count* system property; create this system property if it is not already present.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Propose a standard change template in Service Operations Workspace

As a user with the itil role, you can create a standard change template proposal in Service Operations Workspace.

Activation information

Change Management is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Continual Improvement Management release notes

The ServiceNow® Continual Improvement Management application enables organizations to plan and implement service, process, and function improvements proactively. Continual Improvement Management was enhanced and updated in the Zurich release.

Continual Improvement Management highlights for the Zurich release

- Plan, implement, and monitor improvement initiatives created from different ServiceNow® product workflows including IT Service Management, Customer Service Management, and HR Service Delivery without any ITIL role-related restrictions.
- Measure the success of improvement initiatives and the value achieved to identify more opportunities for continuous improvement.

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See Continual Improvement Management for more information.

New in the Zurich release

CIM roles

Implement and monitor improvement initiatives as a Continual Improvement Management (CIM) coordinator or manager without any ITIL role-related restrictions.

Applications integrated with Continual Improvement Management

As a CIM manager or coordinator, create change records from CIM tasks. If you have not been assigned the required ITIL or change_write roles, contact your system administrator.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

The Continual Improvement Management (com.sn_cim) plugin is available with ITSM Professional, CSM Professional, and HR Service Delivery Professional subscriptions only. Contact your ServiceNow account manager to purchase a subscription and activate the plugin. You can also install the CIM plugin from ServiceNow Application Manager after purchasing a subscription.

Localization information

Localization is applicable to CIM in all languages supported by the ServiceNow AI Platform.

Related ServiceNow applications and features

Create improvement initiatives from the following applications, and use CIM to monitor progress and measure the success of these improvements:

-
- Change Management

  You can also change records from CIM tasks.

- Coaching

  You can also create coaching opportunities from CIM tasks.

- Configuration Management
- Customer Service Management
- Demand Management

  You can also create demand records from improvement initiative records. Implement and manage the demand by using Demand Management.

- Governance, Risk, and Compliance (GRC)

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- Incident Management
- Idea Portal
- Knowledge Management

  You can also create knowledge base article records from CIM tasks.

- Problem Management
- Project Management

  You can also create project records from improvement initiatives.

- Process Mining
- Survey Management
- Vendor Management Workspace

DevOps Change Velocity release notes

The ServiceNow® DevOps Change Velocity application improves visibility into your DevOps data in a single system, automates and accelerates change processes, and helps you gain insights to measure the performance of your DevOps environment. DevOps Change Velocity was enhanced and updated in the Zurich release.

DevOps Change Velocity highlights for the Zurich release

- Improve instance efficiency by skipping step-level pipeline processing.
- Improve load balancing and failover protection by selecting a MID Server cluster during tool connection.

See DevOps Change Velocity for more information.

Important: DevOps Change Velocity is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Import based evidence collection

Improve instance efficiency by skipping step-level pipeline processing for accelerated change management and evidence collection for GitHub Actions, Azure DevOps (ADO), GitLab and#Jenkins orchestration tools.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Support for MID Server cluster

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Improve load balancing and failover protection by selecting a MID Server cluster when connecting to a tool instance associated with a MID Server cluster. This configuration enables multiple MID Servers with relevant capabilities to be grouped.

Improved UX for DevOps Change health scans

Run health scans and analyze findings efficiently in the DevOps Change workspace with an intuitive and user-friendly interface.

Pipeline association for GitHub Actions

When onboarding GitHub Actions pipelines through the App onboarding catalog or the onboarding APIs, now only the selected pipelines are associated with the DevOps app. If no pipeline is selected, all pipelines within the specified repository are associated.

Tool connection check status

If a tool is marked as Disconnected because of a system-generated failure during an unsuccessful connection check, any subsequent successful check automatically updates the connection status to Connected. If you manually disconnect the tool, the tool status remains Disconnected even if there's a subsequent successful connection check.

New roles for vulnerability integration

- The sn_vul.app_sec_manager role is added to the DevOps Tool Owner [sn_devops.tool_owner] role when the DevOps Vulnerability Integrations plugin (sn_devops_vul_ints) is installed.
- The sn_vul_veracode.configure_integration role is added to the DevOps Tool Owner [sn_devops.tool_owner] role when the Vulnerability Response Integration with Veracode plugin (sn_vul_veracode) is installed.

Prod deploy commit logic for other step types

Update the *sn_devops.commit_rel_change_step_type* property to have other step types, like Test or Deploy, use the same commit logic as Prod Deploy.

Override start and end time of a change request

Set the#**sn_devops.change_request.auto_close_allow_override_start_time** and #**sn_devops.change_request.auto_close_allow_override_end_time** properties as false to consider the change request start and end time instead of the pipeline's when the#autoCloseChange#parameter is enabled in a pipeline.

Node version of DevOps extension

The node version of the ServiceNow DevOps#extension has been upgraded to version 20.x in Azure DevOps.

Enhanced pipeline governance in GitLab

View change request details like status, sys_id, priority in the GitLab console when a change request is created in GitLab using Docker image.

Health scan enhancements

- Identify outdated or prolonged discover and import requests using the DevOps -Stale or Long-Running Discover and Import Requests health check.
- Verify whether webhooks have been configured correctly for any tracked repository, pipeline, or plan in#GitHub,#GitLab,#Azure DevOps, and#Jenkins using the DevOps webhook configuration analysis health check.
- Identify OAuth app configuration issues for GitHub tools in the connected state using the DevOps webhook configuration analysis health check.

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- Verify if any scheduled job has been configured to run as an invalid or non-admin user.
- Navigate to the Findings list from the DevOps Change Workspace home page by selecting **View all findings** in the Health scan findings widget.

Enhanced JFrog integration with DevOps Change Velocity

Gather JFrog evidence seamlessly and create change records automatically using the improved JFrog integration with DevOps Change Velocity.

Bearer authentication in JFrog

Connect to JFrog using the secure bearer token authentication to comply with JFrog's updated security policies.

HTTP proxy for Docker

Connect to DevOps Change Velocity through HTTP proxy settings using environment variables in your Docker deployment for instances that run a proxy server.

Health scan enhancements

- Identify any callback processing issues in your instance.
- Identify any access control rule (ACL) that is incorrectly associated with a role in your instance.
- Verify whether all DevOps tables are present in your instance and confirm whether all metadata in sys_* tables is present.
- Verify whether all DevOps roles in your instance contain all expected roles, including inherited roles.

Auto close without Change Management - State Model [Legacy] plugin

Change requests can now be auto-closed without requiring you to install the Change Management - State Model [Legacy] plugin.

Activation information

Install DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Performance Analytics

The ServiceNow® Performance Analytics application is an in-platform process optimization solution to create management dashboards, report on Key Performance Indicators (KPIs) and metrics, and answer key business questions. The application helps improve quality and reduces the costs of service delivery.

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Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services.

Agile Development

The ServiceNow® Agile Development application helps you deliver software projects more efficiently by managing and tracking software development life cycles using an iterative, incremental, and flexible approach.

Risk Management

The ServiceNow® Governance, Risk, and Compliance Risk Management application helps you continuously monitor and identify high-impact risks, improve your risk-based decision-making, and reduce reaction time effectively. The application also provides structured workflows for the management of risk assessments, risk indicators, and risk issues.

Digital End-User Experience release notes

The ServiceNow® Digital End-User Experience (DEX) application is a cloud-based tool providing IT with comprehensive visibility and monitoring for user applications, networks, and devices. The DEX suite helps you resolve device and application issues proactively and provides easy access to self-service options. DEX was enhanced and updated in the Zurich release.

Digital End-User Experience highlights for the Zurich release

- Track and analyze call performance for a particular user in Microsoft Teams with DEX for Microsoft 365.
- View the consolidated alerts related to devices and applications in the Alerts section of the Device health page.
- View the new DEX landing page, which includes an updated Devices world map and an enhanced Impacted Devices card.
- View real-time data for alerts, change requests, and incidents that are impacting a device in the Device events section of the Device health page.
- Create a remedial action from a check definition, link an existing remedial action to a check definition, and execute a remedial action on multiple impacted devices for a DEX alert simultaneously.
- Manage device and application configurations and monitor key DEX components in the new DEX Administration workspace.
- Gain deeper visibility into performance with enhanced metrics analysis and non-persistent Virtual Desktop infrastructures (VDIs) monitoring, including device, application, and web page insights for faster troubleshooting.
- Use the Metrics analyzer to view metrics collected for a given device or application during a specific period.
- Monitor non-persistent VDIs with Digital End-User Experience (DEX) to track performance issues and troubleshoot efficiently.
- Gain insights into Zoom call quality and Zoom rooms performance across your organization with DEX for Zoom.
- Empower service desk agents to diagnose and resolve incidents on DEX monitored devices quickly and efficiently by using the#DEX issue diagnosis and resolution agentic AI workflow.
- Enable service desk agents to diagnose and resolve issues on DEX monitored devices directly from the Investigation tab in incident records within the Service Operations Workspace.

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See Digital End-User Experience for more information.

Important: Digital End-User Experience is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Digital End-User Experience to Zurich

For details on DEX data migration, refer to the DEX data migration to allocated, last logged in user, last logged in location column of Dex device table [KB2144029] and DEX data migration to CI type column of Alert Metadatas table [KB2141007] articles in the Now Support Knowledge Base.

New in the Zurich release

View collected metrics with Metrics analyzer

Using the DEX Metrics analyzer, explore and analyze various metrics for Configuration Items (CIs) through selecting metrics by application, device, location, and OS.

Monitoring non-persistent VDIs

Set up monitoring of non-persistent VDIs to identify performance issues and to troubleshoot.

Set up page-level monitoring

Monitor a Web application performance at a specific page level and view the collected metrics in the Metrics analyzer.

Assign ITIL-related roles to DEX users

Exercise tighter control over the role management system and role delegation. Control who has access to Express list, Alerts, and Incident records after the ITIL-related roles have been removed from the dex_user or dex_engineer roles.

Monitor Microsoft Teams call quality

View detailed metrics for the Microsoft Teams calls of a particular user, including call quality, network metrics, and session data, with DEX for Microsoft 365.

Create a remedial action

Access the Create Remedial Action page from the DEX Administration workspace. DEX admins can create a remedial action or link to an existing remedial action to a check definition. To enhance the end-user experience, you can also run the remedial action on multiple impacted devices at once.

Device health page

View real-time data from the past 24 hours for alerts, change requests, and incidents impacting a device in the Device events Timeline chart on the Device health page.

DEX issue diagnosis and resolution agentic workflow

Service desk agents can use the DEX diagnosis and resolution agentic AI workflow to resolve issues on DEX monitored devices through a structured process that includes diagnosis of the cause, a resolution plan with actionable steps, and documenting the resolution in the incident record.

DEX issue diagnosis and resolution agentic workflow

Service desk agents can diagnose and resolve Zoom call quality issues using the DEX issue diagnosis and resolution agentic workflow, which integrates Zoom-specific diagnostics that correlate device, network, and application data.

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Incident investigation with DEX

Service desk agents can diagnose and resolve common issues on DEX monitored devices from the Investigation tab in incident records within the Service Operations Workspace. View the health status of the device and related metrics, review the suggested resolutions, and execute remedial actions or follow self-help instructions to resolve the incident. Monitor the status of actions after they're completed.

Customize themes for Desktop Assistant, Customize Desktop Assistant home page, and Create a hyperlink card in Desktop Assistant

DEX Desktop Assistant administrators can customize the theme for Desktop Assistant by modifying specific CSS variables. You can also customize the logo, add hyperlink cards, and map these cards to sections on the home page.

Monitor Zoom call quality using DEX

Admins can view detailed metrics for Zoom calls made by users assigned to this device or who logged in within the past 15 days. The metrics include call quality, network performances, and call details enabling faster troubleshooting and improved end-user experience visibility.

View Zoom room metrics

Using DEX for Zoom, admins can monitor Zoom Room performance across their organization, view issues in each room, and analyze root causes to promote consistent meeting experiences.

Added new remedial actions

The DEX base system includes the following new remedial actions:

- Add a registry key (Windows)
- Clear Google Chrome browsing data (macOS and Windows)
- Clear Recycle Bin (macOS and Windows)
- Configure device power scheme (macOS and Windows)
- Delete Network Drive (Windows)
- Delete a file (Windows)
- Elevate temporary admin access (macOS and Windows)
- Map Network Drive (Windows)
- Modify USB storage access: Execute (Windows)
- Modify USB storage access: Read (Windows)
- Modify USB storage access: Write (Windows)
- Modify a registry key value (Windows)
- Remediate Zscaler connectivity (macOS and Windows)
- Repair corrupt Outlook files (macOS and Windows)
- Reset Google Chrome browser settings (macOS and Windows)
- Restart Audio Services (Windows)
- Restart Microsoft OneDrive (macOS and Windows)
- Restart Microsoft Outlook (Windows)
- Updated the Clear application cache remedial action to enable selecting the Microsoft Teams application, helping improve Teams performance.

Enhanced metric rule experience

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DEX administrators can now manage all types of proactive rules (both metric and configuration-based) within a unified interface, streamlining rule management across the DEX system.

AI-powered root cause analysis for Zoom call quality issues

Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant knowledge articles to help resolve the issue efficiently.

Get AI driven insights for boot time performance

Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-help instructions, and knowledge articles to resolve boot performance problems quickly.

View GPU device metric details

Monitor GPU and VRAM (Video Random Access Memory) usage on the Device page to assess graphics performance and identify bottlenecks. GPU usage shows the percentage of graphics processing capacity in use, while VRAM usage highlights memory consumption for graphics intensive workloads. These metrics help detect rendering issues, memory intensive applications, and performance degradation enabling faster investigation and resolution of GPU related device problems.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Enhancements to the web and installed apps monitoring setup

Map a DEX application to an existing service in the Service [cmdb_service_offering] or Service Instance [cmdb_service_auto] tables.

Administration cards

Manage the DEX device and application configurations efficiently with the new DEX Administration workspace.

Track experience scores of an individual application and Track experience scores of an individual device group

The Suboptimal devices column has been updated in the following pages:

- Application health metrics section of the application experience overview page.
- Device health metrics section of the device group page.

The column now displays links to device lists that have average or poor metric scores, replacing the previous device count.

Changed in this release

Use DEX Desktop Assistant

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By default, the Desktop Assistant home page now has two sections: My resources and Quick links. My resources includes Device health check and Network test cards, while Quick links includes Employee Center and Outages cards.

Modified Devices page

- The device view is now optimized and segregated into two tabs based on the user persona. The **All devices** tab is for DEX operators, and the **Devices by ACC status** tab is for DEX operators and DEX admins.
- The application performance tab in the Device page has been enhanced. Filter performance for installed apps and web apps by date and time, and view the performance metrics for the last seven days.
- Access the performance page to view the performance and details of both installed and web applications.
- Filter the active devices to view only the devices that were active in the last five minutes.

Updated landing page

The world map in the **Devices** section on the DEX landing page now shows the devices list instead of users list. The Impacted Devices card now shows the count of impacted users based on the alerts of both the devices and the applications running on that device.

Updated users link reference

The user link now redirects to Users page in Service Operations Workspace.

Changed device alerts

View alerts for both your device and its applications in the Alerts section of the Devices page.

Removed in this release

- Removed the **Impacted users** and **Active users** cards from the landing page.
- Removed the **Users** page.
- Removed the **Users list** page.
- Removed the **Users** and **Devices** filters from the **Devices** page.

Activation information

Install Digital End-User Experience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Enable the DEX browser extension to monitor web applications for various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension.

Localization information

Localization is applicable to DEX in all languages supported by the ServiceNow AI Platform.

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Related ServiceNow applications and features

Operational Sustainability Management (formerly Environmental, Social, and Governance)

Use the DEX integration with the Operational Sustainability Management to assess your organization's Green IT maturity, with actionable insights and the ability to identify improvement areas and help reduce unnecessary energy consumption and costs. Pinpoint energy waste across devices, hardware, and IT infrastructure, as well as track the carbon footprint of CO_2 emissions. You can see real-time energy consumption metrics on the ESG dashboard.

DEX for Service Desk agents

As a Service Desk agent, view device metrics from within the platform by navigating to the DEX Device health page. You can access the page from the Core UI incident experience or from the **Investigate** tab Service Operations Workspace (SOW).

Now Assist for IT Service Management (ITSM)

From Desktop Assistant, use generative AI to enhance your productivity and efficiency through conversation and proactive experiences.

ITSM Virtual Agent

The ServiceNow Virtual Agent application enables you to scale your IT organization, where technicians can address more challenging IT-related user requests and incidents.

ITSM Success Dashboard

The ServiceNow ITSM Success Dashboard enables the leadership team and process owners to gain insights into the performance of their ServiceNow IT Service Management (ITSM) implementation using the KPIs defined in the ServiceNow AI Platform®.

Digital Portfolio Management (DPM) release notes

The ServiceNow® Digital Portfolio Management (DPM) enables you to view and manage the full life cycle of your services and applications. DPM was enhanced and updated in the Zurich release.

Digital Portfolio Management (DPM) highlights for the Zurich release

- Configurable Info tab allows customers to configure the Info tab of the solutions pages, similarly to how they can configure the Plan, Build, and Run tabs.
  - This includes showing or hiding sections of the tab.
- DPM users with the dpm_admin role can now create and edit portfolios directly within DPM, and three portfolio templates are included ("EDUCAUSE", "IT Service Portfolio", and "Sample Organization Structure").
- DPM users can now send an email to any users with the dpm_manager role that includes the first key performance indicator (KPI) group data and a link back to the solution they're sending an email from.
  - This feature is off by default and can be activated in the DPM Admin Center under a new 'Email properties' section.
- DPM admins can turn on a scheduled job that will automatically send the top KPI group data in an email to the solution owners.

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- The schedule is configurable and will only send KPI data for the 'top level objects' that a user owns. For example, if they own a taxonomy node, it won't send data on sub nodes or services.
- DPM users can now view more than one KPI group in the Enterprise Portfolio preview.

- DPM users with the dpm_admin role can use the Active flag to hide or show the portfolio and taxonomy node branches in the Enterprise Portfolio Module.
  - DPM admins can set an enterprise portfolio's **Status** to Active or Inactive.
  - DPM managers will only see enterprise portfolios that are active.

See Digital Portfolio Management for more information.

Important: Digital Portfolio Management (DPM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Configure the Info tab in the DPM Admin Center

Show or hide various sections of the **Info** tab for your solutions in DPM.

Create enterprise service portfolios using a template

Create enterprise portfolios from scratch or by using a template. Enterprise portfolios are structured in a nesting tree format to facilitate navigation of service-related items and taxonomy nodes. Similar to personal portfolios, you can see key metrics to assess the portfolio performance.

Configure scheduled email reports in DPM Admin Center

Send periodic emails of KPI metrics to the DPM solution owners. This feature is off by default and can be activated in the DPM Admin Center under a new 'Email properties' section.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Enhancements to the Web and installed apps monitoring setup

The process of adding an application for monitoring has been updated to enable you to choose any service from the cmdb_ci_service table or its child tables. The application type filed was added to the monitored applications list.

Activation information

Install Digital Portfolio Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

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The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Service Portfolio Management

Use the ServiceNow® Service Portfolio Management application to set up and manage your services and offerings, and then organize them in portfolios. In the Digital Portfolio Management application, you can view the health and status of those portfolios and track them in one centralized location.

Performance Analytics

Use ServiceNow® Performance Analytics to create reports on key performance indicators (KPIs) to monitor and analyze metrics.

Digital Portfolio Management related applications and data sources

Other related ServiceNow applications bring in data from your services, service offerings, business applications, and application services for you to view all of them in your unified workspace view. All the related applications are optional and aren't required to use Digital Portfolio Management. This topic also offers links to Knowledge Base articles with more data source information.

Service Builder

As you view service information in Digital Portfolio Management, you can create and edit services and service offerings with quick access to the ServiceNow® Service Builder application.

Important: If you use Service Builder and plan to upgrade to the current version of DPM, you must also upgrade to the current version of Service Builder at the same time.

Incident Management release notes

The ServiceNow® Incident Management application facilitates you to restore normal service operations while minimizing the impact to business operations and maintaining quality. Incident Management was enhanced and updated in the Zurich release.

Incident Management highlights for the Zurich release

- Help prevent changes to closed incident tasks to promote data integrity and to maintain a clear audit.
- Manage and resolve incidents effectively with the incident and problem workflow enhancements.
- Coral is the new default theme for Next Experience and Core UI, offering a more user-friendly experience.

See Incident Management for more information.

UI changes

Coral theme

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Changed in this release

Incident task record behavior changes

When an incident task is closed, you can no longer edit the field values in the incident task form. Disabling the fields helps prevent any further updates or modifications to closed incident tasks, reducing audit risks.

Incident and problem workflow changes

When a problem record is linked to an incident or multiple incidents, the incident and problem workflow has the following enhancements:

- When a fix or workaround is shared from the problem record, an event is added in the activity stream of the incident record as work notes. The event includes a brief description of the provided fix or workaround and a link to the problem record.
- When a Known Error (KE) article is linked to the problem record, an event is added in the activity stream of the incident record as work notes. The event includes the links to the problem record and the KE article.

Activation information

Incident Management is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Now Assist for IT Service Management (ITSM) release notes

The ServiceNow® Now Assist for IT Service Management (ITSM) application brings generative AI to IT Service Management. Now Assist for IT Service Management (ITSM) was enhanced and updated in the Zurich release.

Now Assist for IT Service Management (ITSM) highlights for the Zurich release

Zurich Patch 7

- Submit a catalog item for an account unlock using the voice AI agent.
- Generate automatic responses for requests and requested items.
- Use the ITSM Conversational Analytics dashboard that provides usage adoption performance metrics in Now Assist in Virtual Agent.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Add self-service and deflection to your phone channel with Voice AI agents.
- Edit the incident summarization skill prompts and inputs within the Now Assist Skill Kit (NASK).
- Use the Now Assist context menu to create AI-powered generative text.

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- Use agentic workflows in Change Management to quickly link configuration items (CIs) to a change request, intuitively create change requests, and easily associate outages with a change request.
- Empower service desk agents to diagnose and resolve incidents on DEX monitored devices quickly and efficiently by using the#DEX issue diagnosis and resolution agentic workflow.

Zurich Patch 1

- Use the Assess conflicts for a change request agentic workflow to run conflict detection for change requests and assess conflicts, identify affected CIs, and view the list of impacted services.
- Use the Schedule a change agentic workflow to schedule change requests by identifying the available schedule slots.
- Use the Explain SLA agentic workflow to understand the breakdown of task assignment and ownership for the SLA relevant to a specific incident, problem, case, or change request. Gain insight into the potential causes of a breach or delays.
- Use the Assess quality of a Change Request agentic workflow to assess the quality of a change request, analyze the information available in the fields, and generate suggestions to improve the information in the fields.
- Use the Wrap-up and resolve incident agentic workflow to resolve incidents, create, or attach Knowledge Base (KB) articles, update duplicate incident information, and attach Known Error (KE) articles to the incident record.

See Now Assist for IT Service Management (ITSM) for more information.

Important: Now Assist for IT Service Management (ITSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for IT Service Management (ITSM) to Zurich

When you upgrade to the Zurich Patch 4 release, any customizations you may have made to the Now Assist context menu (NACM) won't be preserved. For more information, see the Community article Upgrade information for the NACM support in Now Assist for ITSM.

New in the Zurich release

Zurich Patch 7

Creating a catalog item for unlocking accounts using the voice AI agent

Use the demo Submit account unlock catalog with the voice AI agent to create a catalog item to unlock the specified account when a user calls the help desk.

Enhancements to Troubleshoot Outlook issue with voice AI agent

Email relevant troubleshooting articles and instructions to users when you troubleshoot Outlook issues for them.

ITSM Conversational analytics dashboard

Get insights into virtual agent adoption, usage trends, and track metrics in Now Assist in Virtual Agent.

Generate a response to request activity

Automatically generate a response in record activity streams using the activity response generation skills for requests and requested items.

DEX issue diagnosis and resolution agentic workflow

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Service desk agents can diagnose and resolve Zoom call quality issues using the DEX issue diagnosis and resolution agentic workflow, which integrates Zoom-specific diagnostics that correlate device, network, and application data.

AI-powered root cause analysis for Zoom call quality issues

Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant Knowledge articles to help resolve the issue efficiently.

Get AI driven insights for boot time performance

Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-help instructions, and Knowledge articles to resolve boot performance problems quickly.

Zurich Patch 4

Adding self-service and deflection to phone channels using Voice AI agents

Enhance employee productivity with Voice AI agents by adding self-service and deflection to their phone channel.

Getting password reset instructions using an AI agent

The **DEMO Password reset agent** is a demo AI agent that provides requesters with password reset instructions for the account that they need help with.

Editing the incident summarization skill prompts and inputs using the Now Assist Skill Kit

You can edit the prompts and inputs for the incident summarization skill within the Now Assist Skill Kit (NASK) and test the updates you've made.

Expanding attachment summarization capabilities to include additional document formats and language

You can now summarize, analyze, and extract data from attachments in additional formats and languages.

Creating a knowledge article in any incident state

Create knowledge articles from any incident state by configuring a system property for the required states.

Edit a knowledge article when one article is attached to an incident

You can edit a knowledge article if your administrator has enabled the system property to display the **Edit knowledge** button and if you have only one article attached to the incident.

Enhancing the efficiency of the Investigate and resolve ITSM incidents agentic workflow

For better efficiency, the ITSM incident resolution investigation AI agent and Find catalog item AI agent have been combined into one agent. This agent is called the ITSM incident resolution plan investigation AI agent.

Enhancing the efficiency of the Triage and categorize ITSM incidents agentic workflow

For better efficiency, the Link major incident AI agent and the Link incident to problem AI agent have been combined into one agent. This agent is called the Link major incident or problem AI agent.

Enhancing the efficiency of the Generate change request plans agentic workflow

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For better efficiency, the existing six agents in the change request plans agentic workflow have been combined into one agent. This agent is called the Change request plans AI agent.

Display the risk factors sources that contribute to the calculation of a change risk explanation

When a change risk is calculated, Now Assist for ITSM provides the list of the change requests that were used to identify the potential risks for the change risk explanation so that you can understand which risk factors contributed to the calculated risk.

Generating resolution notes using the Now Assist context menu

As an admin, you can view and configure the Now Assist context menu (NACM) to generate resolution notes using the **Resolution notes generation** skill.

Generating an activity response using the Now Assist context menu

As an admin, you can view and configure the Now Assist context menu (NACM) for an activity response using the **Incident activity response generation** skill.

Selecting the desired knowledge base and template for creating knowledge articles using the new interface

With this new interface, you can select the desired knowledge base and the template to create the article in Service Operations Workspace or Core UI.

Masking roles for controlled access to agentic workflows, AI agents, and skills

Mask roles to restrict access to agentic workflows, AI Agents, and skills, ensuring that users receive only the necessary permissions.

Suggest configuration items for a change request agentic workflow

Find and link applicable configuration items (CIs) to a change request from the Now Assist panel in a conversational and intuitive way using the Suggest configuration items for a change request agentic workflow.

Create outages for a change request agentic workflow

Associate outages with a change request in a conversational and intuitive way from the Now Assist panel using the Create outages for a change request agentic workflow.

Create standard change request agentic workflow

Create a standard, normal, or emergency change request in a conversational and intuitive way from the Now Assist panel using the Create standard change request agentic workflow.

Create standard change template proposal agentic workflow

Create a change template proposal record based on similar change requests in a conversational and intuitive way from the Now Assist panel using the Create standard change template proposal agentic workflow.

DEX issue diagnosis and resolution agentic workflow

Diagnose and resolve issues on DEX monitored devices through a structured process that includes diagnosis of the cause, a resolution plan with actionable steps, and documenting the resolution in the incident record.

Generate comprehensive release notes for a release in Digital Product Release

Automatically generate structured release notes for a release using the Generate Release Notes skill. This AI-driven capability compiles enhancements, features, incidents, and change records into structured notes with an executive summary and scope of work sections, reducing manual effort and ensuring consistency. You

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can edit the AI-generated draft as needed, then publish and share via link or PDF download.

Zurich Patch 1

Classify service and CI AI agent

Automatically assign the related service, service offering, and configuration item (CI) to an incident using the Classify service and CI AI agent in the Triage and categorize ITSM incidents agentic workflow.

Wrap-up and resolve incident agentic workflow

Generate resolution notes including root cause and resolution steps to resolve an incident, create or attach Knowledge Base (KB) articles, update duplicate incident information to the incident record. Attach Known Error (KE) articles when the resolution code is a known error. The agentic workflow has the following AI Agents:

- Incident resolution details AI agent
- Incident knowledge article AI agent
- Incident known error article AI agent

IT Service Management AI agent collection assess conflicts for a change request agentic workflow

Autonomously identify conflict types and summarize the impacted schedules, CIs and services related to the change request using the Change conflict assessor AI agent.

IT Service Management AI agent collection assess quality of a change request agentic workflow

Assess the quality of a change request and generate suggestions to improve the quality as needed using the Change quality assessor AI agent.

IT Service Management AI agent collection explain SLA agentic workflow

View the detailed breakdown of the assignment and ownership relevant to the SLA for an incident, problem, case, or change request using the Explain SLA AI agent.

IT Service Management AI agent collection schedule a change agentic workflow

Find and schedule the optimum slots for change requests using the Schedule Change Request AI agent.

Setting the AI user as the Run as user in the Triage and categorize incidents agentic workflow

Create AI users for the identity type **AI agent** and assign roles to the AI user based on your needs. Run the agentic workflow as the AI user that determines the data access defined by the role.

Matching flow action access control roles with the agent roles for the Notify users with Twilio agentic workflow

When you update the agent role for the Notify users with Twilio agentic workflow, you must also update the corresponding access controls with those roles.

Matching flow action access control roles with the agent roles for the Manage Microsoft 365 group members agentic workflow

When you update the agent role for the Manage Microsoft 365 group members agentic workflow, you must also update the corresponding access controls with those roles.

Using the itil role to add or update work notes in the Now Assist panel

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To add or update work notes in the Now Assist panel, the logged-in user must have the itil role.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Zurich Patch 4Changing the password reset topic to an AI agent

The Virtual Agent **Password reset** topic has been changed to a Virtual Agent AI agent. The agent guides the users with instructions to reset passwords using KB articles in their self-service portal.

Changed in this release

Zurich Patch 7

Skills activated by default in Now Assist for ITSM

For new Now Assist for IT Service Management (ITSM) users, the following skills are activated by default:

- Resolution notes generation
- Knowledge generation
- Chat reply recommendation

Virtual agent topics available as demo data

The Virtual Agent topics listed in this table have been renamed and are now available as demo data.

Existing name	Updated name
Add Comment To Incident	(DEMO) Add Comment To Incident-LLM
Approve Sysapproval Approver	(DEMO) Approve Sysapproval Approver-LLM
Change Password	(DEMO) Change Password (Template) - LLM
Check IT Ticket Status	(DEMO) Check IT Ticket Status (Template)
Close Incident	(DEMO) Close Incident-LLM
Explain change risk	(DEMO) Explain change risk
Mark Incident Unresolved	(DEMO) Mark Incident Unresolved-LLM
Open IT Ticket	(DEMO) Open IT Ticket (Template)-LLM
Reject Sysapproval Approver	(DEMO) Reject Sysapproval Approver-LLM
Reset Password	(DEMO) Reset Password (Template) - LLM

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Existing name	Updated name
Resolve Incident	(DEMO) Resolve Incident-LLM
Unlock Account	(DEMO) Unlock Account (Template) - LLM
View And Add Comments	(DEMO) View And Add Comments-LLM

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Configuration item details for suggest configuration items for a change request workflow

Provide details such as class, location, and environment to find configuration items (CIs) relevant to a change request while using the suggest configuration items for a change request agentic workflow from the Now Assist panel.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Skills activated by default in Now Assist for ITSM

For new Now Assist for IT Service Management (ITSM) users, the following skills are activated by default:

- Incident summarization
- Change request summarization
- Chat summarization

Deprecations

The Escalate IT Ticket core ITSM Virtual Agent topic is being deprecated in this release. The topic is renamed to **(Deprecated) Escalate IT Ticket**. This capability will be available in the Platform Request Status AI agent in a future release.

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Activation information

Install Now Assist for IT Service Management (ITSM) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

On-Call Scheduling release notes

The ServiceNow® On-Call Scheduling application helps you verify that dedicated support team members are available to resolve issues when they occur. On-Call Scheduling was enhanced and updated in the Zurich release.

On-Call Scheduling highlights for the Zurich release

- Build on-call escalation notification configurable flows by using subflows that are available by default in new instances.
- Add new custom providers as channels for on-call escalation notifications.
- Configure the on-call notification message and response keywords to send the escalation notifications to the stakeholders.
- Send the on-call escalations notifications to all the stakeholders when any of the configured record fields are modified.
- Use Coral, which is the new default theme for Next Experience and Core UI.

See On-Call Scheduling for more information.

Important information for upgrading On-Call Scheduling to Zurich

Starting from the Zurich release, On-Call Scheduling uses subflows, not workflows. You must transition from workflows to subflows, because the workflows are considered as legacy workflows. For existing users in Zurich, your current workflows continue to be supported. However, for new users, the On-Call Scheduling plugin installations on Zurich and later instances only use subflows.

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Maintain, build, and modify your own custom on-call scheduling flows in Workflow Studio with subflows for new instances. The following subflows are available for configuration:

- On-Call: Assign
- On-Call: Assign and Notify
- On-Call: Assign by Acknowledgment
- On-Call: Assign by Acknowledgement per Rota
- On-Call: Assign by Acknowledgement Voice
- On-Call: Check Assignment Response
- On-Call: Conference Call Escalation
- On-Call: Escalations by Email
- On-Call: Escalation By Email per Rota
- On-Call: Time-off approval

New in the Zurich release

Add custom on-call notification channels

Increase the flexibility in communication by adding and configuring service providers as on-call notification channels. You must configure the communication channel by using the On-call communication channel configuration [on_call_comunication_channel_config] table. After you configure the channel, you can select the new channel. This feature is applicable only after the subflows are configured and used.

Customize the on-call notification message and keywords

Customize an on-call notification message and response keywords that are sent to the user and user groups as per your preferences. You can customize the message and keywords by using the On-call communication channel configuration [on_call_communication_channel_config] tables.

Send the on-call escalation notifications when the configured record fields are modified

Send the on-call escalation notifications when the configured record fields are modified. On-call trigger rules have the following enhancements:

- Configure the changes to fields as a triggering condition to run trigger rules. For example, changes to the **Priority** field for an incident can be configured as a trigger condition.
- Configure the group or team level trigger rules, or you can configure the global trigger rules that aren't associated with a user group.
- If the assignment group is auto-populated when an incident is created, you can still configure the on-call trigger rules to run and send the escalation notifications.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

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Changed in this release

Performance improvements in subflows for on-call notifications

The following performance enhancements are available for on-call notifications when subflows are used:

- On-call notifications are sent to multiple channels such as SMS or email simultaneously instead of sending it sequentially.
- When the *com.snc.on_call_rotation.new_trigger_engine* property is set to true, the on-call subflows are processed via the Flow runner queue. The on-call subflows that are marked as High priority are processed faster via a Flow runner queue especially when multiple events are triggered at the same time and are in the process queue.
- Reminder notifications are also sent to users when the instance is upgrading.

Enhanced on-call trigger rules to support subflows

The on-call trigger rules form is enhanced to trigger a subflow when the trigger rule is executed. You can enable and select a specific subflow for a trigger rule.

Activation information

On-Call Scheduling is available with activation of the ServiceNow AI Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries:

- FullCalendar library
- DHTMLX scheduler

Note: The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Notify

In addition to emails, you can send on-call escalation notifications as SMS alerts and voice calls. Engage on-call escalation in ServiceNow® Notify conference calls.

ITSM Mobile Agent

Access the upcoming shifts and time-off requests of team members in the ServiceNow® ITSM Mobile Agent app. Send On-Call Scheduling escalation notifications as mobile push notifications.

Service Operations Workspace for ITSM

Identify available On-Call Scheduling members of a support group who can be contacted to resolve an issue in ServiceNow® Service Operations Workspace.

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Request Management release notes

The ServiceNow® Request Management application enables catalog items to be requested and fulfilled based on defined flows. Request Management was enhanced and updated in the Zurich release.

Request Management highlights for the Zurich release

Coral is the new default theme for Next Experience and Core UI, offering a more modern experience.

See Request Management for more information.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Request Management is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Service Level Management release notes

The ServiceNow® Service Level Management application helps to gather service requirements, and monitor and report the quality and speed of the services provided. Service Level Management was enhanced and updated in the Zurich release.

Service Level Management highlights for the Zurich release

- Coral is the new default theme for Next Experience and Core UI, offering a more modern experience.
- SLA Timer Configuration supports target-based First to Breach SLA and advance condition-based First to Breach SLA.

See Service Level Management for more information.

New in the Zurich release

Configure the SLA timer for the First to breach source

Keep up with your service level expectations on incidents by configuring a First to Breach SLA timer for target-based and advanced condition-based SLAs. These configurations help you stay on top of breaches and response times.

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UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Service Level Management is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Service Operations Workspace for ITSM release notes

The ServiceNow® Service Operations Workspace application is a configurable workspace that provides a unified agent experience for multiple IT Service Management and IT Operations Management capabilities. Service Operations Workspace for IT Service Management was enhanced and updated in the Zurich release.

Service Operations Workspace highlights for the Zurich release

- Propose a standard change template from a change record in Service Operations Workspace (SOW).
- Experience enhanced meeting and pagination controls in the Change Advisory board (CAB) workbench.
- Configure the Microsoft Teams integration with Notify in SOW Admin Center.
- Use visual indicators like colors and icons on chat session tabs to notify agents about unread messages to maintain the Service Level Agreement (SLA) for the chats in SOW.
- Optimize your viewing experience by resizing the modals in SOW.
- Find similar incidents and add them as child incidents to a major incident record.
- Support subflows in the On-Call trigger rule configurations.
- Configure the alerts and notifications in SOW to automatically dismiss within the specified time.
- View the dependency map for reference fields in a separate tab within the workspace.
- Starting in version 8.2, you can do the following:
  - Analyze the metrics for configuration items (CIs) in the Digital End-User Experience (DEX) and Service Observability (SO) UI dashboard view on the Investigate tab of an incident record.
  - Access and configure SOW from the Admin Center using granular feature admin roles.
  - View the recent task records to which the knowledge article is attached.
  - Manage user actions on the reference fields with the glide list action.
  - Perform DEX actions on a Configuration Item (CI) using the Action library from the contextual panel of the record page.

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- View the details of conflicts detected, and manually run conflict detection in the change request form.
- Configure monthly roster rotation for an on-call schedule.
- As an on-call shift administrator with the rota_admin role, access Teams, Schedules, and Home pages in SOW.

See Service Operations Workspace for ITSM for more information.

Important: Service Operations Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Service Operations Workspace to Zurich

Ensure that the following applications have compatible upgraded versions:

- Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)
- Service Operations Workspace ITOM Applications application (sn_sow_itom_cont)

For more information on compatible versions, see Version compatibility between Service Operations Workspace for ITSM and Service Operations Workspace ITOM.

New in the Zurich release

Configuring Notify in Service Operations Workspace

Configure Notify with Microsoft Teams SOW in Admin Center using the guided setup.

Visual indicators for unread messages

To help agents maintain the Service Level Agreement (SLA) for chats, visual indicators are available on chat session tabs in the SOW. These indicators include color codes, where tabs with unread messages are highlighted in different colors. Inactive tabs display a purple background color to indicate that a message has been received. Tab colors shift to yellow and then to red to highlight critical wait times. These enhancements aim to improve customer service by ensuring quick response time, increase productivity by helping agents manage multiple chats more effectively, and reduce stress by providing clear visual cues, ultimately leading to better SLA compliance and higher service quality.

Resize modal in Service Operations Workspace

Optimize your viewing experience by resizing the following modals in SOW:

- Copy incident
- Report knowledge gap
- Reopen incident

Add similar incidents to major incident record

Find multiple similar incidents and add them as child incidents to a major incident or major incident candidate record from the child incident related list in the **Related records** tab of the major incident record. Similar incidents are retrieved based on the similarity solution definition that can be configured to train on various fields such as **Short description** and **Description**. Adding the similar incidents as child incidents to the major incident record ensures avoiding the creation of multiple major incident records for the same issue.

On-Call Scheduling enhancements in Service Operations Workspace

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On-call scheduling in SOW has the following enhancements:

- The On-call trigger rule page is enhanced to support and select subflows.
- The On-call trigger rule page is enhanced for supporting re-triggering escalations on configured fields such as Priority. Re-triggering is enabled whenever the value in the configured field changes.
- Configure custom providers as channels for on-call escalation notifications.
- Send the on-call escalations notifications to all stakeholders when any of the record fields configured using the on-call trigger rules are modified.

Auto-dismiss the alerts and notification in Service Operations Workspace

Configure the alerts and notifications in SOW to automatically dismiss within the specified time. Auto-dismissal of the alert notification reduces the user effort in manually dismissing the notification. By default, the base system has the following settings:

- Auto-dismiss is turned on for alert notification of type info, positive (success) and low and has the timeout value of three seconds.
- Auto-dismiss is turned off for alert notification of type critical, high, moderate, and warning.
- The time label is turned off and only a visual time indicator is displayed.
- The alert notification content is expanded.

DEX and SO view in the investigate tab

Based on the Configuration Item (CI) selected in the **Investigate** tab and the rules defined in the **Investigate CI Experience Rules** (*sn_sow_investigate_ci_ux_rule*) table, the Investigate tab displays the CI metrics in the UI experience dashboard view for the different CI classes:

- DEX view - Displayed for the cmdb_ci_computer CI class.
- SO view - Displayed for the cmdb_ci_service class.

You can select both the affected CIs including service and service offering and caller CIs.

SOW record page enhancements

The SOW record page has the following enhancements:

- Add a clickable URL to the Summary section on the **Overview** tab of an incident record, enhancing navigation and reference capabilities. The Overview page supports URL type of field in read-only mode.
- Perform various DEX actions on a CI using actions from the Action library in the contextual side panel of the SOW record page.
- Manage user actions on the reference fields of a SOW record page with the following glide list actions:
  - Add me - Add the logged in user to the field.
  - Remove me - Remove the logged in user from the field.
  - Add multiple users - Add multiple users to the field.
  - Add multiple records - Add multiple records to the field.

View recent tasks in a knowledge article record

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Configure the **Display recent task for knowledge article** (*glide.knowman.recent_task.display*) system property to view the recent task records to which the knowledge article is recently attached. You can select the task record link to open the task record in a new tab with the workspace view.

Introduction of Granular Admin roles in SOW

The following granular admin roles are introduced in SOW:

- sn_sow_admin.sn_sow_admin: Provides access to SOW Admin Center page for SOW configurations. Admins can use the role to configure SOW features and maintain organizational policies.
- sn_sow_inc_sn_incident_sow_admin: Provides access to SOW Admin Center pages for configurations related to Incident Management features.
- sn_sow_mim.sn_mim_sow_admin: Provides access to the SOW Admin Center pages for configurations related to Major Incident Management (MIM) features.
- sn_sow_on_call.sn_on_call_sow_admin: Provides access to the SOW Admin Center pages for On-Call Scheduling configurations.
- sn_sow_problem.sn_problem_sow_admin: Provides access to the SOW Admin Center pages for Problem Management configurations.

View conflicts in the change request form

The improved schedule and conflicts section added in the change request form displays the scheduling conflicts for a change request. If a scheduling conflict exists, conflict detection also provides details of any related blackout or maintenance schedules and other active change requests to determine the scheduling conflict. You can use the resulting information to review and modify the change request details to eliminate conflicts. You can also manually check and manage conflicts.

For more information on conflict detection, see Conflict detection.

Monthly roster rotation for an on-call schedule

Specify how the roster rotation should happen monthly for an on-call schedule. This option is available only for the 2024 schedule engine.

Interaction wrap up with modeless dialog in Service Operations Workspace

Provide agents with dedicated time after each call or chat to finalize the interaction details and wrap up their work before starting a new conversation.

UI changes

CAB workbench enhancements

- Configuration provided for risk-highlighted value is displayed in the agenda item card and CAB meeting details.
- Visual feedback is provided when agenda items are restored.

Changed in this release

Configure help and order of the remedial action parameters

Configure the **Help** and **Order** fields for the remedial action parameters on the Remedial action parameter [sn_reacf_remedial_action_parameter] table if you have the Remedial action admin[sn_reacf.sn_remedial_action_admin] user role.

List page enhancements in Service Operations Workspace

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The list page in SOW has the following enhancements:

- The related lists in the **Related records** tab of the SOW record pages, including those within the record pages as well such as Recent Incidents or Assigned Assets, are updated with the record list bundle. This update provides them with the same appearance, functionality, and user experience as the SOW list page.
- The related lists in the **Related records** tab of the SOW record pages, including the Multi Record Associator (MRA) list, as well as the related lists within the record pages such as Recent Incidents or Assigned Assets, now support the fuzzy count UX page property. You can configure a default value that is applicable to the list for all tables or a value for a specific table such as incident thereby improving the list page performance.

Dependency view changes for reference fields

Selecting the dependency view for the following fields in the incident, problem, change, and request records, opens a unified CMDB map in a new tab within the workspace view instead of a new browser tab:

- Configuration item
- Service
- Service offering

Propose a standard change template

As a user with the itil role, you can create a standard change template proposal from any change record in SOW.

Service Operations Workspace access for an on-call shift administrator

Starting in version 8.2, a user with the rota_admin role can access Teams, Schedules, and Home pages in SOW.

Activation information

Service Operations Workspace for ITSM is active by default and its default version is 8.0 in Zurich. When you upgrade from any previous release to Zurich from the ServiceNow Store, Service Operations Workspace for ITSM 8.0 is automatically installed.

Accessibility information

Reflow

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See for details.

Related ServiceNow applications and features

Change Management

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Control the life cycle of a change and implement the change with minimum disruption to IT services.

Incident Management

Enable users to identify IT issues and log incidents through the Incident Management system. Efficiently track, classify, and prioritize incidents to work effectively toward their resolution.

Interaction Management

Respond to an incoming chat, phone, walk-up, or messaging interaction quickly by using an interaction that provides a centralized location for all communication channels.

Notify

Provide support for SMS and voice channels on the platform to communicate with your team and customers.

On-Call Scheduling

Identify available on-call members of a support group who can be contacted to resolve an issue.

Password Reset

The ServiceNow® Password Reset application enforces strong and secure passwords by enabling end users to reset or change their passwords either by using the self-service process or by requesting the assistance of a service desk agent.

Predictive Intelligence

Use machine-learning algorithms to provide dynamic and contextual recommendations for resolving an incident.

Problem Management

Identify the root cause of recurring incidents or a major incident to help prevent them from happening again.

Recommended Actions for ITSM in Service Operations Workspace

Get field recommendations and guidance in the side panel for the incident form in Service Operations Workspace.

Request Management

Initiate a catalog request flow from a different IT Service Management flow, such as an incident flow, by using catalog requests.

Service Level Management

Access incident service level agreement (SLA) information on the Service Operations Workspace for ITSM landing page and incident record page.

Service Operations Workspace for ITOM

Configure your operator experience through a unified interface for multiple ServiceNow® IT Operations Management workflows.

Walk-up Experience

Manage walk-up interactions and queues effortlessly by using Service Operations Workspace for ITSM.

Service Portfolio Management release notes

The ServiceNow® Service Portfolio Management application enables you to plan, design, build, and implement your services, service offerings, and service portfolios. Service Portfolio Management was enhanced and updated in the Zurich release.

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Service Portfolio Management highlights for the Zurich release

- Edit your service portfolios to comply with the new Digital Operational Resilience Act (DORA) standards:
  - The Service portfolio record view includes the following key fields that are important for DORA compliance: **Managed by**, **Department**, and **Company** fields.
  - Select multiple contracts in the **Contracts** field.
- Delete the service portfolio or taxonomy node from the Digital Portfolio Management (DPM) scope.

See Service Portfolio Management for more information.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Enhancements to the Web and installed apps monitoring setup

The process of adding an application for monitoring has been updated to enable you to choose any service from the cmdb_ci_service table or its child tables. The application type filed was added to the monitored applications list.

Activation information

The Service Portfolio Management Core plugin [com.snc.service_portfolio_core] is available by default for IT Service Management licensed customers. For more information, see Activate Service Portfolio Management.

Related ServiceNow applications and features

Configuration Management

Service Portfolio Management — Core adds the Service Offering table [service_offering] to the CSDM.

Service Catalog

Service Portfolio Management integrates with the ServiceNow® Service Catalog at the service offering level of the application. You can choose services from an existing catalog as well as initiating service catalog additions.

Service Level Management

Service Level Agreement (SLA) commitment support functionality is added to Service Portfolio Management by integrating with ServiceNow® Service Level Management.

Service Builder

ServiceNow® Service Builder provides a guided walk-through to help service and portfolio owners create and edit services and service offerings.

Digital Portfolio Management

Add ServiceNow® Digital Portfolio Management (DPM) from the ServiceNow Store to view all your Service Portfolio Management data in one centralized place. If you transition to the standard service portfolio structure as described in Service

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Portfolio Management portfolios, then you can use key performance indicator (KPI) groups in DPM to report on services, nodes, and portfolio performance.

Walk-up Experience release notes

The ServiceNow® Walk-up Experience application enables you to create and manage an on-site support channel. Walk-up Experience was enhanced and updated in the Zurich release.

Walk-up Experience highlights for the Zurich release

Coral is the new default theme for Next Experience and Core UI, offering a more modern experience.

See Walk-up Experience for more information.

UI changes

Coral theme

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Activation information

Walk-up Experience is a ServiceNow AI Platform feature that is available with activation of the Walk-up Experience plugin (com.snc.walkup). For details, see Activate Walk-up Experience.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Manufacturing Commercial Operations release notes

The ServiceNow® Manufacturing Commercial Operations application enables manufacturers, agents, and Dealers (internal and channel partners) to connect and track services and manage recall and sales promotion campaigns. Manufacturing Commercial Operations is a new application in the Zurich release.

Manufacturing Commercial Operations highlights for the Zurich release

- Create recall campaigns and claims to manage recall campaigns and streamline collaboration with dealers to resolve claims.
- Create repair claims to streamline collaboration with dealers to submit and resolve claims for repairs performed under warranty.
- Create sales promotions and claims to manage sales promotion campaigns and to streamline collaboration with dealers to resolve claims.
- Create phases and sub phases in the recall campaign to enable the manager to launch it for selected assets, and notify the targeted dealers.

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- Submit pre-authorization requests to confirm whether certain parts, fees, or repairs are covered under a warranty or service contract.
- Create non-conformance (NC) and quality investigation (QI) cases to capture quality problems, coordinate investigations, and collaborate with stakeholders throughout resolution.

See Explore Manufacturing Commercial Operations for more information.

Important: Manufacturing Commercial Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Quality issue management

The MCO agents portal enables the manufacturers to identify, manage, and resolve product quality issues throughout the entire life cycle, from initial detection through remediation and closure.

Data model

The quality issue management data model facilitates the OEMs to understand the quality issue management tables and their functions.

Phases and Sub-phases

The MCO agents portal enables the manufacturers to create phases and sub-phases within a recall campaign and launch it for selected assets, and notify the targeted dealers.

Pre-authorization request

The dealer portal enables the dealer to initiate the pre-authorization request to confirm whether certain parts, labor fees, or repairs are covered under a warranty or service contract.

Recall campaign

The dealer portal enables the dealer to initiate reimbursement claim requests from the OEM for the work performed on the recalled products.

Repair claims

The dealer portal enables the dealer to raise a reimbursement claim request for the repair of an equipment or product that is under a warranty contract.

Sales promotion

The dealer portal enables the dealers to raise post sales promotion claims from the OEM depending on the claim case.

Dealer portal

The dealer portal helps the agent to manage the day-to-day business activities and monitor the real-time data insight.

Plugins installed with MCO

The new MCO plugin enables you to install the Manufacturing Commercial Operations and other dependent modules.

UI changes

Coral theme

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featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Manufacturing Commercial Operations by requesting it from the ServiceNow Store.

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspace doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Order management.

Optimize the lead-to-cash cycle with Order Management for Manufacturing Commercial Operations.

The following applications are supported for Manufacturing Commercial Operations:

- Product Catalog Management enables you to create and manage product catalogs for commercial and technical product offerings.
- Order management enables you to capture and fulfill product and service orders to create a seamless ordering experience for your customers.
- Pricing Management enables you to set the pricing for your products.

Customer Service Management

The Customer Service Management enables you to provide the service and support that your external customers need.

Field Service Management

The ServiceNow Field Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations.

Service Exchange

ServiceNow® Service Exchange connects multiple ServiceNow instances to provide seamless support and service experiences across the ecosystem, from enterprise customers to suppliers and system integrators. Service Exchange provides a frictionless experience that makes it easy to collaborate and process requests while giving users the convenience of working in their own ServiceNow instance

Strategic Portfolio Management

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Align work with strategy to deliver products and services in a way that supports your business goals and priorities. The ServiceNow Strategic Portfolio Management (SPM) application enables you to use digital transformation to drive customer value.

Now Assist for Manufacturing Commercial Operations (MCO) release notes

The ServiceNow® Now Assist for Manufacturing Commercial Operations (MCO) application brings platform AI capabilities to Manufacturing Commercial Operations. Now Assist for MCO is a new application in the Zurich release.

Now Assist for MCO highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Enable the Recall manager to create corrective actions and charges for the recall campaign using the create recall corrective actions AI agent.

See Now Assist for Manufacturing Commercial Operations for more information.

Important: Manufacturing Commercial Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Execute recall campaigns faster

Use the create recall corrective actions AI agent to extract the information available in the repair documents. The AI agent identifies and collects all relevant data contained within the repair documents and generates the corrective action and the corresponding charges.

The AI agent sets the asset applicability criteria to determine which corrective actions are applicable to that particular subset of the impacted asset.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Now Assist features are available with activation of Now Assist for MCO (com.sn.mfg.gen.ai) plugin. For more information, see .

Related ServiceNow applications and features

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Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Mobile Platform release notes

The ServiceNow® Mobile Platform application enables you to access your ServiceNow instance from anywhere. Mobile Platform was enhanced and updated in the Zurich release.

Mobile Platform highlights for the Zurich release

- Access Mobile App Builder and Mobile Card Builder inside ServiceNow Studio.
- Use enhanced capabilities within the input form screen.
- Engage with the improved error handling when working with uploads.
- Add customized client-side translations to extend language support on your mobile device.

See Mobile Platform for more information.

New in the Zurich release

Client-side localization

Use the Mobile Custom Localization app, available from mobile client version 20.6, to let mobile users view app content in any language. This feature improves platform consistency and accessibility for global users. The ServiceNow Store app provides a collection of mobile strings that automatically populates the instance with translatable content required for localization. Once these strings are translated into a custom language, the mobile app automatically retrieves and displays them within the app interface.

Improved error handing for uploads manager

Use the improved error handling in the upload manager to confirm that the necessary files are uploaded successfully. This feature is available in all areas of the ServiceNow mobile applications where you can upload attachments. This includes the following:

- Activity stream
- Input form screen with an attachment input type
- Input form screen with an attachment input action
- Functions of type attachment
- Cabrillo JS events within a web page

Option to save videos and photos locally when using ServiceNow mobile apps

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Enable users to save and retrieve pictures and videos taken with the camera on their ServiceNow mobile app, directly to their device. By default, these images are saved for 24 hours on the phone's local storage. You can set the storage time to be from 1 to 168 hours (1 week).

Additional descriptive element of type card for input form screens

Add cards created in the Mobile Card Builder as a descriptive element in input form screens. Descriptive elements offer more context to users, making it clearer as to what is required for certain inputs within an input form screen.

Page menu button added to input form screen

Display a page menu button for input form screens with more than two pages, showing users the current page that they are on, such as "Page 3 of 5." Tapping the button opens a page menu that lists all available pages and their level of completeness. This list helps users track their progress in completing an input form.

Complete an input form screen in a non-sequential order

Work on all pages of an input form screen, even if required fields are not completed. Users can use the next and previous buttons at all times, enabling them to complete the form in a non-sequential manner. In addition, users can use the page menu to work on any page of their choosing.

Error indicator for failed submissions in input form screen

View an information icon in the top menu bar in cases where a submitted input form contains at least one error. The icon remains accessible when working through all input form screen pages. Tapping the icon opens a page that lists the validation errors, enabling users to correct these errors and submit an error-free input form.

Slider option for adding numeric values in input form screen

Configure sliders as an additional method for users to add numeric values in an input form screen. Sliders offer the advantage of defining minimum, maximum, incremental, and default values.

New icons added that you can use in your mobile apps

Use new icons that have been added to the following font families in your mobile apps:

- Actions font icons
- Screen font icons
- Mobile card font icons
- Image icons

Mobile App Builder and Mobile Card Builder Studio integration

Develop and modify mobile applications and cards in ServiceNow Studio. Utilize all your necessary tools within a single, cohesive development environment.

Now Assist in Virtual Agent

The following features have been added to ServiceNow Now Assist in Virtual Agent:

- Upload documents and files with Doc QnA to have Now Assist generate summaries or answer questions about them.
- Search the internet from within Virtual Agent using web search mode.
- Capture and analyze data from a variety of visual sources such as images, emails, handwritten notes, websites, and applications using ServiceNow AI Lens.
- View shared files when using people citations.

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Now Assist Skill Kit integration

Create and use custom Now Assist skills in your mobile app using Now Assist Skill Kit.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Dark theme support for Mobile App Builder and Mobile Card Builder

Added theme selection to Mobile App Builder and Mobile Card Builder that enables you to switch between light and dark mode.

Mobile App Builder Live component previews

Added support for live component previews to the following:

- Legacy cards
- Analytics previews and chart screens
- Launcher screens
- Mobile web screens

Now Assist in Virtual Agent

The following UI changes have been made to Now Assist in Virtual Agent:

- Follow Now Assist workflow as your request is fulfilled in real-time with chat streaming responses.
- Abort the agentic workflow in Virtual Agent before it finishes processing using the **Stop** button.
- Open enhanced chat from synthesized responses on the search results page.
- Access even more types of citations within Virtual Agent responses such as tables, incidents, PDFs, and third-party connections such as Microsoft SharePoint and Google Drive.

Attachments in standard search results

View attachments such as PDFs, as well as external content from third-party integrations, as a part of your standard search results.

NextGen Search Results

Refine search results and quickly find the most relevant information with additional search result filters.

Voice-to-text

Enable voice-to-text in search and Now Assist in Virtual Agent by tapping the microphone icon.

Prominent Action Button

Access Now Assist or other global functions directly from your tab bar to quickly access it from any screen.

Richer people citations in Now Assist VA

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View a person's information in your company's org chart when searching for an employee in Now Assist in Virtual Agent.

ServiceNow Lens

Auto-fill mobile input forms and questionnaires with ServiceNow AI Lens instead of manually entering data.

Doc QnA

The following UI changes have been made to Doc QnA.

- Upload multiple files simultaneously.
- Preview files and attachments before sending them.
- Upload multiple files alongside text within a single turn in Virtual Agent.

Changed in this release

Enhanced native features in hybrid web screens

Enhanced native features in hybrid web screens that support functionality such as native search, quick actions, and customizable welcome messages within hybrid screen launcher or header tabs.

Enhanced chat push notifications

Tap enhanced chat push notifications to go directly to the associated chat.

Promoted actions and suggested topics

See how Virtual Agent can assist you with suggested actions and topics related to your request.

Activation information

Mobile Platform is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Now Assist and agentic AI release notes

Now Assist and agentic AI product enhancements and updates in the Zurich release.

Now Assist brings generative AI capabilities to the ServiceNow AI Platform. With Now Assist, you can improve the productivity and efficiency in your organization, deliver better self-service, recommend actions and provide answers, and empower your users to search more effectively.

Important: Some Now Assist skills, agents, and agentic workflows are turned on by default. For more information, see Now Assist skills, agents, and agentic workflows on by default.

Agentic Desktop release notes

The ServiceNow® Agentic Desktop application enables you to design, configure, and manage desktop actions to automate repetitive tasks. These desktop actions are executed by AI agents created in AI Agent Studio. Agentic Desktop is a new application in the Zurich release.

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Agentic Desktop highlights for the Zurich release

Zurich Patch 7

- Execution workspace now supports smart sizing with **Fit to window** and **Original resolution** options.
- Enable AI agents to securely access SSH parameters by setting up Parameter records in the ServiceNow instance.
- Test specific screens within desktop actions without running the entire flow.
- The recorder toolbar is now floating, making it easier to access application controls during recording.
- Improved Agentic Desktop installer experience for configurations that are essential for seamless execution of desktop actions.

Zurich Patch 4

- Desktop actions now run reliably on machines with different screen resolutions.

- Design desktop actions of type UI block (UI actions) by capturing user interactions, adding details, and activating them in Design workspace.
- Use default desktop actions of type non-UI block (non-UI actions) that include pre-built connectors to interact with various applications and system components.
- Add desktop actions as tools to AI agents in AI Agent Studio.
- Enable AI agents to interact with legacy systems, thick client applications, and business applications on Windows operating system to perform repetitive tasks.
- Monitor desktop actions being executed by AI agents in Execution workspace in the Desktop-in-Desktop session.

See Agentic Desktop for more information.

Agentic Desktop features

Zurich Patch 7

Smart sizing in the Execution workspace

Smart sizing is now supported in the Execution Workspace with **Fit to window** and **Original resolution** options. The **Original resolution** option allows you to access different areas of the captured screen more easily.

- **Fit to window**: Automatically scales the desktop session to fit within the Execution Workspace while keeping it fully visible and readable.
- **Original resolution**: Displays the desktop session at its original resolution. Scroll bars appear if the desktop session is larger than the Execution workspace.

Recorder enhancements

- The recorder toolbar is now floating, making it easier to access application controls during recording.
- The recorder now adds only one screen per unique window during recording by auto-merging and optimizing duplicate screens.
- You can capture maximum of 50 steps using the recorder in a recording session. While auto-capturing steps, a counter now displays the remaining number of steps you can record using the recorder (for example, “35 of 50 max”).

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Screen-level testing

- Quickly isolate and troubleshoot issues by testing a specific screen within desktop actions without running the entire flow.
- While working on a desktop action, the test values you enter are retained across test runs until you close the desktop action or reset the test values.

View list of existing desktop actions

- View list of all existing desktop actions in the Desktop Action module in the ServiceNow instance. View related lists that include Desktop Action application, AI Agents, and Desktop action executions for UI block, and AI Agents and Desktop action executions for non-UI block.

Improved Agentic Desktop installer experience

The installer now guides you through the following two configurations that are essential for seamless execution of desktop actions:

- Option to automatically add the current user to the Windows Remote User group
- Configuration that validates if required .NET Desktop Runtime is installed or not. If not installed, provides a link to download and install the same.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Support for different screen resolutions and scaling

Desktop actions now run reliably on machines with different screen resolutions and scaling. Screen resolution and scaling are consistent across all screens of a desktop actions during creation, saving, and publishing.

Zurich Patch 4

Design UI block desktop actions in Design workspace

Design, configure, and manage desktop actions in the Design workspace that enables:

- Auto-recording or manually capturing screens and defining UI interactions, such as clicking buttons, typing into text boxes, and selecting from drop-down menus.
- Adding details such as name, description, input and output parameters.
- Testing desktop actions before activating them.
- Publishing desktop actions to AI Agent Studio as tools for AI agents to execute.

Example: Filling out fields and submitting a form.

Use non-UI block desktop actions

Add default desktop actions of the type non-UI block as tools to AI agents in AI Agent Studio. The non-UI block actions include pre-built connectors that enable your agentic workflows to interact with various applications and system components. These connectors streamline automation by offering pre-built actions for common tasks, reducing the need for complex scripting.

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Each connector focuses on a specific application or system area, providing a collection of related actions. For example, the Microsoft Outlook connector offers actions for email management, while the File and Directory connector provides actions for file system operations.

The following connectors are supported:

- Microsoft Excel
- Microsoft Outlook
- Microsoft Word
- PDF
- PowerShell
- SQL
- SSH
- SystemAction

Example: Reading data from Microsoft Excel or emails from Microsoft Outlook.

Adding desktop actions to AI agents in AI Agent Studio

Seamless integration with AI Agent Studio has enabled effortless configuration of desktop actions to automate repetitive tasks on applications without APIs. AI agents can reason, plan, and execute desktop actions autonomously and semi-autonomously across legacy systems and desktop applications without complex setups.

Monitor desktop actions in Execution workspace

Trigger desktop actions from the Now Assist panel that are executed by AI agents in the Execution workspace. Interact with the automation when human input is required. These automations run in the background and listen for instructions dispatched from the ServiceNow instance. You can continue working on other desktop applications outside Execution workspace.

Leverage core desktop capabilities

Automate form filling, application clicks, and Windows OS file handling. Create workflows across legacy systems, thick client applications, and business applications on Windows operating system to perform repetitive tasks.

Activation information

Agentic Desktop is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Agentic Desktop, see Configure Agentic Desktop.

Additional requirements

To use the Agentic Desktop application, the software requirements are:

- Operating system: Microsoft Windows 11.
- .NET 9.0 runtime v9.0.10 or .NET 9 Desktop Runtime v9.0.10.
- No extended monitors are connected.

You must first install the supported Now Assist version of ServiceNow to be able to use the Now Assist AI agents. For more information, see Install Now Assist AI agents.

Enable the Next Experience UI Framework before you can use the Now Assist panel.

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Browser requirements

Now Assist AI agents supports various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents isn't supported in Internet Explorer.

Related ServiceNow applications and features

Now Assist AI agents

The ServiceNow® Now Assist AI agents are entities that mimic human-like intelligence by using large language models (LLMs). AI agents can perform tasks that range from simple automated responses to complex problem solving. By using AI agents, you can reduce the workloads of your live agents and help increase their productivity.

With the ServiceNow®Now Assist panel, you can get assistance from generative AI experiences to solve customer issues faster. Use this conversational interface to summarize a chat, case, or incident, get help, or generate resolution notes so that you can get the context of this information more quickly.

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

AI Control Tower release notes

The ServiceNow® AI Control Tower application provides a centralized workspace for AI stewards to manage and monitor AI within the enterprise. AI Control Tower was enhanced and updated in the Zurich release.

AI Control Tower highlights for the Zurich release

Zurich Patch 7

- Use new security metrics to monitor your LLM and AI agent output for security policy violations, PII, and other potential threats.
- Gain visibility into MCP server access by ServiceNow AI agents on the same instance.
- AI assets—Including AI models, AI systems, prompts, datasets, and MCP servers can be categorized as either managed or unmanaged. Managed assets benefit from AI Control Tower features such as governance, lifecycle management, value assessment, risk classification, security, and privacy. Unmanaged assets, on the other hand, don't have access to these AI Control Tower capabilities.
- AI connections are introduced in AI Control Tower using Service Graph Connectors. AI connections are a combination of hyperscalars, AI apps, and agentic AI frameworks. The AI Service Graph Connectors available from March 2026:
  - AWS
  - Microsoft- Azure Foundry and Copilot
  - Google Cloud Platform (GCP) Vertex AI
  - n8n
  - LangGraph
  - Salesforce

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- Manage the end-to-end life cycles of your agentic AI systems.
- Define the intended use and purpose of an AI system so that you can determine its benefits and risks.
- AI Gateway offers MCP Global Clients, which can be used across all servers.
- AI Gateway offers MCP Catalog to choose while adding MCP servers.
- MCP server can be added to an AI Asset inventory from AI Control Tower.

Zurich Patch 5 Review changes to Now Assist usage measurement.

Zurich Patch 4

- Identify ServiceNow® AI assets that impact your security posture using the ServiceNow® AI security score and AI insights.
- Access and monitor security for AWS Bedrock agents running as privileged users, autonomous vs. Supervised tools, and dormant agents.
- Monitor sensitive data detection, prompt injection, and offensive content metrics to help identify and mitigate AI-driven security and compliance risks before they impact workflows or expose sensitive information.
- See more details in the access map about agent access issues to help you troubleshoot quickly.
- Audit logs capture configuration changes made on Data, Approvals, and AI model providers categories.
- Discover AI assets built and deployed in Google Cloud Platform (GCP) Vertex AI, Copilot Studio, and Azure AI Foundry.
- AI Gateway enables enterprises to actively manage, govern, and observe their MCP traffic, ensuring secure operation of agentic workflows across enterprise boundaries.

Zurich Patch 1

- Monitor the performance of guardrails enabled through Now Assist Guardian using the **Health** tab.
- Measure and improve the quality of interactions with virtual agents using the **Evaluation** tab.
- Display data based on the chosen allowed model providers and the status of the fallback in the Impact Summary table on the AI model providers section.
- Synchronize AI agents automatically when an AI asset is synchronized.

- Enhance the Product Owner experience with a personalized home page, value management tools to manage AI investments, and enhanced visibility into AI assets to simplify task management.
- Evaluate AI productivity and adoption across the enterprise using defined value metrics and performance indicators to drive data-informed decisions and maximize AI impact.
- Access and security monitoring for ServiceNow® AI agents, especially around access issues, agents running as privileged users and dormant agents.
- Discover AI assets built and deployed in AWS Bedrock and Azure Foundry.
- Enable choice for third-party model providers powering ServiceNow® skills and agents.
- Access to aggregated risk scores to improve decision-making, manage risks, and help to promote ethical and transparent AI practices.

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- Monitor performance, track progress, and make informed decisions related to your AI strategies, goals, targets, and the associated work from the **AI strategy** tab.
- Track costs of your AI projects, epics, demands, and track key project risks, issues, decisions, actions, and changes from the **AI strategy** tab.

See AI Control Tower for more information.

Important: AI Control Tower is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Security & privacy tab in AI Control Tower

- Measure whether your model's output or behavior violates predefined security policies using the secure policies violations chart.
- Review potential threats in AI agent output in output deviation, output with PII detected, and high-risk output charts.
- Monitor MCP server access by AI Gateway with these new charts: Clients connecting to MCP servers, authorized access attempts, and failed access attempts.

Data section on Configurations page

Enable and set up secure policies violation, output deviation, and output screening metrics to measure the integrity of your data model and potential threats in LLM output.

Manage agentic AI system life cycles

Create AI system assets to track and manage the complete life cycles of your agentic AI systems, from onboarding to deployment. Gain comprehensive insight into each agentic AI system and take any necessary actions to successfully complete each life-cycle stage. By managing the life cycles of your agentic AI systems, you can extend their lifespans, reduce downtime, and optimize licensing costs.

Define the use and purpose of an AI system

Specify the intended use and purpose of an AI system. Provide insight into who is using the AI system, what the AI system is being used for, and how the AI system works and provides value. This information can help you determine the benefits and risks that are associated with the AI system.

Associate additional related AI asset types with AI systems

Associate the following additional related AI asset types with your AI systems:

- If an AI system has an Asset type of Generative AI or Agentic AI, you can associate it with any of its supported components or subsystems.
- If an AI system has an Asset type of Agentic AI, you can associate it with any of its integrated AI tools.

Create change and offboarding requests for additional AI asset types

Create change requests for the following additional AI asset types:

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- AI systems with an Asset type of Agentic AI
- Datasets

In addition, create offboarding requests for the following additional AI asset types:

- AI systems with an Asset type of Agentic AI
- AI models
- Datasets
- MCP servers

Zurich Patch 4

Security & privacy tab in AI Control Tower

- Identify ServiceNow® AI assets that impact your security posture using the ServiceNow® AI security score and AI insights. AI insights highlight key metric changes, recommend next steps, enabling you to quickly understand the impacts and take action.
- Access and monitor security for AWS Bedrock agents running as privileged users, autonomous vs. supervised tools, and dormant agents.
- Monitor sensitive data detection, prompt injection, and offensive content metrics to help identify and mitigate AI-driven security and compliance risks before they impact workflows or expose sensitive information. AI security tasks are created automatically from Dormant AI systems metrics to streamline your workflow and quickly resolve issues. You can also create AI security tasks directly from more areas, such as access issues and privileged AI agents metrics.
- Review Autonomous vs. supervised systems metrics based on AI tools. Previously, the metrics were based on workflows.
- Show Access issues metrics for only those agents with issues. Previously, agents with issues and no issues were shown.
- See more details about agent access issues in the access map to help you troubleshoot quickly. For example, you can see the user ID of the user who executed the agent and the workflow and tool associated with the access issue, if applicable.

AI Gateway tab in AI Control Tower

The **AI Gateway** tab shows the metrics at the MCP server level, listing all connected MCP servers along with the total number of transactions for each server and its success rate.

Data section on Configurations page

See a read-only view of your data privacy configuration for sensitive data patterns in the Data privacy page. Use this page as a quick reference when troubleshooting sensitive data charts.

AI Task section on AI assets page

Review all AI security tasks for your instance in the All Security Tasks page. You can also create an AI task on this page.

Enhance control of AI asset life cycle through change and offboarding requests

Enhance the management of deployed AI assets by using the change request workflow to make necessary edits to AI assets that have already undergone review and onboarding. Furthermore, facilitate the retirement of AI assets by submitting

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an offboarding request, ensuring a structured and controlled process for removing assets that are no longer needed or have been superseded.

Zurich Patch 1

Health tab in AI Control Tower

Monitor and evaluate the effectiveness of offensive content and prompt injection guardrails active on your AI assets.

Zurich Early Availability

AI strategy with Strategic Planning(Requires SPM)

- Monitor and track your AI strategies and associated goals and targets.
- Track the costs of your AI projects, epics, and demands.
- Monitor key project risks, issues, decisions, actions, and changes.

AI strategy with Goal Framework (Requires SPM)

Monitor and track your AI strategies and associated goals and targets.

Enterprise AI discovery: Unlock Visibility, Governance & Value

- Discover and add AI agents and related models and tools to the AI inventory through integration with AWS Bedrock.
- Discover and add AI agents and related models and tools to the AI inventory through integration with Azure AI Foundry.
- Configure AI discovery setup and visibility of connections.

Value tab in AI Control Tower

- Gain insights into the value realized from AI skills and features. The Value insights dashboard page gives you insights into the estimated productivity gains as a result of using AI systems.
- Define and measure value relevant to your AI systems using customizable value templates.
- Perform calculations and approximations for the read and write time saved by users using AI systems by using data points and timestamps from the invoking records.
- Understand the key usage and performance indicators that help you evaluate the adoption of Now Assist in your organization.
- Provide insights on success rate visualization by department, country, and AI assets along with the indicators for task closure efficiency.

Value templates

- Create, manage, and use templates from a Global Template Repository across multiple AI assets, so that you can standardize and streamline your AI experience, and track usage of AI systems, use cases, and skills more effectively.
- Enable users to edit, view, and create customized value templates by enabling a value template assignment experience in inventory records.

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- Provide transparency to value calculations of each AI system through value templates.
- Perform calculations and approximations for the read and write time saved by users using AI systems by using data point and timestamps from the invoking records.

Risk and compliance tab

Display the risk classification of AI assets and the compliance posture for selected authority documents and policies through the **Risk and compliance** tab. This tab provides visibility into AI systems, models, and datasets. The Risk overview section uses visual charts to categorize AI assets.

Review adherence to frameworks in the Compliance overview section. For example, adherence to the NIST AI Risk Management Framework or the EU Artificial Intelligence Act, presenting scores based on citations and control attestations that are set by the customer. You can filter data by authority documents or policies, view overall compliance percentages, and identify critical issues and AI cases tied to items deemed non-compliant by the customer.

- Build trust in the AI asset inventory to effectively manage AI-related risks across the enterprise.
- Drive enterprise-wide risk visibility by aggregating individual scores into a consolidated AI risk profile to support informed mitigation decisions.
- Display real-time residual risk scores on the home page to help practitioners identify high-risk AI assets and prioritize mitigation actions.
- Use enhanced impact assessment templates to help manage and oversee compliance with regulatory requirements.
- Perform bulk control attestations using Core UI to validate multiple controls across AI assets, improving efficiency for large-scale assessments.
- Adopt a proactive approach by leveraging comprehensive AI risk and compliance scoring across the entire AI asset inventory.

AI cases tab in AI Control Tower

Gain a centralized overview of all your AI asset cases and inquiries by using the AI cases. On the **AI cases** tab, you see a list of records that include the case details such as the status, priority, owner, and timeline of your AI cases. You can monitor the progression of a case, stay informed about ongoing investigations, follow up on pending actions, and help to ensure timely resolutions. On this tab, you can also find filtering and sorting options that help you to prioritize cases that require immediate attention.

- Use the enhanced home page to access a single, unified view of all AI-related cases and inquiries.
- Track, manage, and respond to AI-related cases more efficiently through centralized case visibility.

Security & privacy tab in AI Control Tower

Review your AI security health metrics in the **Security and Privacy** tab. Use the access map for a comprehensive overview of agentic workflows, tools, and agent details. The map helps to show how AI agents interface with workflows and tools to accomplish a task. Additionally, you can analyze current AI access, investigate ongoing access issues, and review your AI usage metrics.

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Control which third-party models OEM by ServiceNow are enabled for Now Assist AI implementation and how they're used.

Specify additional details during AI asset creation

Use the following fields to specify additional details about your AI systems, AI models, prompts, and datasets when you create AI assets:

- AI systems:
  - Managed by
  - License details
  - Supported locations
- AI models:
  - Managed by
  - License details
  - Supported locations
- Prompts: Managed by
- Datasets:
  - Managed by
  - Creation type
  - Department
  - Dataset creation date

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Zurich Patch 7

Drop-down menu for associating AI assets with related assets

In both the AI asset creation forms and AI asset records, the **Add new** button that previously enabled you to associate AI assets with other related assets has changed into an Add from inventory drop-down menu with the **Add from inventory** and **Create** options. The **Add from inventory** menu option enables you to associate AI assets with related assets that are currently available in your asset inventory. The **Create** menu option enables you to associate AI assets with related assets that are not currently available in your asset inventory.

Editable asset details fields on the Details tab of AI asset records

You can now modify asset details fields directly on the **Details** tab of your AI asset records.

Related asset lists in AI asset records

The lists of related assets in each AI asset record has moved from the **Related assets** tab to the **Details** tab.

Product Owner portal

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- Widgets from both the **Value** and **Adoption** tabs are now combined and accessible within the updated **Value** tab.
- The **Create AI Asset** button is added on the AI Control Tower home page.
- A new Quick link option is added to the employee center to help navigate AI asset owners and AI stewards to the AI Control Tower workspace home page.

Changed in this Zurich release

Zurich patch 7

Security & privacy tab in AI Control Tower

- The Autonomous vs. supervised AI tools chart has been removed.
- The Prompt injection, Offensive content, and Sensitive data tabs have been removed and replaced by Access and Guardrails tabs. Metrics have been reorganized into those two tabs.
- In **Configurations**, under **Data**, the **Data privacy** tab was renamed to **Security & privacy**. In that tab, the data leak detection and anonymization section was renamed to sensitive data input and anonymization.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Changes in Zurich Patch 4

- The AI asset inventory plugin structure has been updated.
- Product owner view: Added a role called AI asset owner [sn_ai_asset_mgmt.ai_asset_owner], which enables the Product Owner view experience with a personalized home page and enhanced visibility into AI assets to simplify task management.
- AI discovery: The Innovation lab store application (AWS AI discovery plugin) is decommissioned. Uninstall the AWS AI discovery plugin prior to installing the AI discovery plugin (sn_ai_disc).
- AI cases management has moved under the **AI cases** tab on the AI Control Tower home page.

Activation information

Install AI Control Tower by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Related ServiceNow applications and features

Strategic Planning

Prioritize, roadmap, and track work when using traditional, agile, or hybrid methodologies with ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization. When the Strategic Planning application is installed, the **AI strategy** tab appears in the AI Control Tower workspace, featuring different widgets for AI strategies, goals, targets, costs of planning items, prioritized work, and RIDAC details.

Strategic Planning is available with an SPM Professional license.

Goal Framework

Create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes with the ServiceNow® Goal Framework application. When the Goal Framework application is installed, the **AI strategy** tab appears in the AI Control Tower workspace, featuring different widgets for AI strategies, goals, and targets.

Goal Framework is available with an SPM Standard license.

AIOps LEAP release notes

The ServiceNow® AIOps LEAP application uses AI-driven insights to create automation and resolve high impact issues for quick incident resolution management. AIOps LEAP was enhanced to support additional large language models (LLMs) in the Zurich release. For information about ServiceNow Store-specific updates, see ServiceNow AIOPs LEAP.

AIOps LEAP highlights for the Zurich release

Use Google Gemini, Azure OpenAI, and Anthropic LLM in AIOps LEAP in addition to Now LLM Service. See AIOps Learning Enhanced Automation Platform (LEAP) for more information.

Important: AIOps LEAP is available under Now Assist for IT Operations Management (ITOM) in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install AIOps LEAP by requesting Now Assist for ITOM from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting

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requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

You should have Now Assist for Creator installed to generate playbooks.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Generative AI Controller release notes

The ServiceNow® Generative AI Controller application enables you to use generative AI capabilities with third-party large language model (LLM) providers on the ServiceNow AI Platform. Generate and summarize content, analyze user sentiment, and write unique prompts. Generative AI Controller was enhanced and updated in the Zurich release.

Generative AI Controller highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Access the Gen AI log for debugging insights, with HR-related records remaining restricted.
- Promote stability with the Long-Term Stable (LTS) model for generative AI.
- Identify third-party LLM information, including model, version, and language.
- Restrict LLM usage based on domain.

See for more information.

Important: Generative AI Controller is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Generative AI Controller to Zurich

Generative AI Controller is installed or updated when you install or update a Now Assist application. If you have issues installing or updating applications, see this knowledge article or open a support case.

New in the Zurich release

Zurich Patch 4

Administrator access to Gen AI log

Access the Gen AI log [sys_generative_ai_log] table to gain insights for debugging purposes. HR-related records remain restricted to HR admins.

Enhanced AI asset inventory

Track the enhanced AI asset inventory through AI Control Tower using new metadata fields in the Model [sys_generative_ai_model_config] and Prompt

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[sys_generative_ai_config] tables. Gain better visibility into AI asset status and life-cycle details, such as retirement dates.

Long-Term Stable model for generative AI

Promote stability and adoption for entitled users with a Long-Term Stable (LTS) model. The LTS model provides regulatory alignment, predictable behavior, and life cycle stability to integrate GenAI with confidence.

Zurich Patch 2

AI Model Version Mappings

Review the mappings between AI model versions and their providers in the Gen AI Model Version Mapping [sys_gen_ai_model_version_mapping] table. This table shows the mappings between source and target models, along with associated metadata, such as skill type, model type, resource associations, and provider information.

Identify third-party LLM information

Access the Gen AI Log Metadata [sys_gen_ai_log_metadata] table to identify which LLM model, version, and requested language was used to generate the AI content.

Restrict LLM usage based on the domain

Enable or disable Now Assist for each domain so that you can restrict the use of LLMs and avoid using AI for data processing, if needed.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Direct action calls removed from Generative AI Controller

Starting with Zurich Patch 5, the Generative AI Controller (GAIC) no longer supports direct action calls in order to support the security requirements that all AI capabilities be protected by Access Control Lists (ACLs). To create custom generative AI functionality, use Now Assist Skill Kit instead.

- Configure actions in the Generative AI Controller
- Generate Content to create AI-generated text responses
- QnA to answer user questions
- Summarize to shorten long or complex text
- Generic Prompt to generate ideas or content on any topic
- Sentiment Analysis to identify the sentiment of user input

For more information, refer to KB KB2716977: Generative AI Controller actions are no longer avaliable for custom workflows.

Activation information

Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of a Now Assist application. For details, see and .

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Localization information

Generative AI Controller uses Microsoft Azure OEM for Dynamic Translation in Now Assist for multilanguage support. You can enable dynamic translation from the Now Assist Admin console. For more information, see .

Related ServiceNow applications and features

Agent Chat

The ServiceNow® Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile®, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

Customer Service Management

The ServiceNow® Customer Service Management (CSM) application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get help through the web, email, chat, telephone, and social media.

Dynamic Translation

The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or in a chat window for a seamless localization experience.

Field Service Management

The ServiceNow® Facilities Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as installing, repairing, or maintaining equipment.

The ServiceNow® Generative AI Controller lets you integrate third-party LLMs with your workflows.

HR Service Delivery

The ServiceNow® HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a current-day workforce.

Knowledge Management

The ServiceNow® Knowledge Management application enables the sharing of information in the knowledge base. A knowledge base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

ITOM AIOps

The ServiceNow® ITOM AIOps product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

IT Service Management

The ServiceNow® IT Service Management solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based

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platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

Now Assist for Security Operations

The Now Assist for Security Operations application permits security analysts to resolve security incidents faster with generative AI skills. Analysts and managers can condense long activity streams on security incidents into concise, easy-to-read summaries and automatically generate closure notes.

Workflow Studio

ServiceNow® Workflow Studio enables you to integrate workflow authoring, configuring, and monitoring into a single page experience.

Configurable Workspace UI

ServiceNow® Configurable Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues.

Knowledge Graph release notes

The ServiceNow® Knowledge Graph enables you to create and manage a Knowledge Graph schema for default integrations with Virtual Agent. Knowledge Graph was enhanced and updated in the Zurich release.

Knowledge Graph highlights for the Zurich release

Zurich Patch 7

- The Knowledge Graph landing page now includes a dedicated tagging section that allows users to create, edit, and manage tags.
- Tagging configuration has been enhanced to support table synonyms, column synonyms, data filters and column filters to improve the accuracy of natural language queries.
- Added an interactive guided tour for admins, providing step-by-step walk through of key features and configurations to simplify setup.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Users can use the new Enterprise Graph Knowledge Graph schema to map all instance tables and their relationships, enabling natural language queries across the entire database. It simplifies setup by eliminating custom schema creation and supports enhanced query accuracy.
- Admins can create and use tags to prioritize relevant tables for specific use cases.
- Users have the option to select Enterprise Graph(small) mode to restricts queries to tables in specified tags for narrower use cases, improving runtime speed and requiring tag specification.
- Knowledge Graph now supports aggregate queries.

Zurich Patch 2

- Admins can create Knowledge Graph schema with Workflow Data Fabric tables that enables users to retrieve data from different systems without moving them. This ensures efficiency and security when working with external tables. This enables Knowledge Graph functionality to external tables

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Zurich Patch 1

- Supports nodes from parent and grandparent nodes in the hierarchy.
- Supports Configuration Management Database (CMDB) queries in Now Assist panel.

Zurich EA

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Knowledge Graph in addition to Now LLM Service and Azure OpenAI.
- Select your preferred large language model (LLM) provider for Now Assist platform. Apart from Now LLM Service, the platform supports Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow® third-party model strategy.

See Knowledge Graph for more information.

Important: Knowledge Graph is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Knowledge Graph features

Tagging in Knowledge Graph Designer

The Knowledge Graph landing page now includes a dedicated tagging section that allows users to create, edit, and manage tags.

Using Enterprise graph schema

Enterprise Graph is a pre-configured Knowledge Graph schema that eliminates the need for custom schema creation in KG designer. By mapping all tables, the Enterprise Graph schema enhances the breadth of query capabilities, enabling database queries across all instance tables.

Tagging in Knowledge Graph Designer

Tags are lists of key tables that are important for answering natural language questions. They provide hints to Enterprise Graph on which tables to prioritize when retrieving information, thereby improving the accuracy of results.

Test a Knowledge Graph schema

Enter a query and test the Knowledge Graph schema using different LLM options. You can also add previous conversations before you run the query.

Configure LLM for Knowledge Graph

Select and configure between Now LLM Service, Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow third-party model strategy.

UI changes

Using Knowledge Graph Designer

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

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Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Knowledge Graph is a ServiceNow AI Platform feature that is active on installation, by default.

Additional requirements

Ensure that your instance is upgraded to XP7.

Related ServiceNow applications and features

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist in AI Search

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service generative AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

Virtual Agent

Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Now Assist release notes

The ServiceNow® Now Assist experience brings generative AI to your organization. You can improve productivity and efficiency by delivering better self-service, recommending actions, delivering answers, and providing your users with AI Search. Now Assist was enhanced and updated in the Zurich release.

Now Assist highlights for the Zurich release

Zurich Patch 7

- Explore revamped **Manage AI models** option within Now Assist Admin for managing and configuring model providers, and updating model provider versions.
- Select a record from the Now Assist Context Menu inline citation to navigate directly to the record page, where the referenced section will be highlighted for easy identification.
- View all AI-generated content, now visually highlighted for easier recognition.
- Set the minimum word count required for the Now Assist icon to appear, allowing you to control when the icon is displayed based on content length.

Zurich Patch 5

- Review changes to Now Assist usage measurement.
- View improved legend and icon descriptions for the Now Assist Readiness Evaluation app.
- Work with new system properties to improve performance and customization within the Now Assist Readiness Evaluation app.

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Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Select your preferred integration type, either Bring Your Own Key (BYOK) or Original Equipment Manufacturer (OEM), for the configuration of the available model providers within Now Assist Admin.
- Explore the Data and Analytics workflow skills under Now Assist skills within Now Assist Admin.
- Adopt AI responsibly and minimize operational and compliance risks by configuring and subscribing to Long Term Stable Models (LTS) as a model provider in Now Assist Admin.
- Ask a follow-up question in the Now Assist panel for additional information or clarification.
- Experience an enhanced conversational interaction by viewing synthesized Now Assist responses from within Google chat.
- Initiate and view agentic workflows from within Google chat.
- Use the Now Assist context menu open prompt feature to create and edit knowledge articles.
- Use Advanced settings to add conditions to hide or show the Now Assist Context Menu quick actions.
- Create multiple Now Assist context menu configurations for the same field.
- Use the Enable for extended tables option in parent table configuration, to enable or disable the inheritance model for the child table configurations.

Zurich Patch 2

- Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI.

Zurich Patch 1

- Enable administrators to set up a security access control list that checks user authentication for Now Assist context menu skills and new setup options. This feature gives them control over who can use Now Assist context menu skills and actions, as well as built-in options like shorten, elaborate, and change tone.
- Use the Open Prompt Capability available in Now Assist for Strategic Portfolio Management (SPM) to ask questions and refine generated content through open-ended queries.

Zurich

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Select your preferred large language model (LLM) provider for Now Assist base system skills. Apart from Now LLM Service, the platform supports Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow® third-party model strategy.
- Suppress the modeless window for a custom Now Assist context menu event.
- View numbered citations and links to the information sources when you use the Now Assist context menu for email reply recommendation.

See for more information.

For more Platform Now Assist feature release notes, see the following topics:

- AI Search release notes
- Document Intelligence release notes

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- Now Assist Skill Kit release notes
- Now Assist in Virtual Agent release notes

Important: Now Assist is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist to Zurich

If you customized UI actions or other items that are associated with Now Assist skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected.

If you run into issues when you're upgrading a Now Assist product, see the Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates [KB1637452] article in the Now Support Knowledge Base. You might need to log in to view the article.

The Zurich release introduces enhanced protections for read-only fields across the ServiceNow AI Platform. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the backend and maintain backward-compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. If you have custom client scripts that modify ServiceNow-owned read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to KB2718122. This article provides additional technical details on how to identify affected fields and adjust their settings.

The existing Access Control Lists (ACLs) will be updated to replace the 'admin' role with specific, purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API will be replaced with the `hasRole()` API for authorization purposes. Additionally, all references to the 'admin' role in the code will be substituted with the new feature-specific granular roles for authorization use cases. Read https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html to learn more.

New in the Zurich release

Zurich Patch 7

Review the summary, alerts, and notifications regarding changes in model provider version states as they are deprecated or retired.

Send information from Now Assist panel conversations directly to relevant fields on incident pages using action buttons. This eliminates the need to manually copy and paste content between Now Assist panel conversations and the incident form.

Automatically see the most recent Now Assist panel conversation for an incident when you switch between incident tabs. Now Assist panel remembers which conversation belongs to which incident and displays it when you return to that incident.

Configure which record types will support Now Assist panel context switching. This enables teams to customize the Now Assist panel experience based on a business unit’s workflow and use cases.

View your Now Assist panel chat history grouped by incident record. Conversations related to a specific incident are grouped together rather than organized chronologically, making them easier to find.

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View the correct conversation history when you navigate between different incident records.

Send information directly from a Now Assist panel conversation to an Agent Chat conversation. This makes it easier to collaborate and share helpful information during incident resolution.

Build custom Now Assist panel integrations that are tailored to specific business needs by passing custom context data in any format when initiating Now Assist panel conversations or executing skills.

Enhanced content detection with third-party guardrails

Now Assist Guardian supports third-party service provider guardrails, such as Microsoft Azure, Amazon Bedrock, and Google Model Armor to ensure any inappropriate content is logged and blocked during content generation. This gives you the flexibility to choose the detection provider that best aligns with your existing cloud infrastructure.

Zurich Patch 6

Requester Approval Checklist skill

The Requester Approval Checklist skill in the ServiceNow AI Platform® generates a structured checklist by mapping real-time request data against your organization's knowledge articles.

Note: The skill is always on by default.

Zurich Patch 5

New system properties for the Now Assist Readiness Evaluation app

- Reduce performance issues when a large volume of data is assessed with the *sn_assess.assessment_limit* system property.
- Customize the estimated remediation effort for select efforts with the *sn_assess.effort_visibility* system property. Setting this system property to `true` turns on the **Remediation properties** tab in the Now Assist Readiness Evaluation dashboard.
- Decide the maximum number of records to process for the ITSM assessment with the *sn_assess.task_limit* system property.

Zurich Patch 4

Manage the versions of model providers across various skill groups and instance levels in Now Assist. You can modify and update versions for both base system and custom skills.

Now Assist skills

Unlock the benefits of the Now Assist Fulfiller subscription to be able to explore and activate all the skills available in the system from Now Assist Admin.

Role masking in Now Assist AI agents

Define roles within **role restrictions** for individual skills in Now Assist Admin to enforce resource access restrictions when a skill is invoked. This feature promotes precise control over the resources that can be accessed, like data and APIs.

Share your experience in the Now Assist journey by providing feedback when prompted.

Voice input setting automatically activated

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Activate the Now Assist panel to automatically turn on the Voice input setting, which is now located on the Assistants page.

Now Assist panel

Request additional information or clarification by asking a follow-up question in the Now Assist panel.

Synthesized Now Assist responses

View synthesized Now Assist responses from within Google chat to have a richer conversational experience.

Now Assist support in article optimization

Improve the quality and health of your knowledge articles by using Now Assist based Article Optimization in the Knowledge Center. Scan knowledge articles and get instant, actionable feedback.

Use Now Assist to identify knowledge gaps

Identify and fill potential knowledge gaps proactively, including missing knowledge articles and recurring issues that lack or have an incomplete knowledge article.

Agentic workflows from within Google chat

Initiate and view agentic workflows from within Google chat.

Monitor sensitive topic invocations

Access the Gen AI Metrics [sys_generative_ai_metric] table to review the logged invocations of sensitive topics and gain insights into how these topics are being triggered and monitored.

Long term stable models

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

You can now have multiple Now Assist context menu configurations on the same record form and field. You just have to create the required configuration and add to the form or field.

Using the Now Assist Context Menu open prompt inline and pop-over variant you can quickly produce high-quality, accurate, and lucid knowledge articles, saving time and improving support in Knowledge Management.

Zurich Patch 2

Now Assist Readiness Evaluation

Use the Now Assist Readiness Evaluation app to help you evaluate your organization's readiness to implement agentic and generative AI Now Assist capabilities.

Assessments for agentic AI include:

- IT Service Management (ITSM)
- Customer Service Management (CSM)

Assessments for generative AI include:

- AI Search
- Virtual Agent (VA)
- IT Service Management (ITSM)

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- Customer Service Management (CSM)
- HR Service Delivery (HRSD)

The results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case.

Zurich Patch 1

for SPM

Implement the open prompt capability to enhance your ability to add additional context and generate accurate content with Now Assist context menu.

This feature enables interactive conversations with both supported ServiceNow® generative AI skills and custom-built skills.

Configure skills with custom prompts for knowledge article templates

As an admin, clone the KB generation skill and update prompts for AI model providers. This feature helps the agent use custom templates and custom prompts to generate knowledge articles with Now Assist from single and multiple knowledge bases.

Choose and update your preferred LLM provider at the instance, skill, or skill group level for Now Assist base system skills.

Deactivate skills that aren't compatible with any of the LLM providers and access the audit history to view updates by the AI steward in AI Control Tower.

Manage the default and supported languages by the different LLM providers under Multilingual service for translation.

Access citations to the articles referenced from the Knowledge Base. Explore references and insert the generated reply to your email.

Use the enhanced Now Assist panel for an intuitive and personalized experience. The updated Now Assist panel can be resized and moved anywhere on the ServiceNow AI Platform.

Now Assist Guardian supports third-party LLMs

Extend guardrail support to third-party LLMs, such as Amazon Bedrock, Google Cloud Vertex AI Studio, Google AI Studio, and Azure OpenAI, to verify that any inappropriate content is logged and blocked during content generation.

Increase the maximum response token limit for custom skills

Increase the maximum response token limit for a Now Assist custom skill beyond the default value of 1000. This ability supports dynamic pricing based on output tokens and calculates the price for each skill executed per assist.

UI changes

Explore the **Manage integrations** option within **Manage model providers** tab now.

Update the model provider version at the instance or the skill level form **Manage model versions** within **Manage AI models** option under Now Assist **Settings** tab.

Updates made to labels.

On the Agentic AI - Assessments tab,**Issues** are now renamed **findings**.

Updated the name of status buttons.

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Go button on Now Assist Assessment Home page is now renamed to **Ready**.

Updates made to legend labels.

The **No Blockers** label is now renamed **Informational**. The **Blockers found** label is now renamed **Required**. The **Review for blockers** label is now renamed **Recommended**.

Zurich Patch 4

The **Analytics** tab is now renamed to **Performance**.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

You can now view the **Helpful resources** and **Frequently asked questions (FAQ)** tabs on the list view of the Now Assist skills page.

The email response creation skill helps you choose the most appropriate template based on your context. Additionally, it identifies the potential errors when a response isn't generated as intended.

Agentic conversations in Virtual Agent

Halt an agentic conversation mid-query by hovering over the send icon and selecting the interrupt flow icon when the icon changes.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Using Now Assist Readiness Evaluation

- View the updated legend that now includes None-XXL estimated remediation efforts along with assessment icon explanations.
- Understand estimated remediation efforts more clearly now that blocker areas are included in the estimated remediation efforts and non-blocker observations are not included in estimated remediation efforts.
- Select any widget on the Agentic AI - Assessment dashboard and Now Assist assessment dashboard tabs to open that widget's data table in a separate tab.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

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- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Zurich Patch 1

Enable translation settings is now a multilingual service in the Now Assist Admin console.

Deprecations

- In Patch 5, the **Select Use Case** drop-down menu was removed from the Agentic AI - ITSM tab.

Activation information

Zurich Patch 4

Now Assist skills

Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available:

-
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
-
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)

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- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

Additional requirements

The Next Experience UI Framework must be enabled before you can use the Now Assist panel.

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Internet Explorer.

Accessibility information

Zurich Patch 4

Voice Input in Now Assist

Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature, Voice Input, gives users a voice-to-text input option to access the Now Assist skills in the panel in any supported language. Voice Input helps users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents.

Once enabled, Voice Input can be changed using the individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information.

Localization information

Now Assist supports Dynamic Translation for Zurich.

Related ServiceNow applications and features

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

Document Intelligence

The ServiceNow®Document Intelligence (DocIntel) application is an artificial intelligence (AI) solution that enables any organization to automate and accelerate

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the process of extracting data from documents. That data can easily be integrated into larger automation workflows to save time and resources.

Dynamic Translation

The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or chat window for a seamless localization experience.

The ServiceNow® Generative AI Controller helps you integrate third-party LLMs with your workflows.

Knowledge Management

The ServiceNow® Knowledge Management application enables the sharing of information in Knowledge Base. A Knowledge Base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

Knowledge Center

The ServiceNow® Knowledge Center plugin helps you manage your knowledge articles from a single interface consisting of dashboards that provide metrics of articles and facilitate swift actions.

Now Assist in Virtual Agent

Use generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses LLMs to create a natural-language, conversational experience that can improve the success of your self-service workflows.

Now Assist AI agents release notes

The ServiceNow® Now Assist AI Agents application provides solutions that can perceive the environment, decide, and proactively act to achieve specific goals without the need for constant human oversight. Now Assist AI Agents was enhanced and updated in the Zurich release.

Now Assist AI Agents highlights for the Zurich release

Zurich Patch 7

- Run improved Platform agentic workflows, including Generate resolution plans, Generate my work plan, and Process images to tasks.

Zurich Patch 5

- Run improved Platform agentic workflows, including Generate resolution plans, Generate my work plan, and Process images to tasks.
- Show Agent card URL when using secondary agents.
- Review changes to Now Assist usage measurement.
- Japanese language support for voice assistants enables Japanese-speaking users to experience natural, culturally appropriate interactions with AI voice agents.

Zurich Patch 4

- Execute agentic workflows, AI agents, and tools in AI Agent Studio with role masking.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Run and review agentic workflow executions on forms in the Core UI and workspaces.
- Framework extensibility with a new condition builder.
- Support multilingual conversations.

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Zurich Patch 3

- Consume Global Graph as a Knowledge Graph resource.
- Check for offensive content with MCP guardian.
- Support the latest MCP version from Zurich Patch 3.

Zurich Patch 1

- Authenticate users with the MCP Server to add a Model Context Protocol tool to AI agents using the Model Context Protocol Client.
- Create ACLs for AI agents and agentic workflows to customize who can discover and trigger AI agents and agentic workflows.

Zurich EA

- Create and maintain versions of LLM instructions for AI agents and agentic workflows to help organize and iterate on prompts and test their effectiveness.
- Duplicate existing script, record operations, and search retrieval tools to reduce the work needed to create unique AI agents.
- Monitor new analytics in the AI Agents Analytics dashboard to track valuable insights in customer satisfaction with AI interactions.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- View the agentic workflow and AI agent activity on your AI Agent Studio.

See Now Assist AI agents for more information.

For the Platform Now Assist release notes, see Now Assist release notes.

Important: Now Assist AI agents are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Evaluate voice AI agents for overall task completion and tool choice accuracy

Automated evaluations support voice AI agents. Get a better picture of overall performance by evaluating previous executions against standardized metrics.

Zurich Patch 5

ServiceNow AI agents as secondary agents

Enhance user experience for Secondary Agents by displaying the Agent card URL to admins for easy access and management so the admin can view, copy, and consume the URL easily.

Additionally, when adding an MCP tool, the name and description of the tool are populated automatically as per the details fetched from the server and the user can update the details.

Zurich Patch 4

Configure role masking for AI agents and agentic workflows

Role masking restricts access to specific roles based on configuration to verify that agentic workflows, AI agents, and tools run within the boundaries of the roles

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configured to meet their business needs while reducing the risk of unauthorized access to the agents and the agentic data.

Add AI agent learning

Enhance AI agent learning through episodic memory, enabling AI agents to improve by learning from past successful interactions.

Select channels and access for an agentic workflow

Create and update UI actions for workflow executions and display handling. You can specify conditions for the display of the UI actions.

Add a desktop action to an AI agent

Add Desktop action as a tool to an AI agent to perform desktop automation for repetitive tasks.

Configure Now Assist AI agents

Support multilingual conversations for AI agents across languages.

Manually test the execution of an AI agent and Manually test the execution of an agentic workflow

The testing page on AI Agent Studio has two testing options:

- Manual test
- Automated evaluation

Observe the different versions of an AI agent behavior in manual tests and in automated evaluations using the **Manual tests** and **Automated tests** tabs.

Test user access to an AI agent and Test user access to an agentic workflow

Test how an AI agent or agentic workflow completes a task and if it enables users permission to access it.

Model Context Protocol Client

- Authorization upgrades to support segregation of Resource Server and Authentication Server through Protected Resource Metadata (PRM).
- Use the *mcp_guardian_check* property to enable guardian checks for MCP Client when there's an MCP tool call.
- Supervise the pagination with mouse device support to show large number of services from an MCP server through the *sn_mcp_client.cursor.max_iterations* system property.
- Add a title field for human-friendly display names that can be used as a programmatic identifier.

Use in-product experiences for agentic workflows on forms

In the Core UI and workspaces, you can use UI and declarative actions to run agentic workflows. You can also see the presence, progress, and output of agentic workflows performed on a record. The execution details for each agentic workflow include who is supervising the workflow, estimated and total time taken, processing messages, and step history.

Review and approve requests and tickets with the Approval Assistance AI agent

You can use the new approval assistance AI agent to view all pending approval requests and access detailed information about them. You can then approve requests and tickets and make updates to them from Now Assist in Virtual Agent.

View the Approval Info Record widget

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The Service Portal Approval Info Record widget shows details about the approval request and a full record for an approval including the activity stream.

Configure email notification alerts for AI agent and agentic workflow executions

Configure alert email notifications for unexpected or undesired behavior from AI agents and agentic workflows. You can configure the thresholds for triggering the alerts on the Agent Properties table, and you can add or update the recipients of the email notifications from the Notifications table.

Create an external AI agent

Create new external AI agents that connect to third-party agentic AI systems. Use Agent2Agent protocol or integrate agents manually to configure them in AI Agent Studio to use in the ServiceNow agentic AI system.

Add a Knowledge Graph to an AI agent

Use Enterprise Graph (Small) as a resource to create a Knowledge Graph tool for an AI agent in the AI Agent Studio.

Zurich Patch 3

Add an MCP server tool to an AI agent

The Model Context Protocol Client enables guardian checks for offensive content when Notion is selected as the MCP server.

Configure Model Context Protocol Client

The Model Context Protocol Client application supports the latest MCP version.

Add a Knowledge Graph to an AI agent

Use Global Graph as a Knowledge Graph resource when creating a Knowledge Graph tool for an AI agent in the AI Agent Studio.

Zurich Patch 1

Model Context Protocol Client

Enable users of the ServiceNow® AI Agent Studio to access tools that are hosted externally and published using an MCP server via the Model Context Protocol Client application.

Authenticate users with the MCP server to add the MCP tool to an AI agent.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Zurich EA

Review agentic activity in AI Agent Studio

View and troubleshoot the agentic workflow and AI agent executions on AI Agent Studio via the **Activity** page.

Configure Now Assist AI agents - Dynamic Orchestrator

Maps the appropriate agents for an agentic workflow with Dynamic Orchestrator for better performance and accuracy of the agentic workflow execution.

View analytics for customer satisfaction with AI interactions

Multiple new metrics have been added to the AI Agent Analytics dashboard, accessible from the AI Agent Studio to provide insight into average customer

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satisfaction and customer satisfaction with the best and worst performing agentic workflows and agents.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Add tools and information to an AI agent

The output transformation strategy for an AI agent output contains a new option called **Custom**. Using the custom output transformation strategy, the tool output gets transformed according to the LLM instructions.

Configure Now Assist AI agents - AI Agent Background Channel

Invoke the agentic conversations from Workspace or Core UI via the AI Agent Background channel that is associated with the AI Agent Background Provider to execute the AI agents and agentic workflows.

Configure Now Assist AI agents - Interactive and non interactive AI agents

Run AI agents and agentic workflows execution in one of the following ways:

- **Interactive Mode**: AI agents reach out to the user for information during fallback.
- **Non interactive Mode**: AI agents don't reach out to the user during fallback but send the execution output to the user.

UI changes

Zurich Patch 4

Create an AI agent

The guided setups for creating an AI agent and agentic workflow have been updated.

Define security controls for an agentic workflow and Define security controls for an AI agent

New security configuration UI pages have been added in the AI Agent Studio application to configure security controls for agentic workflows and AI agents for role masking.

Zurich EA

Follow new guided setups for agentic workflows and AI agents

The new steps for the guided setups for AI voice agents and agentic workflows include additional help text and guidance for writing LLM instructions to help improve outcome and task completion.

Manually test the execution of an AI agent

The tab names on the AI Agent Studio testing page have been renamed. The **Test scenario** tab is renamed to **Test AI reasoning** and the **Output** tab is renamed to **Chat responses**.

Changed in this release

Zurich Patch 7

Updates to platform agentic workflows

Several platform agentic workflows have seen updates to how they work and what configurations are available for AI admins. Generate resolution plans now takes related records into account when planning next steps. Generate my work plan shows suggested next steps and reruns after work is done. Process images for

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new tasks now links to the created task record upon creation and includes certain metadata from the image.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Platform Request status AI agent

The request status AI agent provides an AI-generated summary of the most recent comments from the AI agent or other people working on a ticket. You can add attachments to an open ticket or incident to support a request action. To find more information about an open ticket, you can ask the request status AI agent follow-up questions based on previous answers from the agent.

Understand the Now Assist AI agents

The base reflection prompt has been replaced with the ReAct Orchestrator prompt, introducing a Route scheduling mode when an agent needs assistance from another agent during execution.

Configure Now Assist AI agents

Run AI agents and agentic workflows concurrently in AI Agent Background Channel and in Non-interactive mode.

Add a Knowledge Graph to an AI agent

The Global Graph resource for creating a Knowledge Graph tool has been renamed to Enterprise Graph.

Zurich Patch 3Zurich Patch 3

Review and complete actions on requests using the Request Status AI agent

The ticket status AI agent has been renamed to the request status AI agent. Request details include an AI-generated summary of the most recent comments on a request. Performance has been improved.

Confirm your web search tool provider data policies

If you select Google as your web search provider for web search AI agent tools, Google uses Grounding with Google Search, offered under a Global Standard deployment, and data may be routed to places outside of regions specified on your ServiceNow AI Platform instance as a result. Consult your organization's data policies before enabling AI agents with web search tools that use Google as the provider.

Zurich EA

Add version control to instructions sent to the LLM

You can review multiple versions of instructions sent to the LLM when designing your AI agents or agentic workflows. You can choose which version is active to help with testing or evaluating the success of an AI agent or agentic workflow to compare against other versions. Versions are named and ordered by time created for organizational purposes.

Duplicate and edit existing tools when creating new AI agents

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When adding a tool to an AI agent, you can select an existing tool instead of creating a new tool. After an existing tool is added, you can change it to suit the specific needs of an AI agent.

Now Assist AI agents reference

The *sn_aia.enable_agent_tool_input_value_overrides* system property is migrated to the Agent properties [sn_aia_property] table.

Activation information

Now Assist AI agents are available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Now Assist AI agents, see Install Now Assist AI agents.

Additional requirements

You must first install the supported Now Assist version of the ServiceNow AI Platform to be able to use Now Assist AI agents. For more information, see Install Now Assist AI agents.

Next Experience UI Framework must be enabled before you can use the Now Assist panel.

Browser requirements

Now Assist AI agents support various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents aren't supported in Internet Explorer.

Accessibility information

Voice Input for Now Assist AI agents

Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature gives users a voice-to-text input option to access the Now Assist skills in the panel in any supported language. For more information, see Enable voice input for Now Assist panel.

After enabled, the Enable voice input for the Now Assist panel option is available in individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information.

Voice-to-text input can help users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents.

Localization information

The Now Assist AI agents application is built on the GPT-4o-based framework and supports localization according to the GPT-4o model.

Related ServiceNow applications and features

With the ServiceNow®Now Assist panel, you can get assistance from generative AI experiences to solve customer issues faster. Use this conversational interface to summarize a chat, case, or incident, get help, or generate resolution notes so that you can get the context of this information more quickly.

Generative AI Controller

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The ServiceNow® Generative AI Controller lets you integrate third-party LLM (large language models) with your workflows.

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers you need.

Now Assist Skill Kit

Use the ServiceNow® Now Assist Skill Kit to create and publish custom prompts and skills for Now Assist. Creating custom skills and prompts enables you to have greater flexibility with Now Assist generative AI capabilities.

Now Assist for App Engine release notes

The ServiceNow® Now Assist for App Engine application enables creators to enhance custom applications with AI agents and skills that application users can leverage at runtime. Now Assist for App Engine was enhanced and updated in the Zurich release.

Now Assist for App Engine highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Generate summaries for records in custom applications using the generative AI capabilities of Now Assist.

Zurich release notes

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for App Engine for more information.

Important: Now Assist for App Engine is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Custom app record summarization skill

Generate summaries for records in custom applications and tables with the custom app record summarization skill.

Configure the custom app record summarization skill

Configure the custom app record summarization skill so that it generates summaries for the tables and records that you specify. You can add context about the table or tables and describe the purpose of the table, so that Now Assist can use that information when generating summaries.

Summarize a record in-product using Now Assist for App Engine

Select the **Summarize** button on a record in-product to generate a summary. You can also summarize a record through chat in the Now Assist panel. See Summarize a record through chat using Now Assist for App Engine for more information.

Zurich release notes

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New third-party AI model provider options available for Now Assist

Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Install Now Assist for App Engine by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

AI Agent Studio

With the ServiceNow® AI Agent Studio application, you can create, manage, or test AI agents and agentic workflows all in one place.

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist AI agents

The ServiceNow® Now Assist AI agents are entities that mimic human-like intelligence by using large language models (LLMs).

Now Assist Skill Kit

The ServiceNow® Now Assist Skill Kit enables you to create and publish custom prompts and skills for Now Assist.

Now Assist for Enterprise Architecture (EA) release notes

The ServiceNow® Now Assist for Enterprise Architecture (EA) application introduces generative AI skills into the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) was enhanced and updated in the Zurich release.

Now Assist for Enterprise Architecture (EA) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

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- All Now Assist for EA skills are activated by default.
- Use the Diagram change analysis Now Assist skill to compare an Enterprise Modeling and Visualization diagram with its previous version and generate a summary of the differences.
- Use the Refine text Now Assist skill to elaborate or shorten text in the **Description** field of the business application, business capability, business process, and information object records. Also, use this skill to generate, elaborate, or shorten text in the **Reasoning** field under the **Planned Disposition** section of the business application record.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Use the Business Application Insights Now Assist skill to generate insights into your business applications.
- Implement security in Now Assist AI agents with access control lists (ACLs).
- On the Architectural Decision Records page, use the field in the Architectural Decision Records menu to enter queries and derive the required information from the Architectural Decision Records (ADR) artifact content.

Zurich Patch 1

- Use the Business Application Insights Now Assist skill to generate insights into your business applications.
- Implement security in Now Assist AI agents with access control lists (ACLs).
- On the Architectural Decision Records page, use the field in the Architectural Decision Records menu to enter queries and derive the required information from the Architectural Decision Records (ADR) artifact content.

Zurich Early Availability

- Enhance your productivity by using the Now LLM Service or a supported third-party LLM with any Now Assist for Enterprise Architecture (EA) skill or AI agent.
- Enhance your user experience with Coral that is used as the default theme for new portal, web, and mobile experiences.

See Now Assist for Enterprise Architecture (EA) for more information.

Important: Now Assist for Enterprise Architecture (EA) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Enterprise Architecture (EA) features

Compare Enterprise Modeling and Visualization diagrams

Learn the details of the changes in the Enterprise Modeling and Visualization diagrams by comparing a diagram with its previous version. You can compare business application hierarchy, business capability map, and business process map diagrams.

Elaborate or shorten content in form fields

Elaborate or shorten text in the **Description** field of the following records using the Refine text Now Assist skill:

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- Business application
- Business capability
- Business process
- Value stream stages
- Information object

Also, generate, elaborate, or shorten text in the **Reasoning** field in the **Planned Disposition** section of the business application record.

Business Application Insights skill configuration changes

For the Business application insights Now Assist skill, you can view the business application source fields based on which the business application insights are generated. Also, you can determine the availability of the skill by defining a specific criteria in the **Define access** tab of the Business application insights skill.

Role restrictions for Now Assist for EA skills

Role restriction is added to the default roles associated with the following skills:

- Diagram change analysis
- ADR Doc Summarization and Actions
- Business application insights
- Refine text

Business Application Insights skill

Learn the details of business applications and gather concise and actionable insights on business applications from the summary that is generated by Now Assist for Enterprise Architecture (EA). The business application insights help you to make informed decisions without manually reviewing large volumes of data.

Implement access control lists for security in AI agents

Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities.

ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.

To learn about ACLs for Now Assist for Enterprise Architecture (EA) agents and skills, see Configure Now Assist for Enterprise Architecture (EA) and Enterprise Architecture AI agent generate enterprise architecture diagram agentic workflow.

Generate a summary of the Architectural Decision Records (ADR) document or get a particular information from the document

On the Architectural Decision Records page, use the field option in the Now Assist menu to derive a particular information about the ADR content.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

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UI changes

- The **Compare versions** button is added to the diagram page in the Enterprise Modeling and Visualization.
- The Now Assist icon is added to the diagram page in the Enterprise Modeling and Visualization. You can use this icon to show or hide the Now Assist panel.
- The Now Assist icon is displayed on selecting the description field of the business application, business capability, business process, value stream stages, and information objects.

  Also, the icon is displayed on selecting the **Reasoning** field in the **Planned Disposition** section of the business application record.
- Added **Define availability** and **Define access** tabs in the Business application insights Now Assist skill configuration page in the Now Assist Admin console.
- Added **Role restrictions to skill** section in the **Define access** tab of Now Assist skills in the Now Assist Admin console.
- The **Generate insights** button is added to the business application page in the Enterprise Architecture Workspace.
- Changes to the Architectural Decision Records page:
  - The Now Assist drop-down menu is added.
  - A field is added to the Now Assist drop-down menu to enter queries and get answers for Architectural Decision Records (ADR) artifact content.
  - The **Summarize** button is moved to the Now Assist drop-down menu.
  - In the context menu, the **Now Assist** button is changed to the Now Assist icon and placed as the first option of the context menu.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Role masking

Role masking enables users to limit the roles and privileges of agentic workflows during tool execution. Agentic workflows and their AI agents that get installed with Now Assist applications are assigned pre-defined roles. If you select *`Users with specific roles`* for user access, you must configure the security controls to include these roles. Data access settings must also include these roles. For the instructions to change the security controls, see Define security controls for an agentic workflow.

Some Now Assist skills, agents, and agentic workflows are turned on by default

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The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. For more information, see .

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Help improve productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor in Now Assist applications and features.

Use the Now Assist panel to interact with and get assistance from generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in docs.

Now Assist for CMDB release notes

The Now Assist for CMDB application enables you to improve the quality of CMDB data, search the CMDB quickly, find and remedy issues with Service Graph Connector import sets, view comprehensive summaries for configuration items (CIs), accelerate the process of remediating duplicate CIs, and manually create CIs. Now Assist for CMDB was enhanced and updated in the Zurich release.

Now Assist for CMDB highlights for the Zurich release

Zurich Patch 7

- Get AI-powered answers your questions on CI classes and attributes to help you work in CI forms, dashboards, home pages, and other views on the workspace.
- Search queries can now span multiple tables and relationships between CIs.

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Zurich Patch 5

- Review changes to Now Assist usage measurement

Zurich Patch 4

- Some Now Assist skills and agentic workflows are now turned on by default.
- Agentic workflows and AI agents included with Now Assist applications now require additional security configuration.
- Reduce the debugging time and effort when you resolve issues with Service Graph Connector import sets.
- Find and resolve de-duplication tasks.
- Speed the process of manually creating CIs.
- Methodically work through the process of improving CMDB data governance.
- Search for CIs by specifying any of several attributes of the CI of interest.
- View a concise summary of the key CI data on a CI form in a workspace page or on any list view.

Zurich Patch 3

Zurich Patch 2

Zurich Patch 1

See Now Assist for Configuration Management Database (CMDB) for more information.

Important: Now Assist for CMDB is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for CMDB to Zurich

The installation (activation) process has changed for the Now Assist for CMDB v2.1 plugin. See Configuring Now Assist for CMDB for the new instructions.

Changed in this release

Zurich Patch 7

The skill answers your questions on CI classes and attributes to help you work in CI forms, dashboards, home pages, and other views on the workspace. You can submit similar queries on the Explore CI view.

CMDB searches can include relationships

Search queries can depend on relationships between CIs and can span multiple tables. For example, you might ask: "Search for servers that depend on databases - only Linux servers running Redhat".

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

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Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

New role required for the Create configuration item agentic workflow

The sn_cmdb_admin role is now required to use the Create configuration item agentic workflow (was sn_cmdb_editor).

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Create a CI using Now Assist

Verbal interaction with this feature has improved. Occasionally, you might need to create a CI manually. To help you, the CI creator agentic workflow accepts your natural language request and verifies that it understands which class the new CI should belong to. The workflow then checks Identification and Reconciliation engine (IRE) rules to determine the required attributes for the CI and requests that information. After you provide sufficient data, the workflow ensures that the proposed CI includes the attributes that you requested, complies with IRE rules, and is not a duplicate. The workflow then creates the CI.

Getting advice from Now Assist on CMDB governance

To help users understand the value of each step in the process, responses now include richer context. The CMDB Governance agentic workflow supports administrators and service owners by improving CMDB data governance. Before starting in on each governance task, the workflow presents the reasons for the task to help you better understand the importance and benefits of the activity. The objective is to ensure that CMDB data is accurate and complete so that users can trust the data.

Use Now Assist to search the CMDB for CIs

Verbal interaction with this feature has improved. Users can now select the CI inline when multiple CIs are returned as matches. A summary of the CI now appears in the conversation. The CMDB search agentic workflow enables you to search for CIs by specifying any of several attributes of the CI of interest. The workflow accepts your natural language request, verifies your search goal, and then generates a keyword search, a single-table search with dot walks, or a multi-table search, depending on the information that you provided. The workflow can infer CI relationship data to generate an appropriate query.

View CI information with the Now Assist CI summarization skill

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Verbal interaction with this feature has improved. You can now view a concise summary of the key CI data by selecting the CI on a CI form, in a workspace page, or on any list view. The summary can include discovery data, ownership, and key related items such as open incidents, alerts, problems, upcoming change requests, and security vulnerabilities. Additionally, the summary lists the service instances that the CI is part of.

Resolve de-duplication tasks with support from the Now Assist Manage duplicate CIs skill. CMDB administrators follow step-by-step guidance to perform remediation, and can preview remediation results before applying a template.

Fix SGC import set issues with the Now Assist SGC diagnosis skill

Verbal interaction with this feature has improved. You can now diagnose a failed import set that is associated with a Service Graph Connector to get a summary of the errors and recommendations for resolving the issues.

Activation information

Now Assist for CMDB is a ServiceNow AI Platform feature that is available with activation of plugins that you get from the ServiceNow Store. For details, see Configuring Now Assist for CMDB.

Related ServiceNow applications and features

Service Graph Connectors

Use a Service Graph Connector to import and integrate third-party data into CMDB and non-CMDB tables.

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use the conversational interface in Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Collaborative Work Management (CWM) release notes

The ServiceNow® Now Assist for Collaborative Work Management (CWM) application uses generative AI skills to improve the time to value for tasks you perform in CWM. Now Assist for CWM is a new application in the Zurich release.

Now Assist for CWM highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

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Zurich Patch 4

- In Zurich Patch 4, some Now Assist are now turned on by default.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Help increase the efficiency of your teams using the generative AI capabilities of Now Assist for CWM.

See Now Assist for Collaborative Work Management (CWM) for more information.

Important: Now Assist for CWM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Generate acceptance criteria for stories in CWM

Generate clear, consistent acceptance criteria for user stories with the acceptance criteria generation skill. By using story details as context and predefined templates, the skill helps you generate acceptance criteria in a format that aligns with your organizational requirements.

Generate and improve content using open-text prompts

Help improve your content and productivity with the ability to enter custom prompts directly in the Docs, alongside the Summarize, Elaborate, and Shorten options.

Generate content with Now Assist for CWM directly in your Docs. In addition, summarize existing sections, elaborate where needed, and refine drafts.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

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Activation information

Install Now Assist for CWM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Collaborative Work Management

Collaborative Work Management (CWM) provides a central hub to plan, visualize, manage, and collaborate on work with your teams.

The Now Assist for CWM application uses generative AI skills to help save time and improve efficiency for actions you perform within CWM.

ServiceNow® Now Assist uses generative AI to help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use the Now Assist panel conversational interface in CWM to generate tasks from Docs and add them to CWM Boards.

Now Assist for Creator release notes

The ServiceNow® Now Assist for Creator application includes generative AI skills that can help you develop on the ServiceNow AI Platform efficiently. Now Assist for Creator was enhanced and updated in the Zurich release.

Now Assist for Creator highlights for the Zurich release

Zurich Patch 7

- Generate themes and color palettes from brand images using the new theme generation workflow in Theme Builder.
- Edit published or live catalog items directly through conversations with Now Assist.
- Configure UI policies, location, access, fulfillment, and portal settings for catalog items with the catalog item generation skill.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Expedite the troubleshooting process by using the ATF troubleshooting agent store application.
- Learn about how to use UI Builder and modify UI pages with the UI Builder agent.

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- Plan your application development with the Build Agent planning tool.
- Generate catalog items conversationally and preview them during the creation process with Now Assist in Catalog Builder.

Zurich Patch 3

- Accelerate the transition from application design to development by connecting the Build Agent to the Figma Model Context Protocol server.

Zurich Patch 2

- Try the Build Agent for free with the Build Agent (Trial).

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Create, edit, and deploy fully functional ServiceNow applications using the Build Agent in the ServiceNow IDE.
- Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities.

See Now Assist for Creator for more information.

Important: Now Assist for Creator is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Generate themes using the new theme generation workflow in Theme Builder

Leverage the new theme generation workflow in Theme Builder to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling.

Edit already published catalog items using Now Assist

Edit and refine published catalog items conversationally using Now Assist in Catalog Builder.

Generate UI policies in Catalog Builder

Use Now Assist to create new UI policies, update existing ones, and deactivate them, all through simple, conversational prompts. Each UI policy can include multiple actions, and Now Assist can create that for you.

Assign catalog item location with Now Assist

When creating or editing a catalog item, you can use plain language to assign values for catalog, category, or topic. If the value you provide matches an existing entry, Now Assist automatically applies it to the item, helping to streamline the process and reduce manual data entry.

Zurich Patch 4

Configure AI model providers for Now Assist for Code skills

Choose a model provider for Now Assist for Code skills in the script editor. You can choose from the models that are enabled in the AI Control Tower.

Planning tool available with the Build Agent

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Build a detailed, step-by-step plan for your application development with the Build Agent planning tool. You can refine the plan iteratively by prompting for changes and providing feedback until you reach a final version.

Build Agent supports Azure OpenAI and Google Gemini

Use Build Agent with Azure OpenAI and Google Gemini in addition to Anthropic Claude on AWS.

Use images as prompts in Build Agent

Attach images, such as architectural diagrams or UI wireframes, to provide context for prompts in the Build Agent.

Generate catalog items conversationally with Now Assist in Catalog Builder

Create catalog items and record producers efficiently using the conversational interface within Catalog Builder. Communicate your requirements and specifications for your desired catalog items through guided conversation. Now Assist for catalog generation helps to simplify and streamline the catalog item creation process.

Preview catalog items during the creation process

Preview catalog items during the creation process. Quick previews enable you to verify that catalog items appear and function as intended before publication.

Getting help with the Now Assist panel in UI Builder

Create pages using natural language text prompts with Now Assist in UI Builder. Quickly add layouts, components, and content to your pages without manually configuring each element. You can also quickly analyze page structure and data flow by asking questions using natural language.

Key features of UI Builder agent

Ask your questions about using UI Builder to the UI Builder agent. The UI Builder agent provides an overview of page configuration, such as the structure and interconnections of page elements. You can also use the UI Builder agent to apply different layouts, configure components, and update styling.

ATF troubleshooting agent

Accelerate troubleshooting and resolve test failures quickly by using ATF troubleshooting agent on covered metadata.

Zurich Patch 3

Application development with Figma MCP server

You can now connect the Build Agent to the Figma MCP server. The Figma MCP server enables the Build Agent to access the structured data within Figma files. This connection accelerates the transition from application design to development, helping to make the developer workflow more efficient.

Zurich Patch 2

New Build Agent (Trial) available

A trial version of the Build Agent is now available with Build Agent (Trial). With Build Agent (Trial), you can explore limited interactions with the Build Agent for free.

Zurich release notes

New third-party AI model provider options available for Now Assist

Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini.

Build Agent, an autonomous AI agent for ServiceNow application development

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The Build Agent, located in a chat panel within the ServiceNow IDE, functions as an autonomous AI agent capable of independently generating a complete ServiceNow application. It can handle various code-related tasks, such as rewriting tables, explaining code, validating and improving existing applications, fixing application errors, and more.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Removed in this release

Zurich Patch 6

- Spoke generation has been removed from Now Assist for Creator. See the ServiceNow Store website for additional information.

Zurich Patch 4

- Starting with version 28.4.3 of Now Assist for Creator, the now.assist.creator role has been removed as a required role for using most Now Assist for Creator skills and agents. Some skills and agents might have additional role requirements. See the Now Assist for Creator product documentation for more information.

Activation information

Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Creator Studio

The ServiceNow® Creator Studio application is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development.

Integration Hub

Automate integration tasks using ServiceNow® components for Workflow Studio, or develop custom integrations. A separate subscription is required.

Integration Hub spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

Now Assist for App Engine

ServiceNow® Now Assist for App Engine enables you to enhance custom applications with AI capabilities, such as AI agents and skills, that you can leverage at runtime.

Now Assist for Code

With the Zurich release, the code autocomplete skill of the Now Assist for Code is available in the ServiceNow IDE.

Playbooks

ServiceNow® Workflow Studio playbooks enable process owners to author cross-enterprise workflows and create a single, unified process. You can also use playbooks to provide end users with a simplified, task-oriented view of your process.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

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 ServiceNow AI Platform.

ServiceNow Studio

ServiceNow Studio provides a unified experience for all ServiceNow development activities, enabling admins and developers to extend base system solutions and easily create custom apps.

UI Builder

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The ServiceNow® UI Builder application is a web user interface builder for building pages for workspaces and portals or custom web experiences with Next Experience Components.

Workflow Studio

The ServiceNow® Workflow Studio application provides a single location to access all process automation applications.

Now Assist for Customer Service Management (CSM) release notes

The ServiceNow® Now Assist for CSM application brings generative AI to Customer Service Management (CSM). You can help improve productivity and efficiency by delivering enhanced self-service, recommended actions, and suggested answers. Now Assist for CSM was enhanced and updated in the Zurich release.

Now Assist for CSM highlights for the Zurich release

Zurich Patch 7

- Enhance the Complaint Case playbook to align playbook activities with agentic workflows, introduce AI-driven summarization and drafting capabilities, and remove legacy components that are no longer part of the complaint experience.
- Monitor how users engage with genAI skills in Now Assist for CSM.
- Get a case status and manage cases through natural voice conversations.

Zurich Patch 5

- Review changes to Now Assist usage measurement.
- Help reduce manual effort and case closure time for complaint cases with the Complaint Case AI agent collection.

Zurich Patch 4

- Enabled is_template for all Now Assist skills and added support to clone and customize any base system genAI skill in the Now Assist Skill Kit
- Defined the navigation path for Sentiment Analysis dashboard in Core UI to make accessing sentiment analysis data easier.
- Track trending case topics with insights, visualizations, and customizable filters for deeper analysis with the Trending topics dashboard.
- Monitor customer sentiment across cases with LLM-powered insights and track the sentiment trends in the dashboard.
- Enable agents to access customer, case, and product details instantly through natural language queries with the provide customer 360 insights agentic workflow.
- Auto-generate work notes and comment recommendations to help improve agent efficiency with the activity response generation skill.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1 Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions.

Early Availability

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- Use the suggested steps that automatically display on the **Recommended Actions** tab to help resolve cases and increase agent productivity.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for Customer Service Management (CSM) for more information.

Important: Now Assist for CSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Metrics to measure genAI skills

Monitor how users engage with genAI and agentic skills in Now Assist for CSM to provide actionable dashboards and reports for workflow optimization.

Navigation to customer 360 insights summary card in cases

Access all relevant case information by navigating to the customer 360° insights page from the summary card.

AI voice agent for CSM

Access a case status and create cases through voice interactions with a unified AI voice agent for case management.

In-product agentic indicators

Identify when agentic AI is active in a record in the **AI Workflows** tab, which includes a presence icon and record indicator.

Zurich Patch 5

Complaint Case AI agents collection

The Complaint Case AI agent collection automates complaint handling by gathering missing details, analyzing sentiment, categorizing issues, and suggesting resolutions. It streamlines intake, triage, and communication, which helps reduce case closure time.

Zurich Patch 4

Enabled the is_template property

Enabled the is_template property for all Now Assist skills to clone consistently. Clone any base system genAI skill and customize it in the Now Assist Skill Kit to set up quickly and simplify skill modification. Applies to all Now Assist for CSM skills.

Access the Sentiment analysis dashboard in Core UI

Locate and access sentiment analysis data without searching through multiple menus with a defined navigation path in the Sentiment analysis dashboard in the Core UI interface.

Sentiment trends analysis dashboard

Get a comprehensive view of customer sentiment across case. The dashboard uses LLM-powered insights to explain sentiment changes and lets you drill down to find root causes and real time insights—helping managers take targeted actions.

Trending topics dashboard

Get a comprehensive view of trending topics across cases along with insights and visualizations to facilitate deeper analysis. This feature helps support teams track

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trend progression, regional impact, and analyze specific trends using customizable filters.

Provide customer 360 insights agentic workflow

Use the provide customer 360 insights agentic workflow to provide synthesized and relevant customer insights to live agents via conversations. This agentic workflow is designed to support human agents by responding to natural language queries regarding cases, customer history, products, and interactions. This feature expedites access to vital information and case resolution, identifies patterns, and leverages past similar cases for guidance as well as triggers actions from the Now Assist panel.

Activity response generation skill

Use the activity response generation skill to automatically generate recommendations for resolution notes, work notes, and comments. This feature helps agents add meaningful updates to case records, improving efficiency and interactions.

Now Assist context menu configuration for extended tables within resolution notes

Configure output fields for resolution notes through the Now Assist context menu configuration page so skills apply to extended tables without any additional setup.

Zurich Patch 1

Use the triage cases agentic workflow security directives

Implement security on AI agents and agentic workflows through ACLs and user identities.

Now Assist for CSM genAI security directives

Implement security in Now Assist for CSM skills through ACLs and user identities.

Early Availability

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Changed in this release

Zurich Patch 7

Changes to Complaint Case AI agent collection

Updates have been added to the Complaint Case playbook to work better with the Complaint Case AI agent:

- Triage displays complaint details and enables a human agent to identify and request missing information.
- Complaint-specific case summarization is available directly within the playbook.
- Replace research case task activities with case tasks list activity.

Enhancements in the Sentiment analysis dashboard

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- Sentiment analysis dashboard support has expanded to include interaction records, and positive and negative sentiment drivers have been consolidated into a single Sentiment Drivers view.
- The top negative assignment group and number of cases by channel visualizations have been merged into the new Impact Explorer visualization for streamlined analysis.
- Widget placement in the Workforce Optimization dashboard has been optimized for accessing insights and trends across interfaces.

Enhancements in Trending topics dashboard

- The Accounts, Products, Assignment Groups, and Channels graphs have been consolidated into the Impact Explorer card.
- Search and pagination have been added to the list header.
- The Historical trends resurfacing graph has been added the Trending topics dashboard to show historical trends at a glance.
- Trending topics have been expanded beyond the top 10 results to provide deeper insight into emerging patterns.
- The trending topics widget has been added in the Workforce optimization dashboard as the **AI insights** tab.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Enhancement in case summarization skill flow

The **Define trigger** step has been added to the case summarization flow. This step enables admins to choose between the User Trigger option, where users select a button to generate a summary, and the Automatic Trigger option, where summaries are automatically generated based on specified conditions.

Enhancement in email reply recommendation skill

Generate reply suggestions in the compose area using preset templates that include headers, footers, and signatures.

Unified admin experience for Now Assist skills

Skills cloned in Now Assist Admin console can now be edited in Now Assist Skill Kit. This update unifies the admin experience across Now Assist Admin and Now Assist Skill Kit, enabling users to add headers, configure prompts, and manage Now Assist skills in one location. The migration supports case summarization and resolution notes generation.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for

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the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Display sentiment scale in case list view

Sentiment scoring has been added to both the case record page and list view across cases, giving agents immediate visibility into the emotional tone of customer interactions. The sentiment scale ranges from very positive, positive, neutral, negative, to very negative.

Zurich Patch 3

Multilingual support

Enhanced multilingual support in chat summarization, resolution notes, and knowledge generation. Leveraged native multilingual LLMs for improved fluency and domain specificity, addressing translation inconsistencies across Tier 1 and Tier 2 languages.

Early Availability

Suggested steps in the Recommended Actions tab

View the suggested steps on the **Recommended Actions** tab in the contextual side panel. If suggested steps are available for a case, Now Assist for CSM generates and displays these steps in a card at the top of the **Recommended Actions** tab.

KB generation skill configuration enhancement

The **Is Template** field on the KB generation skill configuration record is enabled by default. With the skill_builder.admin role, you can copy or clone the KB generation skill and customize the prompt in the skill kit.

Activation information

Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see .

Starting with Vancouver Patch 4, Now Assist for CSM is supported.

Starting with Zurich Patch 7, Customer Service Management AI agent collection is supported.

Additional requirements

Check your entitlements to determine whether you have access to the Now Assist for CSM application.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

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Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Enterprise Architecture (EA) release notes

The ServiceNow® Now Assist for Enterprise Architecture (EA) application introduces generative AI skills into the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) was enhanced and updated in the Zurich release.

Now Assist for Enterprise Architecture (EA) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- All Now Assist for EA skills are activated by default.
- Use the Diagram change analysis Now Assist skill to compare an Enterprise Modeling and Visualization diagram with its previous version and generate a summary of the differences.
- Use the Refine text Now Assist skill to elaborate or shorten text in the **Description** field of the business application, business capability, business process, and information object records. Also, use this skill to generate, elaborate, or shorten text in the **Reasoning** field under the **Planned Disposition** section of the business application record.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Use the Business Application Insights Now Assist skill to generate insights into your business applications.
- Implement security in Now Assist AI agents with access control lists (ACLs).
- On the Architectural Decision Records page, use the field in the Architectural Decision Records menu to enter queries and derive the required information from the Architectural Decision Records (ADR) artifact content.

Zurich Patch 1

- Use the Business Application Insights Now Assist skill to generate insights into your business applications.
- Implement security in Now Assist AI agents with access control lists (ACLs).
- On the Architectural Decision Records page, use the field in the Architectural Decision Records menu to enter queries and derive the required information from the Architectural Decision Records (ADR) artifact content.

Zurich Early Availability

- Enhance your productivity by using the Now LLM Service or a supported third-party LLM with any Now Assist for Enterprise Architecture (EA) skill or AI agent.
- Enhance your user experience with Coral that is used as the default theme for new portal, web, and mobile experiences.

See Now Assist for Enterprise Architecture (EA) for more information.

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Important: Now Assist for Enterprise Architecture (EA) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Enterprise Architecture (EA) features

Compare Enterprise Modeling and Visualization diagrams

Learn the details of the changes in the Enterprise Modeling and Visualization diagrams by comparing a diagram with its previous version. You can compare business application hierarchy, business capability map, and business process map diagrams.

Elaborate or shorten content in form fields

Elaborate or shorten text in the **Description** field of the following records using the Refine text Now Assist skill:

- Business application
- Business capability
- Business process
- Value stream stages
- Information object

Also, generate, elaborate, or shorten text in the **Reasoning** field in the **Planned Disposition** section of the business application record.

Business Application Insights skill configuration changes

For the Business application insights Now Assist skill, you can view the business application source fields based on which the business application insights are generated. Also, you can determine the availability of the skill by defining a specific criteria in the **Define access** tab of the Business application insights skill.

Role restrictions for Now Assist for EA skills

Role restriction is added to the default roles associated with the following skills:

- Diagram change analysis
- ADR Doc Summarization and Actions
- Business application insights
- Refine text

Business Application Insights skill

Learn the details of business applications and gather concise and actionable insights on business applications from the summary that is generated by Now Assist for Enterprise Architecture (EA). The business application insights help you to make informed decisions without manually reviewing large volumes of data.

Implement access control lists for security in AI agents

Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities.

ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.

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To learn about ACLs for Now Assist for Enterprise Architecture (EA) agents and skills, see Configure Now Assist for Enterprise Architecture (EA) and Enterprise Architecture AI agent generate enterprise architecture diagram agentic workflow.

Generate a summary of the Architectural Decision Records (ADR) document or get a particular information from the document

On the Architectural Decision Records page, use the field option in the Now Assist menu to derive a particular information about the ADR content.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

- The **Compare versions** button is added to the diagram page in the Enterprise Modeling and Visualization.
- The Now Assist icon is added to the diagram page in the Enterprise Modeling and Visualization. You can use this icon to show or hide the Now Assist panel.
- The Now Assist icon is displayed on selecting the description field of the business application, business capability, business process, value stream stages, and information objects.

  Also, the icon is displayed on selecting the **Reasoning** field in the **Planned Disposition** section of the business application record.
- Added **Define availability** and **Define access** tabs in the Business application insights Now Assist skill configuration page in the Now Assist Admin console.
- Added **Role restrictions to skill** section in the **Define access** tab of Now Assist skills in the Now Assist Admin console.
- The **Generate insights** button is added to the business application page in the Enterprise Architecture Workspace.
- Changes to the Architectural Decision Records page:
  - The Now Assist drop-down menu is added.
  - A field is added to the Now Assist drop-down menu to enter queries and get answers for Architectural Decision Records (ADR) artifact content.
  - The **Summarize** button is moved to the Now Assist drop-down menu.
  - In the context menu, the **Now Assist** button is changed to the Now Assist icon and placed as the first option of the context menu.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

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Zurich Patch 4

Role masking

Role masking enables users to limit the roles and privileges of agentic workflows during tool execution. Agentic workflows and their AI agents that get installed with Now Assist applications are assigned pre-defined roles. If you select *`Users with specific roles`* for user access, you must configure the security controls to include these roles. Data access settings must also include these roles. For the instructions to change the security controls, see Define security controls for an agentic workflow.

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. For more information, see .

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Help improve productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor in Now Assist applications and features.

Use the Now Assist panel to interact with and get assistance from generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in docs.

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Now Assist for Operational Sustainability Management Management release notes

The ServiceNow® Now Assist for Operational Sustainability Management application brings generative AI to Operational Sustainability Management. Now Assist for Operational Sustainability was enhanced and updated in the Zurich release.

Now Assist for Operational Sustainability highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Accelerate carbon reporting with AI-powered calculations, validation, and insights for Scope 3 emissions.

Zurich Patch 1

Automate metric data collection from utility invoices by extracting key information using the AI-driven document intelligence for utility invoices.

See Now Assist for Operational Sustainability Management for more information.

Important: Now Assist for Operational Sustainability is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Use agentic AI in Now Assist for Operational Sustainability

The carbon calculations agentic workflow acts as a copilot for sustainability teams, streamlining carbon accounting workflows. It intelligently selects metric definitions and emission factors from the library, generates calculated metric definitions, and enables user review and adjustments before final use.

Zurich Patch 1

Extract data from utility invoices

Now Assist for Operational Sustainability with document intelligence for utility bills, designed to streamline your ESG metric data collection and reporting. Here are the key highlights:

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- Extract ESG metric data with Gen AI-Powered Document Intelligence from utility bills, like electricity, gas, and water, with accuracy and efficiency.
- Automate data collection by eliminating manual data entry and reducing errors.
- Integrate extracted data with ESG metric workflows for a seamless experience.
- Scale your operations with an enterprise-scale solution that handles large volumes of data.
- Confirm compliance and transparency with built-in audit features that support reporting requirements.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for Operational Sustainability by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and Features

Zurich Patch 4

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Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

AI Agent Studio

Use AI Agent Studio to create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Use the Now Assist panel conversational interface in ServiceNow® Software Asset Workspace to interact with and get assistance from generative AI.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Financial Services Operations (FSO) release notes

The ServiceNow® Now Assist for Financial Services Operations (FSO) application brings generative and agentic AI to Financial Services Operations. Features include AI agents, case summarization, disputes intake via Virtual Agent, and support for third-party language models. Now Assist for FSO was enhanced and updated in the Zurich release.

Now Assist for FSO highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Leverage AI agents in Now Assist for FSO to automate the ACH dispute resolution process.
- Use an updated Disputes intake via Virtual Agent conversation flow that supports the revised dispute questionnaire, bypassing questions when inferring answers, and initiating ACH disputes. This flow is for both cards and non-cards (ACH).
- Now Assist for FSO skills and AI agents support model updates in Now LLM Service.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Early Availability

- Implement security in Now Assist AI agents and Now Assist for FSO skills with access control lists (ACLs).

See Now Assist for Financial Services Operations (FSO) for more information.

Important: Now Assist for FSO is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Zurich Patch 4

Standalone AI agents in FSO

Automate ACH dispute resolution using AI-powered agents to assist in these tasks:

1. Evaluate merchant analysis
2. Evaluate Nacha operating guidelines
3. Review ACH dispute return recommendation
4. Dispute communication initiation

These AI agents provide recommended outcomes along with supporting rationale to assist decision-making. However, the final decision remains entirely with the dispute agent.

Dispute agents can now close tasks faster and with confidence using the **Apply Recommendation** option. With one click, the recommended outcome and rationale are applied and the task is closed, saving time, reducing manual effort, and boosting productivity.

Now LLM LTS support for Now Assist for FSO

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

Early availability

ACL security implementation

Enable security implementation to execute AI agents, agentic workflows, and generative AI skills through ACLs and user identities in Now Assist for FSO.

Predefined ACLs are provided for case summarization, Disputes intake via Virtual Agent, and the Help resolve friendly fraud AI agent and agentic workflow.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Disputes intake via Virtual Agent

Disputes intake via Virtual Agent has the following updates:

- Questions presented to the user for disputes will follow the dispute questionnaire in the disputes playbook.
- Bypass inferring answers to certain questions so that customers provide answers directly, ensuring the correct dispute category and dispute reason are determined.

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- Supports ACH disputes, Disputes intake via Virtual Agent including submission of the Written Statement of Unauthorized Debt (WSUD).
- Checks if the disputed transaction is already part of an existing case.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Using agentic workflows in Now Assist for FSO

The predefined ACLs in this release apply to the AI agents and agentic workflows in Now Assist for FSO.

Implement access control in Now Assist AI agents

Configure and manage ACLs for agentic workflows and AI agents in the AI Agent Studio.

Now Assist for FSM release notes

The ServiceNow® Now Assist for FSM application brings generative AI to Field Service Management. Now Assist for FSM was enhanced and updated in the Zurich release.

Now Assist for FSM highlights for the Zurich release

- Track and validate parts usage during work order task closure with the Parts Manager AI agent.
- Create work orders from images by uploading photos of equipment issues through the Now Assist panel or ServiceNow Agent mobile app.
- Access Now Assist Virtual Agent from a primary action button in the mobile app navigation bar.
- Use voice-to-text input when interacting with Now Assist Virtual Agent in the ServiceNow Agent mobile app.
- Enhance your productivity with the Create Work Order AI agent, which allows users to initiate work orders using AI to process descriptions from text.

See Now Assist for Field Service Management (FSM) for more information.

Important: Now Assist for FSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

AI agent: Parts Manager

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Track and validate parts usage when closing work order tasks. The Parts Manager AI agent analyzes activity notes to update parts statuses and automatically adjusts inventory when tasks are closed. The AI agent is available through the Now Assist panel on platform and through the ServiceNow Agent mobile app.

AI agent: Create Work Order from image

Create work orders by uploading photos of equipment issues. The AI agent extracts relevant information from the image to populate work order fields.

Primary action button for Now Assist Virtual Agent

Access Now Assist Virtual Agent from a primary action button in the ServiceNow Agent mobile app navigation bar. Administrators can configure this button to launch Now Assist Virtual Agent or another global function.

Voice-to-text input in Now Assist Virtual Agent

Use voice input when interacting with Now Assist Virtual Agent in the ServiceNow Agent mobile app. Tap the microphone icon to dictate messages instead of typing.

AI agent: Create Work Order

You can leverage AI to create work orders from a written description of the issue. The Create Work Order AI agent is available through the Now Assist panel on platform and through the ServiceNow Agent mobile app.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Custom template and custom prompt support

As an admin, you can clone the KB generation skill and customize the input fields. You can also clone the Work order task summarization skill, then access the skill in the Now Assist skill kit, and update the prompts.

UI changes

AI visual indicators

Consistent gradient styles indicate when AI is assisting or augmenting an experience. Gradients appear across AI-powered features in Workspace, UI16, and mobile interfaces. Gradients subtly animate during AI processing and return to a static state when complete.

Updated icons in Now Assist Virtual Agent

The Now Assist Virtual Agent interface includes updated icons for web search, photo upload, and microphone functions.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Create Work Order AI agent performance improvements

The Create Work Order AI agent was optimized to reduce latency and improve response times. Inter-agent communication was streamlined to minimize redundant processing during work order creation.

Removed prompt headers

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The prompt headers have been removed from the work order summarization skill to support third-party large language models. You can now customize prompts via a hyperlink to the Now Assist skill.

Activation information

Now Assist features are available with activation of the Now Assist for FSM plugin. For more information, see .

Additional requirements

The Now Assist for FSM application requires Field Service Management.

Related ServiceNow applications and features

Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console that provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including work order task summarization and Knowledge Base article generation.

Now Assist for Hardware Asset Management (HAM) release notes

The ServiceNow® Now Assist for Hardware Asset Management (HAM) application brings agentic AI to Hardware Asset Management. Now Assist for HAM was enhanced and updated in the Zurich release.

Now Assist for HAM highlights for the Zurich release

Zurich Patch 7- Gain real-time visibility into critical asset data through generative AI-driven asset analysis summaries.

Zurich Patch 5- Review changes to Now Assist usage measurement.

Zurich Patch 4- Some Now Assist skills, agents, and agentic workflows are now turned on by default.

Zurich Patch 1- Automate the hardware asset repair process by using an agentic workflow.

See Now Assist for Hardware Asset Management (HAM) for more information.

Important: Now Assist for HAM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for HAM to Zurich

If you have the procurement_user user role, you can access the help manage hardware asset requests agentic workflow, which includes the following AI agents:

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- Hardware asset management sourcing AI agent
- Transfer order creation AI agent
- Purchase order creation AI agent

New in the Zurich release

Zurich Patch 7

Manage your assets with comprehensive and real-time data

View consolidated asset information through AI-generated analysis summary on the asset record. The AI-generated summary dynamically updates based on the asset state and includes context from any active incidents or tasks. The summary displays the asset life cycle, current assignment and location, audit status, financial metrics, and identifies missing data to support asset management activities.

Zurich Patch 1

Optimize hardware asset repair process with the suite of AI agents

Automate the repair of defective and out-of-warranty hardware assets by using AI agents in the help repair hardware assets agentic workflow. These AI agents validate the repair tasks, provide detailed troubleshooting and repair instructions, and complete the tasks on receiving user confirmation.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

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Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected roles* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for HAM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

The Now Assist for HAM application requires the Hardware Asset Management Pro plus license.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Integrated Risk Management (IRM)

The ServiceNow® Now Assist for Integrated Risk Management (IRM) application brings generative AI to Governance, Risk, and Compliance. Now Assist for Integrated Risk Management (IRM) was enhanced and updated in the Zurich release.

Now Assist for Integrated Risk Management (IRM) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Use AI-generated recommendations to identify which policies are impacted by a regulatory alert.
- Use the get regulatory analysis agentic workflow to enrich regulatory alerts with external context, classification, summarization, and recommended impacted items. Start by selecting

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Get analysis from the Ask Now Assist action menu on the regulatory alert page or Get Regulatory Analysis from the Now Assist panel.

- Use the generate regulatory action plan agentic workflow to turn regulatory insights into actionable compliance strategies with structured tasks, clear ownership, and timelines. Start by selecting Generate action plan from the Ask Now Assist action menu on the regulatory alert page or Generate Regulatory Action Plan from the Now Assist panel.
- Use the Risk Suggestion AI Agent to discover potential risks for an entity, giving risk managers better insights for informed decision-making.
- Use the report a GRC issue AI agent in the Employee Center to report issues through a guided conversational experience.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1:

- Use AI-generated recommendations to identify which controls are impacted by a regulatory alert.

See Now Assist for Integrated Risk Management (IRM) for more information.

Important: Now Assist for Integrated Risk Management (IRM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Recommend policies for a regulatory alert

If you're a RCM User [sn_grc_reg_change.user] and have the Regulatory change AI user [sn_grc_comp_genai.reg_change_ai_user] role, you can generate AI-driven recommendations to help identify and mark relevant policies as impacted during regulatory alert reviews. These recommendations assist in associating policy impacts with alerts. You can accept suggested policy impacts to create action tasks immediately or dismiss recommendations to filter out irrelevant information.

Citation impact analysis and updates with Now Assist for IRM

When a citation's description or supplemental guidance is updated, Control Objective Impact Analyzer skill identifies related control objectives that might be affected. The AI agent, ControlObjective Change Agent, then reviews these control objectives to determine whether the descriptions or guidance need changes and provides suggested updates. Users can review, provide feedback, and approve these updates directly in the Now Assist panel, ensuring that citation changes are reflected in associated control objectives.

Enhancements to control objectives rationalization process

The following enhancements have been introduced to the generative AI rationalization process of control objectives:

- Rationalization process is now automatically created when selecting the Rationalize button in the control objective page.
- The recommendation workflow has been simplified into a two-step process: Step 1 identifies duplicates by accepting or dismissing recommendations; Step 2 finalizes by retaining one recommendation or creating a new common control objective.

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- Approvals for the rationalization process are skipped for owners who are reviewers, and levels where all reviewers are owners are automatically approved.
- Owners and approvers can add comments and justifications directly on recommendation cards and reply to existing comments.
- The user interface has been updated with better navigation, quick summaries, visual improvements, and clear error messages.

Get regulatory analysis agentic workflow

If you're a RCM User [sn_grc_reg_change.user] and have the [sn_grc_comp_genai.reg_change_ai_agent_user] role, you can analyze and enrich regulatory alerts by using the get regulatory analysis agentic workflow in the Now Assist panel. This agentic workflow uses web search to enhance alert context, summarizes the alert, and recommends potential impacts on citations, policies, and control objectives to support fast and accurate compliance decisions. You can get started by selecting Get analysis from the Ask Now Assist action menu on the regulatory alert page or by selecting Get Regulatory Analysis from the Now Assist panel.

Generate regulatory action plans agentic workflow

If you're a RCM User [sn_grc_reg_change.user] and have the sn_grc_comp_genai.reg_change_ai_agent_user role, you can generate a regulatory action plans by using the generate regulatory action plans agentic workflow in the Now Assist panel. This agentic workflow analyzes impacted areas and similar historical alerts to create change tasks and action tasks that help implement regulatory change. You can get started by selecting Generate action plan from the Ask Now Assist action menu on the regulatory alert page or by selecting Generate Regulatory Action Plan from the Now Assist panel.

Identify risks for an entity

If you're a Workspace user with the sn_grc_sharegenai.risk_suggestion_aiagent_user role, you can use the Risk Suggestion AI Agent to identify risks related to an entity. The AI agent analyzes the entity and suggests relevant risks from various sources, consolidating them into a reviewable list to verify for accuracy. Risk managers can then confirm and promote these risks to the risk register for further assessment. This feature automates risk discovery, helping identify potential risks and prepare for compliance requirements.

Report a GRC issue AI agent

The report a GRC issue AI agent is now available in Employee Center, enabling employee users to report issues through a guided conversational experience. As users respond to prompts, the agent structures the issue and recommends relevant controls, entities, and policies based on the input provided. The AI agent helps ensure that the issue is well-defined and enriched with contextual information before it's submitted.

Zurich Patch 1

Recommend controls for a regulatory alert

If you're a RCM User [sn_grc_reg_change.user] and have the Regulatory change AI user [sn_grc_comp_genai.reg_change_ai_user] role, you can generate AI-driven recommendations to help identify and mark relevant controls as impacted during regulatory alert reviews. These recommendations assist in associating control impacts with alerts, reducing manual effort and improving consistency. You can accept suggested control impacts to create action tasks immediately or dismiss recommendations to filter out irrelevant information.

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UI changes

Zurich Patch 7

Now Assist skills for Risk & Sustainability

The skill family name **Regulatory change management** has been updated to **Regulatory change** to improve naming clarity and consistency within Now Assist skills for Risk & Sustainability under the Technology workflow module in the Now Assist Admin Center.

Zurich Patch 4

Now assist skills group renamed

The skill group previously named IRM is now renamed Risk & Sustainability under the Technology workflow module in the Now Assist Admin Center.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for Integrated Risk Management (IRM) by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Zurich Patch 4

All Now Assist for IRM skills and agentic workflows are activated by default after installing Now Assist for Integrated Risk Management (IRM).

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for HR Service Delivery (HRSD) release notes

The ServiceNow® Now Assist for HR Service Delivery (HRSD) application brings generative AI to HR Service Delivery. Summarize case and chat information, and generates reply recommendations so that agents can propose quick resolutions. Now Assist for HRSD was enhanced and updated in the Zurich release.

Now Assist for HRSD highlights for the Zurich release

Zurich Patch 7

- Review an ER interview summary quickly by using the ER interview summarization skill from both Core UI and Agent Workspace for HR Case Management.
- Streamline the interview scheduling process using the self-scheduling mechanism within the schedule interviews agentic workflow.
- Preserve institutional knowledge during employee offboarding with AI agents that automate document discovery, organize content by category, and guide managers and employees through the transfer process.
- View additional journey services (catalogs and order guides) recommended based on previous journeys and peer requests.
- As a manager, review recommendations in Now Assist in Virtual Agent and add new tasks through a conversational interface.
- As an admin, create reusable feedback templates using the ServiceNow AI Platform Surveys tool.
- As a manager, select and preview feedback templates when requesting feedback.
- As a manager, review a summarized view of an employee's recent feedback on the feedback page in Manager Hub.

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Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Use AI voice agents to enable employees to use self-service tools and create HR cases over the phone.
- Use AI agents to predict the relevant HR service for an HR case and automatically transfer the case to the predicted HR service.
- Use AI agents to analyze criticality of an HR case and use existing knowledge articles and catalog items for resolving a noncritical case.
- Use AI agents to assist with processing tuition reimbursement requests based on submitted course information and company policies found in knowledge articles.
- Leverage AI agents to generate fulfillment plans for critical HR cases from both Core UI and Agent Workspace for HR Case Management.
- Review ER case context quickly by using the ER case summarization skill from both Core UI and Agent Workspace for HR Case Management.

Zurich Patch 1

- Implement security in Now Assist AI agents with access control lists (ACLs).
- Use AI agents to place requests to the Human Capital Management (HCM) system.
- Leverage an AI agent to generate a fulfillment plan in a series of steps for an HR case from both Core UI and Agent Workspace for HR Case Management.
- Leverage AI agents to collect the necessary inputs from recruiters and schedule interviews seamlessly.
- Simplify employee onboarding with AI agents that gather inputs, structure tasks, enable manager review, and deliver personalized onboarding plans.

Zurich Early Availability

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for HR Service Delivery (HRSD) for more information.

Important: Now Assist for HRSD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Some Now Assist skills are now turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Australia Early Access): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

ER Interview Summarization

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Use the ER interview summarization skill to obtain summary of the ER case interview, which includes details such as quick recap, key assertions and responses.

Self-scheduling option in Schedule interviews agentic workflow

Recruiters and recruitment coordinators can now use self-scheduling to streamline interview scheduling by presenting applicants with available time slots to choose from. This option reduces the time to schedule in the absence of overlapping applicant-declared availability and minimizes the probability of manual handover to recruiter. The workflow recommends self-scheduling when beneficial, offers panelist-compatible slots sorted by confidence level, and automatically schedules interviews once applicants select their preferred time.

Offboarding knowledge transfer plan generation agentic workflow

The offboarding knowledge transfer plan generation agentic workflow captures and organizes critical knowledge when employees leave. AI agents interact with managers to collect requirements, discover documents from the specified time period, categorize content into meaningful work areas, and facilitate employee review before sharing with successors.

Generate onboarding ramp-up plan

The generate onboarding ramp-up plan workflow has been enhanced to create more relevant and personalized ramp-up plans for new hires. The workflow now recommends additional Journey services (catalogs and order guides) based on previously completed journeys and services requested by peers in similar roles. Managers can review these recommendations in Now Assist in Virtual Agent and add new services through a conversational experience.

Streamline feedback collection and review using the Employee feedback collection AI agent

As an admin, create reusable feedback templates using the Platform Surveys tool allowing managers to select and preview templates when requesting feedback, and help them quickly view a summarized snapshot of a reportee's recent feedback with easy navigation to the feedback page in Manager Hub for detailed insights.

Zurich Patch 4

Predict service and transfer HR cases agentic workflow

Analyze an HR case and automatically route it to the most appropriate HR service with the predict service and transfer HR cases agentic workflow.

Resolve noncritical HR cases agentic workflow

Use the resolve noncritical HR cases agentic workflow to assess the criticality of HR cases, and automatically respond to noncritical inquiries without human intervention. Human agent intervention is required when the request is identified as critical.

Resolve critical HR case agentic workflow

Resolve critical HR requests efficiently with the resolve critical HR case agentic workflow. This workflow generates a tailored fulfillment plan for an HR case using fulfillment instructions, KB articles, or resolution notes of similar past cases. It helps accelerate the resolution process by providing planning support to HR agents.

Summarize an ER case using Now Assist for HRSD

Use the ER case summarization skill to obtain a comprehensive overview of the ER case, which includes key details, such as allegations, evidences, and interviews.

Help resolve tuition reimbursement requests agentic workflow

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Use the policy based HR evaluator skill to automatically compare employee tuition reimbursement submissions against company policies and return a decision of approval, denial, or request for additional information.

HR Voice AI agents

Help employees handle self-service HR issues, such as creating cases, checking case status, and requesting time off, using real-time voice interactions with HR AI voice agents. With advanced speech-to-text and text-to-speech capabilities, configurable caller authentication, and seamless integration with Contact Center as a Service (CCaaS) providers, such as Twilio and Genesys, the agents can deliver an efficient and personalized experience for employees.

Zurich Patch 2

Collect employee feedback with the help of an agent in Now Assist

As a manager, collect feedback from employees with the help from an agent in Now Assist. Identify which colleagues to request feedback from through Talent Development applications, journeys, and interaction patterns in Microsoft. Send, track, and manage feedback requests with built-in reminders. Leverage existing to-dos to send and manage feedback requests seamlessly.

Create a growth conversation with the help of an agent in Now Assist

As a manager, use the growth conversations preparation AI agent to schedule and prepare for employee growth discussions. The agent provides a clear summary of employee activity and career journey as well as data-driven talking points for focused and impactful conversations.

Note: This feature is available when you have both Now Assist for HR Service Delivery (HRSD), which installs Now Assist for Talent and HR Talent AI Agent Collection.

Zurich Patch 1

Implement access control in Now Assist AI agents

Enable security settings to run AI agents and agentic workflows by using ACLs and user identities. You can configure and manage the ACLs in AI Agent Studio.

HCM AI agents

Use AI agents to enable employees to place requests to the HCM system, such as apply for time off or update details.

Resolve HR cases agentic workflow

Generate a fulfillment plan in a series of steps for an HR case by selecting the **Generate Plan** button on the HR case. HR agents can add prompts to further refine the AI-generated fulfillment plan before the plan is published to the work notes of the case.

HR case sentiment analysis

Prioritize cases by the sentiment score and monitor sentiment trends over time. HR agents can review a brief summary to understand the reasoning for the sentiment score for each HR case.

Schedule interviews agentic workflow

Use AI agents to automate the interview scheduling process from the Now Assist panel and use the inputs from recruiters or recruitment coordinators to send out interview invites.

Generate onboarding ramp-up agentic workflow

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Accelerate onboarding with the generate onboarding ramp-up plan agentic workflow, which creates personalized and team-specific plans for every new hire. Powered by AI agents, it tailors learning paths, team tasks, and 1:1 introductions to help employees ramp up fast, build stronger connections, and reach productivity quickly.

Resolve noncritical HR cases agentic workflow

Evaluate case criticality and retrieve relevant knowledge articles to resolve HR cases, minimizing the need for agent intervention. Generate a fulfillment plan for an HR case, which helps resolve the HR case fast.

Zurich Early Availability

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Use AI agents to create job requisition

Use AI agents to automate the process for creating a job requisition from the Virtual Agent chat window by using the inputs from your hiring managers.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Functional change

The resolve HR cases agentic workflow has been broken down into three agentic flows:

- Predict service and transfer HR cases agentic workflow
- Resolve noncritical HR cases agentic workflow
- Resolve critical HR case agentic workflow

Zurich Patch 1

Flow name

The resolve noncritical HR cases workflow has been renamed to the resolve HR cases workflow.

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Activation information

Install Now Assist for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use the conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Agent Workspace for HR Case Management

The Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Journey designer

The Journey designer application enables managers and employees to create and track journeys. Journeys include transition plans, such as promotions, offboarding, onboarding, and role changes for employees.

Now Assist for IT Operations Management (ITOM) release notes

The ServiceNow® Now Assist for ITOM application brings generative AI to ITOM. Now Assist for ITOM was enhanced and updated in the Zurich release.

Now Assist for ITOM highlights for the Zurich release

Zurich Patch 7

- Use the Dynatrace Model Context Protocol (MCP) server agent for deeper analysis in the analyze alert impact and manage alerts autonomously agentic workflows.
- Analyze a Service Observability dashboard to find performance insights.
- Understand service health by analyzing all available Service Observability dashboards for a service.
- Expand support for 3P AI Model in AIOps LEAP to include additional model options across Small (OpenAI GPT-4o mini, Claude Haiku 4.5, Gemini 2.0 Flash) and Large (OpenAI GPT-4o, Claude Sonnet 4.5, Gemini 2.0 Pro) tracks.

Zurich Patch 5

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- Review changes to Now Assist usage measurement.
- Now Assist skills used in the analyze potential impact agentic workflow are turned on by default.
- Use the new manage alerts autonomously workflow to efficiently manage alerts and minimize resolution times, including an AI agent for triage, impact analysis, and root cause investigation.
- **AIOps LEAP**

  Create Knowledge Base articles with embedded command snippets

  Guided chat workflow to create and manage Playbooks and KBs

  Break large groups into targeted sub-groups using generative AI

  Generate comprehensive resolution steps from multiple web sources

  Regenerate resolutions when new data sources are enabled

Zurich Patch 4

- View an error analysis by Now Assist in Agent Client Collector.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Get deeper impact analysis in the analyze alert impact agentic workflow with five new AI agents.
- Enhance security for Now Assist AI agents with access control lists (ACLs).
- Find all TLS certificates expiring within a determined time and renew them in a single prompt.
- Use the triage and analyze alert agentic workflow to perform initial triage and analysis in the context of an incident.
- Review Alert analysis, and relevant information for new mixed alert groups in the Now Assist panel to help investigate alerts more effectively.

See Now Assist for IT Operations Management (ITOM) for more information.

Important: Now Assist for ITOM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Set up the new Dynatrace MCP server agent, which replaces the Dynatrace analysis AI agent, for deeper alert analysis. In the analyze alert impact agentic workflow, you can ask more detailed questions about Dynatrace alerts, such as questions about logs, topology, or recent changes. In the manage alerts autonomously agentic workflow, investigations now pull more comprehensive Dynatrace context based on alert type.

Updates to the manage alerts autonomously agentic workflow

The manage alerts autonomously agentic workflow has been updated to provide additional AI insights in the preview panel and alert record. These updates include:

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- Summaries of the logic behind automated decisions, such as auto closures of insignificant alerts
- A written summary of the Service Observability dashboard

Additionally, automated alert groups are now supported across Now Assist features such as alert assist and AI insights.

Analyze log analytics alerts to assess impact and triage urgency

The manage alert autonomously agentic workflow now includes AI-driven analysis for log analytics alerts. The alert hypothesizer skill evaluates historical patterns to assess if triage is required. It also classifies alerts as proactive or reactive, where proactive indicates emerging risk and reactive indicates an active issue. The analysis can include contextual insights such as potential failure scenarios to support an alert investigation.

Analyze Service Observability dashboard skill

The analyze Service Observability dashboard skill uses generative AI to summarize a single Service Observability dashboard and calls out insights found in charts. This summary helps operators quickly orient to and understand a particular dashboard. Once activated, this skill is available on all Service Observability dashboards and runs automatically from Incident Investigation when Service Observability is installed.

Analyze service health

The analyze service health skill uses generative AI to analyze all available Service Observability dashboards for the selected service in the Service Operations Workspace (SOW). It generates a summary of a service's health and calls out any found insights. Once activated, this skill is available from the header of a service record in the SOW.

Zurich Patch 5

Enhance IT operations with AI-driven, autonomous alert management using the manage alerts autonomously workflow

Automate alert triage, impact analysis, and root cause investigation with an AI-driven workflow that replaces manual operator steps with autonomous decision-making. The workflow processes incoming alerts end-to-end and surfaces consolidated insights through Express List, giving operators immediate visibility into what happened, what's affected, and why.

Configure the Datadog and Gemini Cloud Assistant observability skills

Set up the new Datadog and Gemini Cloud Assistant observability skills to get insights from those tools in the manage alerts autonomously agentic workflow. With Datadog and Google Gemini, the workflow now supports five observability tools, including Dynatrace, Kentik, and New Relic, helping you investigate and respond to a wider range of alerts.

AIOps LEAP skill setup

Status information for records grouping job run is available when skills are modified with support KB content.

AIOps LEAP settings page

The new interface for the AIOps LEAP properties includes default configuration to achieve opportunity savings and reporting.

Action Insights panel

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The Action Insights panel on the automation opportunity details page provides suggestion to create sub-groups when there are large volumes of records. This helps optimize opportunities and knowledge gaps for architects.

Zurich Patch 4

View an error analysis by Now Assist in Agent Client Collector

Starting in version 6.0.0, use Now Assist AI agents to gather information about errors occurring on Agent Client Collector agents. For example, you can verify the underlying cause behind a specific error or error code.

Zurich Patch 1

Configure the Dynatrace analysis AI agent

Set up the Dynatrace analysis AI agent in the analyze alert impact agentic workflow to investigate Dynatrace alerts. With Dynatrace, the agentic workflow now supports three observability tools, including Kentik and New Relic, helping you investigate and respond to a wider range of alerts.

Expand the analyze alert impact agentic workflow with four new AIOps agents

Get a fuller view of alert impact with four new AIOps agents in the analyze alert impact agentic workflow. Along with observability data, the agentic workflow now includes information from within ServiceNow to help surface business impact and related issues. Activate the AIOps agents to include them in the agentic workflow.

Enhance your decision-making process with the analyze potential impact agentic workflow

Assess the potential impact of a change using the analyze potential impact agentic workflow. This workflow provides an analysis of the relevant servers and suggested services that might be impacted by your change request, ensuring that you have all the insights needed to make informed decisions before making a change.

Add access control lists for security in AI agents

Enable security settings to run AI agents and agentic workflows using ACLs and user identities. You can configure and manage the ACLs in AI Agent Studio.

Now Assist certificate renewal AI agent

Use the Now Assist certificate renewal AI agentic workflow to automatically renew certificates before they expire. You can perform the following with the Now Assist certificate renewal AI agent:

- Renew individual certificates
- Find all certificates about to expire
- Renew all certificates about to expire in a single prompt

Utilize the triage and analyze alerts agentic workflow in the context of an incident

Initiate the triage and analyze alerts agentic workflow from the Now Assist panel in the context of the incident form to perform all the functions of the workflow. This workflow automatically assigns, acknowledges, and summarizes origin alerts, determines their significance through historical analysis, and analyzes related incidents.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel,

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featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

AIOps AI agents removed from the analyze alert impact agentic workflow

Four AIOps AI agents have been removed from the analyze alert impact agentic workflow because they're now available in the manage alerts autonomously agentic workflow. AI agents for Dynatrace, Kentik, and New Relic remain in the analyze alert impact agentic workflow to help you learn about and respond to alerts.

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

AIOps LEAP rebranding

AIOps LEAP is renamed as Learning-Enhanced Automation Platform reflecting expanded scope beyond just Playbook creation.

Service Operations Workspace (SOW) Integration

Playbooks appear in SOW module.

Data Range Display

The AIOps LEAP landing page shows analyzed data date range for automation teams to be aware of time-ranges of analysis.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

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Deprecations

In Zurich Patch 7, the Dynatrace analysis AI agent is being prepared for future deprecation. To continue getting Dynatrace insights in agentic workflows, deactivate the Dynatrace analysis AI agent and set up the Dynatrace MCP server agent. For configuration details, see .

Activation information

Install AIOps Experience [sn_sow_aiops] and Now Assist for ITOM from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

The Now Assist for ITOM application requires an ITOM Pro Plus or Enterprise Plus license.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Now Assist

Help improve organizational efficiency, deliver better self-service, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console to learn how to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in the ServiceNow® Service Operations Workspace to summarize a chat, incident, or resolution notes, and get the context that you need.

Now Assist skills

Work with ServiceNow® Now Assist products to use generative AI skills in different workflows. Workflows include summarizing cases or incidents, summarizing chats, generating resolution notes, and generating code.

Now Assist for IT Service Management (ITSM) release notes

The ServiceNow® Now Assist for IT Service Management (ITSM) application brings generative AI to IT Service Management. Now Assist for IT Service Management (ITSM) was enhanced and updated in the Zurich release.

Now Assist for IT Service Management (ITSM) highlights for the Zurich release

Zurich Patch 7

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- Submit a catalog item for an account unlock using the voice AI agent.
- Generate automatic responses for requests and requested items.
- Use the ITSM Conversational Analytics dashboard that provides usage adoption performance metrics in Now Assist in Virtual Agent.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Add self-service and deflection to your phone channel with Voice AI agents.
- Edit the incident summarization skill prompts and inputs within the Now Assist Skill Kit (NASK).
- Use the Now Assist context menu to create AI-powered generative text.
- Use agentic workflows in Change Management to quickly link configuration items (CIs) to a change request, intuitively create change requests, and easily associate outages with a change request.
- Empower service desk agents to diagnose and resolve incidents on DEX monitored devices quickly and efficiently by using the#DEX issue diagnosis and resolution agentic workflow.

Zurich Patch 1

- Use the Assess conflicts for a change request agentic workflow to run conflict detection for change requests and assess conflicts, identify affected CIs, and view the list of impacted services.
- Use the Schedule a change agentic workflow to schedule change requests by identifying the available schedule slots.
- Use the Explain SLA agentic workflow to understand the breakdown of task assignment and ownership for the SLA relevant to a specific incident, problem, case, or change request. Gain insight into the potential causes of a breach or delays.
- Use the Assess quality of a Change Request agentic workflow to assess the quality of a change request, analyze the information available in the fields, and generate suggestions to improve the information in the fields.
- Use the Wrap-up and resolve incident agentic workflow to resolve incidents, create, or attach Knowledge Base (KB) articles, update duplicate incident information, and attach Known Error (KE) articles to the incident record.

See Now Assist for IT Service Management (ITSM) for more information.

Important: Now Assist for IT Service Management (ITSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for IT Service Management (ITSM) to Zurich

When you upgrade to the Zurich Patch 4 release, any customizations you may have made to the Now Assist context menu (NACM) won't be preserved. For more information, see the Community article Upgrade information for the NACM support in Now Assist for ITSM.

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New in the Zurich release

Zurich Patch 7

Creating a catalog item for unlocking accounts using the voice AI agent

Use the demo Submit account unlock catalog with the voice AI agent to create a catalog item to unlock the specified account when a user calls the help desk.

Enhancements to Troubleshoot Outlook issue with voice AI agent

Email relevant troubleshooting articles and instructions to users when you troubleshoot Outlook issues for them.

ITSM Conversational analytics dashboard

Get insights into virtual agent adoption, usage trends, and track metrics in Now Assist in Virtual Agent.

Generate a response to request activity

Automatically generate a response in record activity streams using the activity response generation skills for requests and requested items.

DEX issue diagnosis and resolution agentic workflow

Service desk agents can diagnose and resolve Zoom call quality issues using the DEX issue diagnosis and resolution agentic workflow, which integrates Zoom-specific diagnostics that correlate device, network, and application data.

AI-powered root cause analysis for Zoom call quality issues

Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant Knowledge articles to help resolve the issue efficiently.

Get AI driven insights for boot time performance

Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-help instructions, and Knowledge articles to resolve boot performance problems quickly.

Zurich Patch 4

Adding self-service and deflection to phone channels using Voice AI agents

Enhance employee productivity with Voice AI agents by adding self-service and deflection to their phone channel.

Getting password reset instructions using an AI agent

The **DEMO Password reset agent** is a demo AI agent that provides requesters with password reset instructions for the account that they need help with.

Editing the incident summarization skill prompts and inputs using the Now Assist Skill Kit

You can edit the prompts and inputs for the incident summarization skill within the Now Assist Skill Kit (NASK) and test the updates you've made.

Expanding attachment summarization capabilities to include additional document formats and language

You can now summarize, analyze, and extract data from attachments in additional formats and languages.

Creating a knowledge article in any incident state

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Create knowledge articles from any incident state by configuring a system property for the required states.

Edit a knowledge article when one article is attached to an incident

You can edit a knowledge article if your administrator has enabled the system property to display the **Edit knowledge** button and if you have only one article attached to the incident.

Enhancing the efficiency of the Investigate and resolve ITSM incidents agentic workflow

For better efficiency, the ITSM incident resolution investigation AI agent and Find catalog item AI agent have been combined into one agent. This agent is called the ITSM incident resolution plan investigation AI agent.

Enhancing the efficiency of the Triage and categorize ITSM incidents agentic workflow

For better efficiency, the Link major incident AI agent and the Link incident to problem AI agent have been combined into one agent. This agent is called the Link major incident or problem AI agent.

Enhancing the efficiency of the Generate change request plans agentic workflow

For better efficiency, the existing six agents in the change request plans agentic workflow have been combined into one agent. This agent is called the Change request plans AI agent.

Display the risk factors sources that contribute to the calculation of a change risk explanation

When a change risk is calculated, Now Assist for ITSM provides the list of the change requests that were used to identify the potential risks for the change risk explanation so that you can understand which risk factors contributed to the calculated risk.

Generating resolution notes using the Now Assist context menu

As an admin, you can view and configure the Now Assist context menu (NACM) to generate resolution notes using the **Resolution notes generation** skill.

Generating an activity response using the Now Assist context menu

As an admin, you can view and configure the Now Assist context menu (NACM) for an activity response using the **Incident activity response generation** skill.

Selecting the desired knowledge base and template for creating knowledge articles using the new interface

With this new interface, you can select the desired knowledge base and the template to create the article in Service Operations Workspace or Core UI.

Masking roles for controlled access to agentic workflows, AI agents, and skills

Mask roles to restrict access to agentic workflows, AI Agents, and skills, ensuring that users receive only the necessary permissions.

Suggest configuration items for a change request agentic workflow

Find and link applicable configuration items (CIs) to a change request from the Now Assist panel in a conversational and intuitive way using the Suggest configuration items for a change request agentic workflow.

Create outages for a change request agentic workflow

Associate outages with a change request in a conversational and intuitive way from the Now Assist panel using the Create outages for a change request agentic workflow.

Create standard change request agentic workflow

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Create a standard, normal, or emergency change request in a conversational and intuitive way from the Now Assist panel using the Create standard change request agentic workflow.

Create standard change template proposal agentic workflow

Create a change template proposal record based on similar change requests in a conversational and intuitive way from the Now Assist panel using the Create standard change template proposal agentic workflow.

DEX issue diagnosis and resolution agentic workflow

Diagnose and resolve issues on DEX monitored devices through a structured process that includes diagnosis of the cause, a resolution plan with actionable steps, and documenting the resolution in the incident record.

Generate comprehensive release notes for a release in Digital Product Release

Automatically generate structured release notes for a release using the Generate Release Notes skill. This AI-driven capability compiles enhancements, features, incidents, and change records into structured notes with an executive summary and scope of work sections, reducing manual effort and ensuring consistency. You can edit the AI-generated draft as needed, then publish and share via link or PDF download.

Zurich Patch 1

Classify service and CI AI agent

Automatically assign the related service, service offering, and configuration item (CI) to an incident using the Classify service and CI AI agent in the Triage and categorize ITSM incidents agentic workflow.

Wrap-up and resolve incident agentic workflow

Generate resolution notes including root cause and resolution steps to resolve an incident, create or attach Knowledge Base (KB) articles, update duplicate incident information to the incident record. Attach Known Error (KE) articles when the resolution code is a known error. The agentic workflow has the following AI Agents:

- Incident resolution details AI agent
- Incident knowledge article AI agent
- Incident known error article AI agent

IT Service Management AI agent collection assess conflicts for a change request agentic workflow

Autonomously identify conflict types and summarize the impacted schedules, CIs and services related to the change request using the Change conflict assessor AI agent.

IT Service Management AI agent collection assess quality of a change request agentic workflow

Assess the quality of a change request and generate suggestions to improve the quality as needed using the Change quality assessor AI agent.

IT Service Management AI agent collection explain SLA agentic workflow

View the detailed breakdown of the assignment and ownership relevant to the SLA for an incident, problem, case, or change request using the Explain SLA AI agent.

IT Service Management AI agent collection schedule a change agentic workflow

Find and schedule the optimum slots for change requests using the Schedule Change Request AI agent.

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Setting the AI user as the Run as user in the Triage and categorize incidents agentic workflow

Create AI users for the identity type **AI agent** and assign roles to the AI user based on your needs. Run the agentic workflow as the AI user that determines the data access defined by the role.

Matching flow action access control roles with the agent roles for the Notify users with Twilio agentic workflow

When you update the agent role for the Notify users with Twilio agentic workflow, you must also update the corresponding access controls with those roles.

Matching flow action access control roles with the agent roles for the Manage Microsoft 365 group members agentic workflow

When you update the agent role for the Manage Microsoft 365 group members agentic workflow, you must also update the corresponding access controls with those roles.

Using the itil role to add or update work notes in the Now Assist panel

To add or update work notes in the Now Assist panel, the logged-in user must have the itil role.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Zurich Patch 4Changing the password reset topic to an AI agent

The Virtual Agent **Password reset** topic has been changed to a Virtual Agent AI agent. The agent guides the users with instructions to reset passwords using KB articles in their self-service portal.

Changed in this release

Zurich Patch 7

Skills activated by default in Now Assist for ITSM

For new Now Assist for IT Service Management (ITSM) users, the following skills are activated by default:

- Resolution notes generation
- Knowledge generation
- Chat reply recommendation

Virtual agent topics available as demo data

The Virtual Agent topics listed in this table have been renamed and are now available as demo data.

Existing name	Updated name
Add Comment To Incident	(DEMO) Add Comment To Incident-LLM
Approve Sysapproval Approver	(DEMO) Approve Sysapproval Approver-LLM

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Existing name	Updated name
Change Password	(DEMO) Change Password (Template) - LLM
Check IT Ticket Status	(DEMO) Check IT Ticket Status (Template)
Close Incident	(DEMO) Close Incident-LLM
Explain change risk	(DEMO) Explain change risk
Mark Incident Unresolved	(DEMO) Mark Incident Unresolved-LLM
Open IT Ticket	(DEMO) Open IT Ticket (Template)-LLM
Reject Sysapproval Approver	(DEMO) Reject Sysapproval Approver-LLM
Reset Password	(DEMO) Reset Password (Template) - LLM
Resolve Incident	(DEMO) Resolve Incident-LLM
Unlock Account	(DEMO) Unlock Account (Template) - LLM
View And Add Comments	(DEMO) View And Add Comments-LLM

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Configuration item details for suggest configuration items for a change request workflow

Provide details such as class, location, and environment to find configuration items (CIs) relevant to a change request while using the suggest configuration items for a change request agentic workflow from the Now Assist panel.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Skills activated by default in Now Assist for ITSM

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For new Now Assist for IT Service Management (ITSM) users, the following skills are activated by default:

- Incident summarization
- Change request summarization
- Chat summarization

Deprecations

The Escalate IT Ticket core ITSM Virtual Agent topic is being deprecated in this release. The topic is renamed to **(Deprecated) Escalate IT Ticket**. This capability will be available in the Platform Request Status AI agent in a future release.

Activation information

Install Now Assist for IT Service Management (ITSM) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Legal Service Delivery (LSD) release notes

The ServiceNow® Now Assist for Legal Service Delivery (LSD) application leverages generative AI capabilities to summarize a legal request or legal matter so that you understand the context, refresh the summary, and post the summary to the work notes. This summary helps you to understand the context faster. Now Assist for Legal Service Delivery (LSD) was enhanced and updated in the Zurich release.

Now Assist for Legal Service Delivery (LSD) highlights for the Zurich release

Zurich Patch 7

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- Disclose conflicts of interest using natural language from Now Assist in Virtual Agent rather than having to fill out intake forms.
- Legal Request and Matter summarization now considers data from extended practice area tables when summarizing.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for Legal Service Delivery (LSD) for more information.

Important: Now Assist for Legal Service Delivery (LSD) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Submit a Conflict of Interest (COI) request through a natural language conversation. The conversational intake for Legal Conflict of Interest is available in the base system.

Zurich Patch 4

Now LLM LTS support for Now Assist for Legal Service Delivery (LSD)

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Zurich Patch 1

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

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UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Changed in this release

Zurich Patch 7

Summarize a legal request or matter by using Now Assist for Legal Service Delivery (LSD)

Summarization now includes data from extended practice area tables, providing context#rich summaries for your legal requests and matters.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for Legal Service Delivery (LSD) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Browser requirements

The Now Assist for Legal Service Delivery (LSD) application works with the latest stable versions of popular web browsers. To find the list of supported browsers, see Browser support.

Related ServiceNow applications and features

Legal Service Delivery

Use to connect employees and legal teams through a unified platform with intelligent workflows, streamlining legal requests and managing complex matters efficiently via the Legal Counsel Center.

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Use to improve productivity and efficiency in your organization, deliver better self-service, suggest actions, provide answers, and empower your users to search more effectively.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows. These AI skills include case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Manufacturing Commercial Operations (MCO) release notes

The ServiceNow® Now Assist for Manufacturing Commercial Operations (MCO) application brings platform AI capabilities to Manufacturing Commercial Operations. Now Assist for MCO is a new application in the Zurich release.

Now Assist for MCO highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Enable the Recall manager to create corrective actions and charges for the recall campaign using the create recall corrective actions AI agent.

See Now Assist for Manufacturing Commercial Operations for more information.

Important: Manufacturing Commercial Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Execute recall campaigns faster

Use the create recall corrective actions AI agent to extract the information available in the repair documents. The AI agent identifies and collects all relevant data contained within the repair documents and generates the corrective action and the corresponding charges.

The AI agent sets the asset applicability criteria to determine which corrective actions are applicable to that particular subset of the impacted asset.

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Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Now Assist features are available with activation of Now Assist for MCO (com.sn.mfg.gen.ai) plugin. For more information, see .

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Operational Technology Manager (OTM) release notes

The ServiceNow® Now Assist for Operational Technology Manager (OTM) application helps streamline processes in the Industrial Workspace related to your Operational Technology (OT) device data. Now Assist for Operational Technology Manager (OTM) is a new application in the Zurich release.

Now Assist for Operational Technology Manager (OTM) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Find OT Configuration Management Database (CMDB) records more quickly by using the OT CMDB search function.
- Simplify the upload, validation, and import of your OT device data by using the Import OT device spreadsheet into OT CMDB agentic workflow.

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See Now Assist for Operational Technology Manager (OTM) for more information.

Important: Now Assist for Operational Technology Manager (OTM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Operational Technology Manager (OTM) features

Zurich Patch 4

Search for related records in an OT CMDB table

Use the OT CMDB search function to find an OT configuration item (CI) and OT device information in an OT CMDB table.

Upload, validate, and import your OT device inventory spreadsheet using the Import OT device spreadsheet into OT CMDB agentic workflow

Use the Import OT device spreadsheet into OT CMDB agentic workflow to begin the process for uploading, validating, and importing your OT device inventory into ServiceNow.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role masking

Role masking enables users to limit the roles and privileges of agentic workflows during tool execution. Agentic workflows and their AI agents that get installed with

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Now Assist applications are assigned pre-defined roles. If you select *Users with specific roles* for user access, you must configure the security controls to include these roles. Data access settings must also include these roles. For the instructions to change the security controls, see Define security controls for an agentic workflow.

Activation information

Now Assist for Operational Technology Manager (OTM) is a ServiceNow AI Platform feature that is available with activation of the Operational Technology Manager (com.sn_ot_foundation). For details, see Install Operational Technology Manager.

Plugin information

New plugins

The following plugins are new in Zurich:

Now Assist for Operational Technology Manager (OTM) (com.sn_otm_gen_ai): Contains the features, AI agents, and agentic workflows for Now Assist for OTM.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Operational Technology Manager

Using Now Assist for OTM with the Operational Technology Manager, you can efficiently manage your OT device data.

Now Assist for Order Management release notes

The ServiceNow® Now Assist for Order Management application brings platform AI capabilities to Sales and Order Management. Now Assist for Order Management is a new application in the Zurich release.

Now Assist for Order Management highlights for the Zurich release

Zurich Patch 7

- Enable business-to-business (B2B) customers to create invoice dispute cases through AI-powered chat and voice assistants that guide them through conversational dispute intake on the Business Portal.
- Provide uninterrupted handoff to human agents to support complex use cases, with full conversation context transferred to the CSM/FSM Configurable Workspace.
- RMA AI agent for automated RMA entitlement and intelligent case handling.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

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- Enable B2B customers to submit order cases autonomously from the Business Portal by simply describing their needs in natural language using the manage order operations agent.
- Summarize complex orders across products, services, and fulfillment tasks, enabling agents to quickly understand status, take the right actions, and avoid navigating fragmented views to make the next steps easier and improving productivity.

See Now Assist for Order Management for more information.

Important: Now Assist for Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Order Management features

Zurich Patch 7

AI-powered invoice case management for customers

Enable customers to report quantity-related invoice disputes through an AI-powered virtual assistant on the Business Portal. Customers can describe the discrepancies through natural conversation, and the assistant validates details, creates cases, and autonomously resolves eligible disputes by issuing credit notes or replacement orders, or connects customers with a human agent when needed.

Invoice dispute intake with voice assistant

Enable customers to report quantity-related invoice disputes using voice commands through an AI-powered voice assistant on the Business Portal. Customers can describe discrepancies through natural speech and the assistant captures dispute details to create invoice cases or connects customers with a human agent.

Human agent handoff with context transfer

Help customers to escalate complex disputes seamlessly to a live agent. The full conversation context, including invoice details, dispute reason, and prior AI actions are transferred to the CSM/FSM Configurable Workspace, enabling live agents to continue without asking customers to repeat information.

Now Assist for invoice case resolution

Help accelerate invoice dispute resolution by surfacing similar cases and common resolution patterns in the Now Assist panel. Agents can request help with an invoice case to view how similar disputes were resolved, reducing research time and improving consistency.

Automated email notifications for invoice cases

Keep customers informed with automated email notifications at key points in the invoice case life cycle, including case creation confirmation, resolution details with credit note or replacement order information, and the next steps for cases requiring human review.

Return Merchandise Authorization

Leverage the RMA AI agent for automated entitlement and case handling with the following features:

- Automates entitlement checks with real-time warranty validation
- Selects best-fit resolution and sends for customer approval
- Generates recommended actions when no valid entitlement is found
- Provides proactive case updates and follow-ups
- Answers customer queries and handles multi-intent emails

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Zurich Patch 4

Enable the manage order operations agent in the Business Portal

Activate the manage order operations agent so that you can make the agent available to your customers on the Business Portal.

Request order changes using Now Assist

Use the manage order operations agent to provide a seamless experience to your customers on the Business Portal, enabling them to create order cases using a virtual assistant effortlessly. The AI agent can intelligently categorize requests for expedited delivery by creating order-related cases linked directly to the specific order, significantly reducing manual case creation and speeding up resolution times. Interaction channels include chat and voice options.

Summarize an order using Summarization for Order Management

Generate a summary of a complex order for a unified view of the order's current state to:

- Respond confidently to customer queries with accurate, real-time order status.
- Track changes and validate details to maintain consistency and transparency.
- Minimize errors and improve communication across suppliers and partners.
- Monitor tasks that are at risk of missing deadlines.
- Assign tasks to appropriate resources based on priority and skill.
- Make rapid prioritization decisions to avoid delays and help ensure timely fulfillment.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Request the Now Assist for Order Management application from the ServiceNow Store and install it using the ServiceNow® Application Manager. For more information, see Install a ServiceNow Store application.

Plugin information

New plugins

The following plugins are new in Zurich:

Zurich Patch 7

- Manage Invoice Operations (com.sn_inv_ops_aias): Delivers AI-powered assistants that handle invoice dispute intake directly from the portal, resolves eligible cases autonomously, and seamlessly escalates to a human agent when

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needed. In the workspace, it continues to assist human agents by providing relevant insights and actions to accelerate invoice case resolution.

- RMA Case Management (com.sn_csm_rma_case): Enables customers to create cases for install base item. It offers simplified processes, decreased turnaround time, and a unified workflow.

Zurich Patch 4

- Manage Order Operations (com.sn_ord_ops_aias): Enables business-to-business (B2B) customers to submit order cases autonomously from the Business Portal by simply describing their needs in natural language.

Browser requirements

Starting with the Zurich release, RMA Case Management for Sales and Order Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Exploring Customer Service Management

Learn how the Customer Service Management (CSM) application can help your organization resolve customer issues and requests for your customers. By adopting a proactive customer service approach, you can help increase your customer satisfaction and retention.

Now Assist for Retail Service Management (RSM) release notes

The ServiceNow® Now Assist for Retail Service Management (RSM) application supports retail personas in efficiently managing and resolving cases. Now Assist for RSM is a new application in the Zurich release.

Now Assist for RSM highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

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- Enable retail store support agents to use the store inquiry AI agent to:
  - Search multiple knowledge sources to generate clear, traceable responses and flag uncertain cases for human review.
  - Improve with every resolved query and seamlessly fit into HQ workflows with tailored suggestions.

Important: Now Assist for RSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for RSM features

Zurich Patch 4

Retail store inquiry agent capabilities

AI agent capabilities	Description
Automated inquiry parsing	Analyzes incoming questions from stores and identifies key topics like discount policy, returns, and exceptions. It accurately categorizes and tags these inquiries, streamlining the processing and response to store queries.
Intelligent policy look-up	Searches across multiple sources—such as past resolved cases, Knowledge Base articles, and their attached documents—to deliver precise and contextually relevant guidance.
Response drafting with policy references	Automatically generates a suggested reply using clear policy language and provides the accurate source of the suggested reply for traceability by attaching or linking the reply.
Learning from resolved cases	Continuously improves by indexing newly resolved inquiries, which expands its ability to respond to similar future cases.
Update case information	Enables users to accept, edit, or reject the suggested resolution, and automatically updates the case resolution notes and status for accepted or edited responses, or adds work notes for rejected responses.

New in the Zurich release

Store inquiry AI agent

The store inquiry AI agent is an intelligent assistant designed to support retail store support agents in efficiently managing and resolving cases.

New tools or scripts have been added to support store inquiry case management, including:

- Updating case details: Modifying the current information about a case, such as adding resolution information or updating work notes.
- Fetching similar cases: Retrieving past cases that have similar descriptions to the current case.
- Retrieving metadata for selectable links: Gathering information about a source (like a case or document) to create a selectable link to it.
- Get case details: Retrieving the current information about a case, such as its short description.

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Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

The Now Assist for RSM plugin is available with activation of com.sn.now.platform plugin. For more information, see .

Plugin information

New plugins

The following plugins are new in Zurich:

- Now Assist for RSM (com.sn_rtl_assist_rsm): Generative AI - related features for Retail Service Management that are powered by Now Assist.
- RSM AI agent collection (com.sn_rtl_rsm_agents): The RSM AI agent collection is a Retail Service Management tool that uses generative AI to boost agent productivity and streamline issue resolution. It provides proactive recommendations, enabling faster, smarter, and more personalized customer support.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Sales Force Automation (SFA) release notes

The ServiceNow® Now Assist for Sales Force Automation (SFA) application brings platform AI capabilities to Sales and Order Management. Now Assist for SFA is a new application in the Zurich release.

Now Assist for SFA highlights for the Zurich release

Zurich Patch 7

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- Now Assist for Sales and Order Management (SOM) is now known as Now Assist for Sales Force Automation (SFA) to align with our updated product taxonomy. There is no change to functionality or existing customer configurations.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 2

- Enable sales agents to use the Help nurture new leads agentic workflow to:
  - Proactively engage with initial leads
  - Book an appointment/demo to qualify a lead
  - Identify opt-outs and disinterest for lead disqualification

See Now Assist for Sales Force Automation (SFA) for more information.

Important: Now Assist for SFA is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 2

Use agentic workflows in Now Assist for Sales Force Automation (SFA)

The Help nurture new leads agentic workflow works with a team of AI agents to assist the sales agents to manage the life cycle of leads, either independently or under supervision.

Available workflows for lead management AI agents for the AI agent collection

Workflow name	Description	Available AI agents
Help nurture new leads	• Outlines the steps required to engage the lead with the sales agent. • Sends initial outreach and follow-up emails. • Retrieves emails, classifies the intent, and routes it to the right sales agent to take action. • Schedules, reschedules, or deletes the appointments	• Lead outreach AI agent • Inbound email AI agent • Appointment management AI agent • Lead disinterest AI agent

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Available workflows for lead management AI agents for the AI agent collection (continued)

Workflow name	Description	Available AI agents
	based on sales agent availability. • Manages the leads who want to opt out or uninterested.	

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic .

Activation information

Now Assist features are available with activation of com.sn.now.platform plugin. For more information, see .

Plugin information

Zurich Patch 2

New plugins

The following plugin is new in Zurich:

Now Assist for SFA (sn_som_gen_ai): Packages AI capabilities for Sales Force Automation features in SOM.

Additional requirements

The Now Assist for SFA application requires the Sales Development AI agents.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

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Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Sales and Order Management for Telecommunications (SOMT) release notes

The ServiceNow® Now Assist for Sales and Order Management for Telecommunications application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for SOMT is a new application in the Zurich release.

Now Assist for SOMT highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Collects the customer order information, identifies if the order needs enrichment, and creates the enrichment tasks. On closure of the enrichment task, it invokes the order fulfillment agent.
- Uses the historic order tasks to create the order tasks. If the historic data doesn't return any results, the large language model (LLM) is used to get the response.
- Checks the automation flow and fulfill order tasks.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

See Now Assist for Sales and Order Management for Telecommunications (SOMT) for more information.

Important: Now Assist for SOMT is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for SOMT features

Zurich Patch 4

Order enrichment agent

Use the order enrichment AI agent to collect the customer order information, identify if the order needs enrichment, and create the enrichment tasks. The AI agent creates a task and triggers the order fulfillment AI agent on its completion.

Order fulfillment agent

Use the order fulfillment agent to identify the tasks for domain orders using historical data from similar orders. After decomposition, the fulfillment AI agent creates and fulfills order tasks by checking the historical and applicable tasks.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you

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must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

UI changes

Zurich Patch 4

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see .

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Security Incident Response (SIR) release notes

The ServiceNow® Now Assist for Security Incident Response application helps your security analysts resolve security incidents autonomously with intelligent workflows and generative AI skills. Now Assist for Security Incident Response was enhanced and updated in the Zurich release.

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Now Assist for Security Incident Response highlights for the Zurich release

Zurich Patch 7

- Help enhance incident resolution plan generation by adding your existing runbooks to the AI runbooks section within the Security incident resolution plan skill. The existing runbooks provide additional context to the plan generation skill.
- Use the Sightings search and Isolate host capabilities in the Resolve security incident workflow to help resolve security incidents.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Use generative AI to create a quality assessment report of a security incident.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Help analysts to add security incidents details to the Shift Handover report by chatting with AI agents in the Now Assist panel.

Zurich Early Availability

- Help your analysts to gain insight into security incident record metrics with an agentic workflow. Chat with AI agents in natural language from the Now Assist panel.
- Help your analysts to resolve security incidents by chatting with AI agents in the Now Assist panel where the AI agent can assist in providing a resolution plan.

Important: Now Assist for Security Incident Response is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Now Assist for Security Incident Response to Zurich

Note: The following Now Assist skills, agents, and agentic workflows for Now Assist for Security Incident Response are activated by default:

Skills

- Security incident summarization
- Resolution notes generation
- Post incident analysis
- Security incident recommended actions
- Correlation insights generation
- Security incident quality assessment
- Natural language condition evaluator
- Generate content for shift handover
- Quality assessment report NACM
- Security incident resolution plan
- Security operations metrics analysis

Agentic workflows

- Wrap up security incident
- Resolve security incident
- Generate SIR shift handover report
- Analyze security operations metrics

Agents

- EDR AI agent
- Exchange online integration handling AI agent
- Observable analysis AI agent
- Security incident activities handling AI agent
- Security incident resolution AI agent
- Security incident retrieval AI agent
- Security incident shift handover AI agent
- Security incident wrap up generator AI agent
- Security metrics analysis AI agent

For more information, see Now Assist skills, agents, and agentic workflows on by default

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Note: Upgrading the Now Assist plugins activates any designated skills that were previously untouched by the customer.

- If you installed the plugins for a skill but never configured it, meaning you never activated it nor adjusted associated roles, any skill on by default is activated on a per skill basis when upgrade.
- If you previously toggled a skill from active and then back to inactive, or updated any roles for that skill, that skill remains inactive when upgrading.
- You maintain full control over deactivating individual skills at any time after activation.

When you update the Now Assist for Security Incident Response (SIR) application, the dependency applications are automatically updated.

For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response.

The AI Search application must be enabled so that the recommended actions skill works for security incidents with Now Assist for Security Incident Response. To verify that AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates that AI Search isn't enabled.

New in the Zurich release

Zurich Patch 7

Resolve a security incident

Help enhance the incident resolution plan generation by adding your existing runbooks to the AI runbooks section within the plan generation skill. The existing runbooks provide additional context to the plan generation skill.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Exploring Security Incident Quality Assessment with Now Assist for Security Incident Response

Use generative AI to create a quality assessment report of a security incident. The reports are generated using a predefined, natural language rule set. The report provides an overall assessment summary followed by the detailed assessment for all the rules.

Zurich Patch 1

Generate SIR Shift Handover Report

The AI agent helps add security incident details to a shift handover report. The agent populates the different sections of the shift handover with appropriate content by identifying the relevant details from the security incident. The AI agent can fetch details of the security incident and identify if the analyst has access to the shift handover record. The AI agent can generate content for each section of the shift handover record and asks for analysts feedback on the content. The AI agent

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refines the content based on the feedback and saves the content to the records on approval.

Zurich Early Availability

Using AI agentic workflows in Now Assist for Security Incident Response

The analyze security operations metrics agentic workflow helps security managers to analyze their teams' performance.

- Generate metrics for Security Incident Response (SIR) records for case volume, mean time to assign (MTTA), and mean time to resolve (MTTR) for a date range of your choosing.
- Request suggestions for how to improve MTTR, MTTA, and volume based on your metrics.

Enhancements to correlation insights in Now Assist for Security Incident Response

You can generate and view results for correlation insights in the Security Incident Response Workspace.

- Correlation insights aren't limited to the primary configuration item (CI) or affected users associated with a security incident. You can base your correlation insights on any CI or affected user for a security incident.
- You can generate correlation insights from the **Investigation** tab for a security incident in any state in the Security Incident Response Workspace.
- You can generate insights for multiple items simultaneously for Associated Observables, Configuration items, and Affected Users.
- Results are displayed in a modeless dialog that you can size and move.

Using the security incident resolution agentic workflow

Use the security incident resolution agentic workflow to close your security incidents. Analysts can chat with AI agents in natural language to resolve the security incidents. The AI agent analyzes the incident details, existing runbooks, Knowledge articles, and past similar security incidents as inputs, and provides a resolution plan. The AI agent also assists the analysts to resolve the security incident.

UI changes

Generate recommended actions for a security incident with Now Assist for Security Incident Response

A new **Show More** UI card has been introduced to enhance the visibility of recommended actions. As a security analyst, you can now access additional context along with further recommended steps to assist in the analysis and investigation of security incidents.

Changed in this release

Zurich Patch 7

Resolve a security incident

Use the Sightings search and Isolate host capabilities in the Resolve security incident workflow to help resolve security incidents.

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Activation information

Install Now Assist for Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Now Assist for Software Asset Management (SAM) release notes

The ServiceNow® Now Assist for Software Asset Management (SAM) application brings generative AI to IT Asset Management. Now Assist for SAM was enhanced and updated in the Zurich release.

Now Assist for SAM highlights for the Zurich release

Zurich Patch 7

- Automate the process of assigning available licenses to the Microsoft 365 Admin Portal by using an agentic workflow.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Automate user resolution with AI for SaaS license management to support efficiency and accuracy in subscription management.

Zurich Patch 1

- Automate and streamline the software asset request process by using an agentic workflow.
- Automate the process of creating reclamation rules by identifying software products suitable for reclamation using an agentic workflow.
- Automate the evaluation of unused and underused software installations for potential reclamation by using an agentic workflow.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

See Now Assist for Software Asset Management (SAM) for more information.

Important: Now Assist for SAM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Use an agentic workflow to automate Microsoft 365 license assignment to users to improve efficiency

Use AI agents to assign Microsoft 365 licenses automatically to users on the Microsoft 365 Admin Center without manual intervention. The AI agent analyzes whether there are available licenses and automatically assigns those licenses to the Microsoft 365 Admin Center, ensuring accuracy and compliance.

Zurich Patch 4

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Automate the creation of user resolution rules to accelerate reconciliation and ensure consistent user mappings

Use generative AI to resolve user subscriptions by creating user resolution rules without manual intervention. AI automatically creates the user resolution rules, and these rules analyze and map incoming subscription data to corresponding user records in the Software Asset Management application.

Zurich Patch 1

Use an agentic workflow to automate software asset sourcing to improve operational efficiency

Use AI agents in the Help manage software request agentic workflow to automate software asset sourcing, either through automatic license allocation or by creating purchase orders.

Use an agentic workflow to create reclamation rules for enhancing software license utilization tracking and reducing waste

Use AI agents to create reclamation rules automatically for installed or subscription-based software, reducing manual analysis of product use and cost. The AI agent analyzes factors such as spend and utilization to suggest reclamation rules.

Use an agentic workflow to reclaim unused software to minimize compliance risk and optimize savings

Use AI agents to automate the reclamation process for installed or subscription-based software. The AI agent evaluates software removal candidates and provides suggestions for reclamation based on intelligent checks that help ensure safe removal.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

UI changes

Zurich Early Availability

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

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The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Install Now Assist for SAM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

AI Agent Studio

Use AI Agent Studio to create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Use the Now Assist panel conversational interface in ServiceNow® Software Asset Workspace to interact with and get assistance from generative AI.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

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Now Assist for Source-to-Pay Operations release notes

The Now Assist for Source-to-Pay Operations application includes improved AI search, enhanced AI agents, and Summarization skills for fulfillers on the ServiceNow AI Platform. The Now Assist for Source-to-Pay Operations were updated in the Zurich release.

Now Assist for Source-to-Pay Operations highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Some Now Assist skills are now turned on by default.
- Create purchase requisitions faster by uploading vendor quote files directly through Now Assist's AI-powered chat interface in the Employee Center.
- Use the improved AI search in Shopping Hub, powered by the Retrieval Augmented Generation (RAG) framework, to get more accurate and relevant results.
- The Help fulfill procurement requests agentic workflow has been renamed to Conversational intake for sourcing and procurement to better reflect its expanded scope and capabilities.
- Use enhanced AI agents for the Conversational intake for sourcing and procurement agentic workflow in Now Assist for SPO to improve usability and operational efficiency.
- Use enhanced AI agents for the Coordinate supplier onboarding agentic workflow in Now Assist for SLO to automate the registration of external suppliers and companies and streamlines the onboarding process.
- Use the Field extractor skill to automate the extraction of invoice number or supplier invoice number from the inquiry case generated through various channels (emails, virtual agent chats, or web content). Automating the extraction of invoice and supplier numbers enhances Accounts Payable agents' efficiency, leading to faster and more accurate resolutions.
- The Enhanced Inquiry resolution provider AI agent uses more data sources to suggest resolution to supplier inquiries.

See for more information.

New in the Zurich release

Now Assist for FSC Common

The Field Extractor skill extracts the invoice number and supplier invoice number from the inquiry case that is generated through different channels (emails, virtual agent chats, or web content). The access control lists (ACLs) confirm that only authorized agents can activate or configure the skill.

The Supplier summarization skill in Source-to-Pay Operations workspace provides unified view of supplier-related inquiries and pending actions. This feature helps specialists and supplier managers to quickly view a concise summary of supplier-related cases, tasks, and exceptions.

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The Inquiry classifier skill auto-populates the subcategory of an invoice inquiry case by analyzing its description and short description in the Accounts Payable Operations.

Now Assist for Sourcing and Procurement Operations (SPO) skills in a Virtual Agent chat

Requesters can leverage contextual generative AI by using Now Assist for SPO in a Virtual Agent chat to complete self-service tasks, such as purchasing products.

Now Assist for Sourcing and Procurement Operations (SPO)

Upload quotes from vendors to request a purchase using the Procurement product recommendation AI agent. Now Assist automatically extracts supplier information, item descriptions, quantities, and pricing from uploaded vendor quotes to pre-fill purchase requisition forms, eliminating manual data entry and accelerating request submission.

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

The Help fulfill procurement requests agentic workflow has been renamed to Conversational intake for sourcing and procurement to better reflect its expanded scope and capabilities.

Employees can initiate sourcing and procurement requests conversationally, with the agent automatically applying organizational policies, routing logic, and pre-filling request details for faster completion.

To enhance performance and simplify maintenance, the Conversational intake for sourcing and procurement agentic workflow now includes three core AI agents. The Procurement purchasing plan and Procurement sourcing plan AI agents have been consolidated into a single, unified Procurement product recommendation AI agent.

- **Procurement request tracking AI agent**: Finds and summarizes request status details to answer employee inquiries.
- **Procurement product recommendation AI agent**: Recommends products based on organizational buying criteria, creates purchasing or sourcing plans, and guides employees through the checkout or request process.
- **Procurement inquiry analysis AI agent**: Analyzes employee inquiries to determine next steps, routes tasks to the appropriate agent, provides knowledge-based answers, and manages fallback handling for unsupported requests.

Now Assist for Supplier Lifecycle Operations (SLO)

Now Assist for SLO includes the Coordinate supplier onboarding agentic workflow to streamline the supplier onboarding process by automating supplier registration. AI agents automate the supplier onboarding process by validating profile data and banking details, checking for duplicate suppliers, task generation, communication with suppliers, and final approvals, streamlining the entire process for faster time-to-activation.

To make the workflow more dynamic, the Supplier document strategy generator AI agent creates tasks by referring to a KB article which has all the details about the regions and industry related tasks and documents required for onboarding. The KB article is available as a part of demo data, however, the admin can edit and configure this KB article as required.

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The following AI agents in the Coordinate supplier onboarding agentic workflow perform the supplier onboarding tasks:

- **Supplier data steward AI agent**: Validates supplier data and checks for duplicate records, creates an invitation case for the supplier contact and assigns the necessary supplier tasks. Also, if required, communicates to the supplier about missing information that must be updated.
- **Supplier data validator AI agent**: Validates supplier-provided profile information and banking details (like account name, account ID, and bank name) in real time.
- **Supplier approval AI agent**: Manages approval or rejection of the supplier onboarding.
- **Supplier document strategy generator AI agent**: Generates a plan to create tasks after referring to the dedicated KB article which includes all the details about the tasks required for onboarding based on the region and industry.

For more information, see .

The Now Assist for APO includes Inquiry resolution provider agent and Recommend invoice owner which resolves invoice inquiries autonomously and recommends business owner for invoices (Non-PO, Non-PO type credit memo).

- The Inquiry resolution provider AI agent processes high volumes of repetitive invoice inquiries through various channels (web, email, virtual agent, mobile and manual entry) to significantly reduce the workload of human agents.
- The Recommend invoice owner AI agent identifies the missing business owner through semantic matching or by creating tasks. The Recommend invoice owner agent triggers when a Missing or invalid business owner exception is raised. For more information on the AI agents, see

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed features

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic .

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

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- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Activation information

Install Now Assist for Source-to-Pay Operations by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Now Assist for Strategic Portfolio Management (SPM) release notes

The ServiceNow® Now Assist for Strategic Portfolio Management (SPM) application introduces generative AI skills into Strategic Portfolio Management. You can summarize feedback or content in Docs, create stories for epics, generate project insights, create demands through conversations, and quickly gain updates into projects. Now Assist for Strategic Portfolio Management (SPM) was enhanced and updated in the Zurich release.

Now Assist for SPM highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- All Now Assist for SPM skills are activated by default.
- Use the identify similar records skill to find similar demands based on contextual similarity.
- Enable the project task monitor AI agent to autonomously monitor project tasks on the critical path of a project.
- Use the **Send preview** button to share a project insights email instantly.
- Generate measurable targets from goals information and optional context with the target generation skill.

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

New in the Zurich release

Zurich Patch 4

Schedule project insights email

- Schedule project insights email in the Configure project insights modal. The project email is emailed to the project managers and users and continues on the selected schedule that you select until the project is inactive or paused.
- Schedule and instantly send the project insights email to your project managers by selecting the **Send preview** button.

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- Track important updates such as the delayed end dates, the status turning red, or the state updates of your projects and receive project insights email on the schedule that you select.
- Select the email frequency that works for you: weekly, bi-weekly or monthly.
- Monitor critical elements such as milestones, resources, projects, and project tasks.
- Receive proactive, AI-based notifications when project milestones or critical tasks could lead to delays using Monitor project task agent. Use the Enable critical task alerts option from planning page to enable the project task monitor AI agent.
- Choose the recipients to whom you want to send the project insights email.

Identify similar records using Now Assist

Detect similar existing demand records when creating or editing a demand using the identify similar records skill. The skill compares the **Name**, **Description**, and **Business Case** fields for contextual similarity.

Accelerate target creation with the target generation skill

Generate measurable targets from goals information and optional context with the target generation skill. The skill automatically populates key fields in the target creation form, helping teams define clear, measurable outcomes and create targets quickly.

Generate acceptance criteria for stories

Generate clear, consistent acceptance criteria for user stories with the acceptance criteria generation skill. By leveraging story context and predefined templates, the skill helps you align with requirements.

Enhancements to Story generation

Use the upgraded agile story generation skill to convert epics into actionable user stories quickly. Powered by an agentic workflow, the skill analyzes epic details to recommend the optimal number of stories, enables adjustments, refines story content, and creates story records.

Zurich Patch 2

Improve efficiency and quality using refine records skill with Now Assist Context Menu

Simplify record creation and updates by using the refine records skill with Now Assist context menu. Improve record quality by enabling AI-assisted text refinement in the text fields of Product idea, Demand, Epic, Projects, Capability, Feature, Stories, Project tasks, Risks, Strategic priorities, Goals, Targets, Initiatives, Feedback, Milestones, and Story forms.

Zurich Patch 1

Configure ACLs for custom roles

Update the ACLs for custom roles that require access to Now Assist skills.

Generate and improve Docs content

Help improve your content and productivity with the ability to enter custom prompts directly in the Docs, alongside the Summarize, Elaborate, and Shorten options.

Generate content with Now Assist for SPM directly in your Docs. In addition, summarize existing sections, elaborate where needed, and refine drafts to help improve your productivity.

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You can interact with Now Assist directly in your Doc to create content, add context, or improve existing sections.

New third-party AI model provider options available for Now Assist

Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini.

UI changes

More actions context menu UI enhancements

- Email project summary option has been renamed to Configure project insights.
- Enable critical task alerts option has been added.
- Disable critical task alerts option has been added.

Configure project insights modal UI enhancements

- Email project summary modal has been renamed to Configure project insights modal.
- **Disable email summary** check box has been renamed to **Pause cadence** check box.
- Choose topics, personalize content, and set frequency setup have been added.
- **Project tasks**, **Milestones**, and **Resources** check boxes have been added.
- **Include critical path task changes** check box has been removed.
- **Schedule and send** button has been renamed to **Schedule** button.
- **Send preview** button has been added to send an email instantly.

Skill name updates

The email project summary skill has been renamed to the project insights generation skill.

Demand Management UI changes

- The **Identify similar demands** button has been added to the demand form to identify and view any similar demands with the identify similar demands skill.
- The Similar Demands related list has been added, which displays the list of similar demand records identified by Now Assist.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Email project summary modal UI changes

- The **Enable AI Agents to monitor task changes on the critical path** check box has been added.
- The **Users** option has been added under Recipients to add recipients or users for the project summary email.

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Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Zurich Patch 1

ppm.ai_project_manager_agent user role

The agentic workflow, agents, and scheduled jobs are configured to run under the new ppm.ai_project_manager_agent user role instead of the administrator account.

Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see .

Related ServiceNow applications and features

ServiceNow® Now Assist uses generative AI to help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use the Now Assist panel conversational interface in the Enterprise Agile Planning workspace to get story recommendations, split or combine stories, and create stories for your epics with the help of generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including feedback summarization, content summarization in Docs, demand creation, and epic to story generation.

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Now Assist for Telecommunications, Media and Technology (TMT) release notes

The ServiceNow® Now Assist for Telecommunications, Media and Technology (TMT) application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for Telecommunications, Media and Technology (TMT) was enhanced and updated in the Zurich release.

Now Assist for Telecommunications, Media and Technology (TMT) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Address voice quality issues and validate tickets with RADCOM.
- Summarize the risk signal and issues records along with respective risk solution and occurrence records.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Manage and resolve billing inquiry case requests using a team of AI agents.
- Analyze network incidents, correlate associated cases, and provide resolutions.
- Summarize Knowledge Graph service details, success initiatives, internal plays, customer plays, and Zoom meeting details.
- Analyze account health, trigger renewal flows, schedule, and manage touchpoint meetings.
- Use agentic AI to quickly create consumer registrations.

See Now Assist for Telecommunications, Media and Technology (TMT) for more information.

Important: Now Assist for Telecommunications, Media and Technology (TMT) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Address voice quality issues

Collect customer details about the voice quality issue, open a service ticket with RADCOM (https://radcom.com/), and generate a resolution plan.

Risk signals and issues summarization

Generate summary details including the record and associated risk solutions and risk occurrences for risk signal and issues records.

Zurich Patch 1

Help remediate bill issues

Handle billing inquiry case requests, analyze customer invoices, and recommend better plans based on customer usage patterns.

Analyze network incidents

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Identify historic incidents and determine resolution plans. The AI agent also has the capabilities to identify field values, estimate resolution time, and create actionable tasks.

Support renewals and expansion

Streamline customer success management by automatically assessing account health, value realization, and adoption trends. Deliver timely, data-driven insights that guide renewal planning and play recommendations.

Trigger risk mitigation touchpoint

Enable customer success agents to optimize meeting schedules within the customer success workflow by creating and managing meetings. Create and manage meetings based on key details such as invitees, agenda, meeting type, and scheduling preferences.

Success summarization

Generate summary details including overview, current status, and open tasks for success initiatives, internal plays, and customer plays. Enhance Zoom meeting summaries by updating key notes, and enabling sentiment tracking.

Analyze metric data trend

Collect and analyze metric data for engagements, identify patterns, and generate a trend chart.

Service summary generation

Generate a service summary for a product inventory.

Knowledge graph schema generation

Use the Knowledge Graph (KG) to create Knowledge Graph schema.

Customize a summary card for service summary

Customize the summary card of the service summary and UI actions according to your needs.

Register consumers using Agentic AI

Initiate the consumer registration process using agentic AI to receive step-by-step guidance, including error checks during registration and support for resolving those errors.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

UI changes

Zurich Patch 0

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

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Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected roles* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see .

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Third-party Risk Management (TPRM) release notes

The ServiceNow® Now Assist for TPRM application brings generative AI to Third-party Risk Management. Now Assist for Third-party Risk Management (TPRM) is a new application in the Zurich release.

Now Assist for Third-party Risk Management (TPRM) highlights for the Zurich release

Zurich Patch 7

- Use generative AI to recommend TPRM issues for reviewer validation.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

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- Use Now Assist for Third-party Risk Management (TPRM) to generate concise, AI-powered summaries of TPRM that can help with interpreting complex issue records.
- Some Now Assist skills, agents, and agentic workflows are now turned on by default.

See Now Assist for Third-party Risk Management (TPRM) for more information.

Important: Now Assist for TPRM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Now Assist for Third-party Risk Management (TPRM)

If you have the third#party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer] and have installed the if you have the third#party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer] and have installed the Now Assist for Third-party Risk Management (TPRM), you can use generative AI to automatically identify and recommend issues based on assessment responses. The TPRM issue management recommendation skill recommends issues with rationalized summaries. Recommended issues are presented for review and are created as standard TPRM issues only after user confirmation.

Zurich Patch 4

Now Assist for Third-party Risk Management (TPRM)

If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor] role and have installed the Now Assist for Third-party Risk Management (TPRM) for TPRM application, you can use generative AI to automatically summarize complex issue records. The TPRM Issue Summarization skill works across all issue states including New, Analyze, Review, Finalize, and Closed and can help reduce manual review time, improve consistency in issue descriptions and remediation guidance, and accelerate triage and reporting for customers managing high volumes of third-party risk data.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

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Activation information

Install the Now Assist for TPRM application by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

After installing Now Assist for TPRM all Now Assist for TPRM skills are activated by default.

Related ServiceNow applications and features

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console for access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

AI Agent Studio

Use AI Agent Studio to create, manage, or test AI agents and agentic workflows so that you can create self-executing workflows to help you achieve your business goals.

Use the Now Assist panel conversational interface in ServiceNow® Software Asset Workspace to interact with and get assistance from generative AI.

Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Third-party Risk Management

The ServiceNow® GRC: Third-party Risk Management (TPRM) application enables you to proactively identify, assess, and mitigate risks that are associated with your third-party relationships. TPRM provides a centralized process for managing your portfolio of third parties, assessing and scoring risk, and performing remediation.

Now Assist for Workplace Service Delivery (WSD) release notes

The ServiceNow® Now Assist for Workplace Service Delivery (WSD) application enables workplace agents to summarize case information, generate resolution notes, and summarize the chat information for an interaction. Your workplace agents can review the chat and case context to propose resolutions quickly to your customers. Now Assist for WSD was enhanced and updated in the Zurich release.

Now Assist for Workplace Service Delivery (WSD) highlights for the Zurich release

Zurich Patch 7: Summarize workplace cases by using Now Assist for WSD.

Zurich Patch 5: Review changes to Now Assist usage measurement.

Zurich Patch 1

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- Help map admins configure the map during bulk updates to Indoor Mapping using the automate map updates agentic workflow.
- Optimize a maintenance case based on the space utilization rate of the location where a maintenance case is created using the optimize cleaning activities agentic workflow.

See Now Assist for Workplace Service Delivery (WSD) for more information.

Important: Now Assist for WSD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Use the case summarization skill to summarize the case context and take appropriate action.

Zurich Patch 1

Optimize cleaning activities agentic workflow

Use the optimize cleaning activities agentic workflow to manage cleaning and maintenance schedules of a maintenance case based on the space utilization rate of the location where a maintenance case is created.

Automate map updates agentic workflow

Use the automate map updates agentic workflow to configure the map during bulk updates to Indoor Mapping.

The map admin gent autonomously retrieves the sources for the CAD file and resumes the import task. If the correct source isn't found, the agent moves the task to the `Waiting user input` state.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Install Now Assist for Workplace Service Delivery (WSD) by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

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Use the Now Assist Admin console to give you quick and effortless access to the important information that you use to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface to summarize a chat, a case, or resolution notes so that you can get the context of this information quickly.

Now Assist in AI Search release notes

The ServiceNow® Now Assist in AI Search application combines the power of search with the Now LLM Service agentic AI model to provide actionable AI-generated or AI-selected answers in user searches. Now Assist in AI Search was enhanced and updated in the Zurich release.

Now Assist in AI Search highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Simplify setup with automatic activation of Now Assist Multi-Content Response Genius Results for search profiles when you use Guided Setup to activate the Now Assist panel.
- Increase search precision and contextual relevance for knowledge article, Catalog Item, external content, and topic retrieval searches with hybrid search.
- Improve the enhanced chat experience by configuring the system to use AI Search as the source for Ask Now Assist suggestions.
- Provide more focused auto-complete suggestions for enhanced chat that honor the search user's domain restriction and the exclusion list for unwanted suggestions.

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Improve search recall and accuracy with semantic vector indexing of Catalog Item short descriptions.
- Prompt users to log in to Microsoft SharePoint Online as needed to see files shared with them when viewing Knowledge Graph user citations in Now Assist Multi-Content Response Genius Result answers

See Now Assist in AI Search for more information.

Important: Now Assist in AI Search is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

Automatic activation for Now Assist Multi-Content Response Genius Results

When you use Guided Setup to activate the Now Assist panel, Now Assist Multi-Content Response Genius Results are automatically activated for relevant search profiles.

Hybrid search

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Hybrid search blends keyword search and semantic vector search to offer a blend of superior search recall and contextual relevance for knowledge article, Catalog Item, external content, and topic retrieval searches.

Configure AI Search as the source for Ask Now Assist suggestions

Admins can configure the system to use AI Search as the source for Ask Now Assist suggestions, enabling suggestion term highlighting and more flexible search operators in enhanced chat.

Zurich Patch 1

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

Zurich Patch 1

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Now Assist in Virtual Agent conversational prompt auto-complete suggestions

Auto-complete suggestions for Now Assist in Virtual Agent conversational prompts are only returned from the search user's domain. Suggestions are disabled if they match any exclusion rule entry from the Search Suggestion Exclusion List [sys_search_suggestion_blacklist] table. The system scores suggestions based on how search users interact with and rate their Genius Result responses, and preferentially displays higher-scored suggestions.

Zurich Patch 1

Semantic vector search indexing includes Catalog Item short descriptions

Semantic indexing now indexes short descriptions from Catalog Item source records to improve search recall and make field indexing more consistent between legacy (keyword) and semantic indexing.

Now Assist Q&A Genius Results

The Now Assist Q&A Genius Results feature is in maintenance mode. This feature will have no new enhancements but will have continued support. Similar and improved functionality is available in the newer Now Assist Multi-Content Response Genius Results feature. For more details on this feature, see Now Assist Multi-Content Response Genius Results.

Now Assist Actions Genius Results

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The Now Assist Actions Genius Results feature is in maintenance mode. This feature will have no new enhancements but will have continued support. Similar and improved functionality is available in the newer Now Assist Multi-Content Response Genius Results feature. For more details on this feature, see Now Assist Multi-Content Response Genius Results.

Microsoft SharePoint Online login prompts in Knowledge Graph user citations

If you're not logged in to Microsoft SharePoint Online, Knowledge Graph user citations in Now Assist Multi-Content Response Genius Result answers now prompt you to log in. When logged in, you can check any user citation in a Genius Result answer to see the list of files the cited user has shared with you in Microsoft SharePoint Online.

Activation information

Now Assist in AI Search is installed when you install any of the following licensed applications from the ServiceNow Store.

-
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Customer Service Management (CSM)
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist in Contract Management
- Now Assist in Conversational Spokes
- ServiceNow AI Lens

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Localization information

Now Assist in AI Search supports Dynamic Translation in Now Assist Genius Results. For details, see Dynamic Translation for Now Assist Q&A Genius Results and Dynamic Translation for Now Assist Actions Genius Results.

Related ServiceNow applications and features

ServiceNow Now Assist uses agentic AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

AI Search

The ServiceNow AI Search application provides a consumer-grade search engine for ServiceNow Service Portal, ServiceNow Now Mobile®, and ServiceNow Virtual Agent. Intelligent query features help you quickly find the answers you need.

Now Assist in Contract Management release notes

The ServiceNow® Now Assist in Contract Management uses generative AI capabilities to analyze a contract for missing or non-standard clauses and conversational search to query documents using natural language. It also includes agentic AI capabilities that automatically extract metadata and obligations from signed contracts and calculate reminder dates for contract renewals or terminations. Now Assist in Contract Management was enhanced and updated in the Zurich release.

Now Assist in Contract Management highlights for the Zurich release

Zurich Patch 7

- Provide feedback on Now Assist contract analysis results to help improve the AI accuracy.
- Navigate directly to non-standard clause locations in a document when reviewing Now Assist suggestions in the Microsoft Word add-in.
- Configure use case mappings to extract metadata and obligations from a signed contract that is uploaded directly on a contract record.
- Use Now Assist powered conversational search to query contract documents using natural language and dialogue-driven queries, making it easier to find relevant information.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Use AI-powered obligation extraction to automatically identify and capture key obligations from signed contracts, and then review, edit, approve, or reject them within the contract playbook to create obligation records automatically.
- Activate the Contract obligation extraction skill in the Now Assist Admin console to enable automatic obligation extraction.

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- Use Now Assist powered conversational search to query contract documents using natural language and dialogue-driven queries, making it easier to find relevant information.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Use the contract playbook to review and update the AI extracted metadata and reminder date for contract renewal or termination.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist in Contract Management for more information.

Important: Now Assist in Contract Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist in Contract Management to Zurich

If you're upgrading to Now Assist in Contract Management from Yokohama (Patch 2 and lower) or Xanadu (Patch 8 and lower), and you have customized use cases, run a fix script to migrate the existing data to the Now Assist Admin console.

1. Navigate to **All** > **System Definition** > **Fix Scripts**.
2. In the **Name** field, search for `Upsert DI skill config`.
3. In the script, add the use case IDs that you want to migrate to the Now Assist Admin console.
4. Select **Run Fix Script**.

For more information, see Post-upgrade steps for Now Assist in Contract Management.

New in the Zurich release

Zurich Patch 7

Feedback for Now Assist contract analysis

Provide feedback on AI-identified non-standard and missing clauses to help improve AI accuracy over time. When reviewing contracts using Now Assist contract analysis, you can indicate whether the AI suggestions were helpful or not helpful by using the thumbs up or thumbs down feedback options. You can also provide optional qualitative feedback with comments. The feedback option is available in both the workspace and Microsoft Word add-in.

The feedback provided on each clause is captured in the **Contracts Gen AI Feedback** table.

Automatically navigate to non-standard clauses in Microsoft Word add-in

Locate non-standard clauses easily in Microsoft Word. The document scrolls to the relevant section using AI citations when you select a Now Assist suggestion in the Microsoft Word add-in.

Zurich Patch 4

Automated obligation extraction

Use the manage contract repository agentic workflow to automatically identify and capture key contractual obligations from signed contracts and create obligation

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records in the contract repository. The AI agent in the manage contract repository agentic workflow uses the Now Assist Contract obligation extraction skill to extract key contractual obligations from contracts.

Using contract playbook to review AI-extracted obligations

Review extracted obligations in the contract playbook, with options to edit, approve, or reject each obligation. Approved obligations are added as obligation records in the contract repository while rejected obligations are deactivated.

Contract obligation extraction skill in Now Assist in Contract Management

Configure and map use cases for obligation extraction skill in the Now Assist Admin console to automatically extract key contractual obligations from signed contracts. The AI agent in the manage contract repository agentic workflow uses the Now Assist Contract obligation extraction skill to extract key contractual obligations from contracts.

Conversational contract search and insights Workflow

Contract documents are often complex and stored across multiple formats and repositories, making keyword-based search inefficient and error-prone. The new Now Assist powered conversational search feature enables you to search contract documents using natural language and dialogue-driven queries.

The conversational search feature does not support searching within contract documents that are scanned PDFs.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Now LLM LTS support for Contract Management Pro

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

Zurich Patch 1

Using contract playbook to review AI-extracted metadata and contract reminder date

Use the playbook within a contract repository record to review the metadata extracted by the AI agents in the manage contract repository agentic workflow. You can make necessary changes to the extracted information, and submit it to update the contract repository. If the contract end date is available, the **Review contract reminders** tab appears in the playbook, enabling you to review and update the AI-calculated contract reminder date and specify recipients for contract renewal or terminations.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Select large language models for use cases in Now Assist in Contract Management

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Select a large language model (LLM) provider for a contract analysis or metadata extraction use case. The selected LLM is applicable only for the specific use case and overrides the LLM selected for Now Assist in Contract Management skills.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 7

Configure use case mappings for metadata and obligation extraction

Clear the **Contracts created from contract request** check box on the use case mapping forms for the contract metadata extraction and contract obligation extraction skills to extract metadata and obligations form signed contracts that are uploaded directly on a contract record.

Conversational contract search and insights Workflow

The Now Assist powered conversational search feature's improved experience enables you to:

- View results in a listing view, making it easier to scan, compare, and navigate contract information.
- Open contract documents directly from the search results and perform an in-document search.

The conversational search feature does not support searching within contract documents that are scanned PDFs.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Enhanced Manage contract repository agentic workflow

The manage contract repository agentic workflow has been optimized for enhanced performance. It now utilizes a single agent, the Contract Repository AI agent to

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extract both contract metadata and obligations from signed contracts, and retrieve required information to calculate the contract reminder date.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected roles* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Zurich Patch 1

Extract metadata from signed contracts automatically

Use the AI agents in the manage contract repository agentic workflow to automatically extract metadata from signed contracts and calculate the contract reminder dates for contract renewal or termination. You can review the AI results in the contract playbook and update it if necessary before saving it.

Contract metadata extraction use cases

Support for 14 additional metadata fields in the CM Pro - Contract Metadata Extraction use case is available in the base system.

Activation information

Install Now Assist in Contract Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn’t supported in Microsoft Internet Explorer.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Contract Management Pro

Use Contract Management Pro to set up contract document templates, clauses, clause variations, and to initiate contract requests. It also supports Now Assist - driven contract analysis and metadata extraction, e-signatures, wet signatures, and external storage systems.

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

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Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist in Document Intelligence release notes

The ServiceNow® Now Assist in Document Intelligence application uses generative AI to extract information from documents, summarize document content, and provide answers to predefined questions. Now Assist in Document Intelligence was enhanced and updated in the Zurich release.

Now Assist in Document Intelligence highlights for the Zurich release

Zurich Patch 7

- View citations for multiple attachments using the document and visual insights AI agent.
- Create skills with data extraction, question answering, and summarization capabilities using document and visual intelligence in Now Assist Skill Kit.
- Now Assist in Document Intelligence skills are now turned on by default.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- View a test document in a larger workspace on a separate browser tab during use case setup.
- Use the document and visual insights AI agent to upload files, extract information without a predefined use case using a selected LLM, and display the results in a dedicated document view.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Leverage document data extraction and document Q&A capabilities in a single Extract information from documents skill.
- Create skills with data extraction, question answering, and summarization capabilities by using document and visual intelligence in Now Assist Skill Kit.
- Choose the language for a use case to help the optical character recognition (OCR) model better detect the text to extract from your files.
- Extract information from files with text written in Simplified Chinese or Japanese.
- Extract information from documents for Operational Sustainability Management (Operational Sustainability Risk Management) workflows.

Early Availability

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist in Document Intelligence for more information.

Important: Now Assist in Document Intelligence is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Zurich Patch 7

Document and visual insights AI agent enhancements

The document and visual insights AI agent can recognize and provide citations for multiple attachments.

Zurich Patch 4

Open document in a new tab

View a test document in a larger workspace on a separate browser tab during use case setup.

Image captioning in Knowledge Center

Extract information from images to support accessibility captioning in knowledge base articles.

Document and visual insights AI agent enhancements

Leverage features that enable you to use the document and visual insights AI agent with selected LLMs to upload files, extract information without a predefined use case, and display results in a dedicated document view.

- Select an LLM for the AI agent to use when processing documents and images.
- Now LLM Service is not an available option for LLM selection.
- Prompt the AI agent to upload a file to process.
- View the results of the AI agent actions in a document view screen.

Zurich Patch 1

Document Intelligence for Now Assist Skill Kit

Use document and visual intelligence to leverage extraction, question answering, and summarization capabilities for a skill created with Now Assist Skill Kit.

Language model selection

Select the language for a use case to help the optical character recognition (OCR) model to detect text in the document and image files.

Image mode selection for use cases

Turn on image mode to process images more efficiently for use cases that use a multimodal AI model.

Model provider flexibility at the use case level

Choose a model provider at the use case level, including a Now Assist default option that uses the instance-level model selected in AI Control Tower.

Information extraction for Operational Sustainability Risk Management

Extract ESG-related information from invoices to support Operational Sustainability Risk Management initiatives and regulatory compliance.

Improved security for the document and visual insights AI agent

Enable access control lists (ACLs) to improve the security for the document and visual insights AI agent. ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.

The document and visual insights AI agent and its skills are classified as a worker or helper agent. A worker can act as an AI user with different privileges than the human user. A helper only has the privileges of a human user.

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Early Availability

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

Zurich Patch 1

Usability changes for the Extract information from documents skill

Various features for the Extract information from documents skill are updated to unify the experience for data extraction and document Q&A.

- The Extract information from documents skill has been added to the list of Platform skills in the Now Assist Admin console to incorporate both the Document extraction and the Document Q&A skills.
- In the use case setup, the panel for defining a field displays the options for **Field**, **Question**, and **Table**.
- Table columns defined for a use case are displayed in a group in the fields list on the use case page.
- The Document Intelligence workspace displays the fields, tables, and questions in the same review panel.

Early Availability

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 7

Document and visual insights AI agent enhancements

Tools used by the document and visual insights AI agent are consolidated to improve performance.

Changes to limitations

The file size limit for uploading a file using the attachment summarization feature is changed from 10MB to 20MB.

Document Intelligence for Now Assist Skill Kit

The document and visual intelligence capabilities used to leverage extraction, question answering, and summarization capabilities for skills created with Now Assist Skill Kit are available to users with the appropriate role(s).

Now Assist in Document Intelligence skills are now turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading: Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

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Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Changes to limitations

The page count limit decreases to 20 pages per file for an extraction based on a use case with a table defined.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Zurich Patch 1

Merged skills

Document data extraction and document Q&A capabilities are available in a single Extract information from documents skill.

- The Extract information from documents skill is available in the list of Platform skills in the Now Assist Admin console.
- Data extraction and document Q&A capabilities can be set up for the same use case.
- Agents can review the AI predictions for the fields, tables, and questions in the same task.

Document and visual insights AI agent enhancements

Leverage added tools that enable the AI agent to display the extracted data and to look up existing use cases or create use cases based on descriptions and document attachments.

Changes to limitations

The limitations set for Now Assist in Document Intelligence properties are updated to support processing larger documents.

- DOCX files are supported for information extraction.
- The page count limit is 200 pages per file If image mode is turned off for the use case. If image mode is turned on, the page count limit is 10 pages per file.
- The file size limit is 20 MB.

Removed in this release

- The Document extraction skill has been removed from the list of Platform skills in the Now Assist Admin console.
- The Document Q&A skill has been removed from the list of Platform skills in the Now Assist Admin console.

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Activation information

Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available:

-
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
-
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

For more information, see Configuring Now Assist in Document Intelligence.

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Additional requirements

Now Assist in Document Intelligence requires the installation of the Document Intelligence application (sn_docintel) and at least one Now Assist product.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Localization information

Zurich Patch 1

Support for files in multiple languages

Process files with text in multiple languages, including Simplified Chinese and Japanese.

Related ServiceNow applications and features

Document Intelligence

Use ServiceNow® Document Intelligence to streamline the extraction and classification of data from a variety of documents. Document Intelligence is designed to work with existing automated systems, making operations more efficient and saving effort.

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Skill Kit

Use the generative AI skills in ServiceNow® Now Assist products to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist in Contract Management

Use ServiceNow® Now Assist in Contract Management to analyze contracts for non-standard and missing clauses, and extract information from signed contracts to automatically add in the contract repository.

Now Assist in Platform Analytics release notes

Now Assist for Platform Analytics consists of several skills and applications that let you generate and work with Platform Analytics objects through Generative AI. These skills let you analyze your business data through conversational interactions, without a technical knowledge of Platform Analytics.

Now Assist for Platform Analytics highlights

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

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- Some Now Assist skills are now turned on by default.
- Create "explorations"—editable documents where you analyze data with the help of AI. Refine responses, add your own input, and collaborate with others to make data-informed decisions faster.

Previous Patch releases

- Generate and export Platform Analytics artifacts from conversational interactions in the Now Assist panel.
- Benefit from a single, smooth experience in asking questions across all Now Assist for Platform Analytics skills, as well as other applications that incorporate Platform Analytics and AI, through a shared backend.

See Now Assist in Platform Analytics for more information.

Important: Now Assist for Platform Analytics applications are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New features, applications, and skills

Zurich Patch 4

Gather insights, plan, and collaborate in the AI Data Explorer (December 2025)

Ask quick questions, receive tailored recommendations, and collaborate with AI and your colleagues to build long-term analysis. Enable teams to discuss and act on findings instantly. Centralize insights and narratives for better decision making. Guide users with contextual insights and suggestions.

Main features include:

- Extended analysis generates a deeper level of analysis that can reveal new insights, enabling you to make more informed decisions.
- Add a data visualization from an exploration to a dashboard
- Share explorations with tagged users
- Duplicate an exploration
- Duplicate an answer in an exploration
- Summarize an exploration

AI Data Explorer leverages Query Generation to translate natural language questions into actionable insights. Query Generation enables users of AI Data Explorer to analyze their data and access a broader range of data sets. Key capabilities include:

- Ability to add tables to the semantic data layer
- Multi-table source support
- Workflow Data Fabric table support
- Database view support

Changed features

Zurich Patch 7

View recommended actions

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AI Data Explorer can suggest actions based on the insights that it generates in an exploration.

Ask questions about FX currency data

Query Generation now supports the FXCurrency (Currency 2) data type. This means that you can use AI Data Explorer to explore financial operations data, including those within Source-to-Pay Operations.

Benefit from improvements to segments

Segments are reusable definitions in Query Generation that provide non-obvious context to assist the semantic layer or LLM to select the correct dimension and values. Users can create manual segments via a new form. A scheduled job synchronizes manual and autogenerated segments. This job also cleans up segments to help surface the correct segments and reduce noise.

Domain separation is also now supported, with a Domain field on the Segments table. Segments based on reports and filters inherit the source domain. Manual segments have domains that are passed up to the Segments table on synchronization. Segments are not supported for indicator sources or modules on domain-separated instances.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Dashboard and data visualization export skill is active by default (January 2026)

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 5): If this skill was previously unconfigured, it is turned on automatically (the skill was never configured and turned on, then turned off again). If the skill was previously turned on, then off, it remains inactive.

Zurich Patch 4

Query Generation skills are active by default

If the Generative AI Controller plugin is activated, the skills for Query Generation are activated by default. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never turned on, then off again). Previously configured skills that were turned on, then off, remain inactive.

Greater visibility into the Query Generation process

When you call Query Generation from AI Data Explorer or another application, you see each state that the query and response goes through before completing.

Multi-table source support

Query Generation supports related table conditions and dot-walking in queries.

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Get insights and visualizations for Workflow Data Fabric tables

Ask AI Data Explorer information about Workflow Data Fabric data and get insightful responses. You must first add the Workflow Data Fabric tables to the Query Generation Semantic Table Configuration table.

Use database views in queries

Generate visualizations or ask AI Data Explorer about data kept in database views, like SLA data. You have to add the database views to the Query Generation Semantic Table Configuration table.

Zurich Patch 1

Add tables to the semantic data layer

Choose which tables your users can query with generative AI for data analysis.

Monitor the health of the Query Generation back end

View the state of Now Assist for Platform Analytics LLM, plugins, system properties, components, and dependent products.

Activation information

AI Data Explorer is available from the ServiceNow Store.

Query Generation, Analytics Generation, and the dashboard and data visualization export skill are installed with Generative AI Controller, which is included as a dependency of all Now Assist applications.

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

After installation, activate the relevant skills. For more information, see the relevant Configure topics under Now Assist in Platform Analytics.

Plugin information

New plugins

The following plugins are new in Zurich:

AI Data Explorer (sn_pa_ai_canvas): The AI Data Explorer application allows users to explore data with help of AI, gather and organize findings, and collaborate with other users.

Related ServiceNow applications and features

Platform Analytics experience

Details of the data visualizations, filters, and dashboards that Now Assist for Platform Analytics skills generate.

Now Assist in Virtual Agent release notes

The ServiceNow® Now Assist in Virtual Agent application uses generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses large language models (LLMs) to create a natural-language conversational experience that can improve the success of your self-service workflows. Now Assist in Virtual Agent was enhanced and updated in the Zurich release.

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Now Assist in Virtual Agent highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.
- Japanese language support for voice assistants enables Japanese-speaking users to experience natural, culturally appropriate interactions with AI voice agents.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience.
- View a people citation's org chart in the interactive view. The interactive view opens to the right of the chat conversation area.
- Notice several UI improvements to enhanced chat and enhanced chat's full-page experience, including an updated input bar, gradient borders, copy message icon for received messages, and more.
- Enable voice input to allow users to use a microphone to type the input. Voice input is only available for Now Assist panel Platform assistant.

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Use agentic conversations and view agentic conversational processing flow steps.
- View extended entities and records in standard and enhanced chat conversations if they’re associated with the Knowledge Graph Natural Language Query (NLQ) schema.
- View suggested search queries previously performed in the portal's search bar within enhanced chat conversations.
- Work with the simplified subheader of enhanced chat.
- Delete closed enhanced chat conversations.
- Expand the fallback options.
- Enter into web search mode manually via the input bar.

See Now Assist in Virtual Agent for more information.

New in the Zurich release

Zurich Patch 7

Improve the chat greeting and input experience by making it easier for users to start and continue conversations with the Now Assist in Virtual Agent (NAVA) personalized welcome screen.

Enable users to ask natural-language questions and receive concise, synthesized answers while maintaining transparency, trust, and efficient task completion.

Provide a consistent, reusable building block framework for the NextWave web experience using primitives and widgets.

Enable a web search experience that includes a "Include Web results" button in the input box that includes internal and external web results.

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Test voice agents directly in Assistant Designer with live transcription, tool execution tracking, and conversation logs.

Dutch and Thai language support for voice assistants enables users to experience natural pronunciation and culturally appropriate interactions with AI voice agents.

Zurich Patch 4

Assistant Designer

Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience. Assistant Designer is comprised of three main areas: Assistants, Asset library, and Analytics.

Configuring assistants overview

- Access the **Assistants** tab within Assistant Designer by navigating to **All** > **Assistant Designer**. The **Assistants** tab is only available for customers who have the Now Assist license. NLU-only customers don't have access to Assistant Designer.

View assistants

- View chat and voice assistants within the **Assistants** tab of Assistant Designer.
  - The card view is the default view for the assistants.
  - An inactive (gray) or active (green) label is shown for each assistant.
  - Activate, deactivate, test, edit, or delete an assistant.
  - A display experience label is shown on each chat assistant card.
  - A domain label is shown on assistant cards if an assistant is created outside of the global domain. If assistants are only created within the global domain, the label isn’t shown.
  - The ability to view or edit an assistant depends on the domain that the admin has access to.
  - The name and date are shown for when the assistant was last updated.
  - Voice assistants show a voice icon and label on the card. Voice assistants can't be tested within Assistant Designer.
  - The map view shows the assistant hierarchy where you can open, turn on or off, or delete an assistant.
- View the side panel for quick access to **Pick up where you left off**, **Recent activity**, and **Resources**.

Create a voice assistant

- Start creating an AI voice assistant by providing a name and description. Tag to a business unit to analyze your voice assistant.
- Power your voice assistant with agentic experience by adding AI agents.
- Personalize your voice assistant by choosing a language, adding a welcome message, and an AI voice persona.

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Note: The supported languages are:

- English
- German
- Spanish

- Secure the voice interactions by setting up caller authentication methods and safeguards.

Create a chat assistant

- Add basic details such as a name and description for your chat assistant, and set your assistant as a primary assistant. The Basic details page within the UI has replaced the Overview page.
- Now Assist panel – Platform (default) assistant can be set as a primary assistant and linked to secondary assistants. Now Assist panel – Developer assistant doesn't have this option.
- The name and description of the Now Assist panel assistants can't be changed.

Use agentic support for a chat assistant

- Let the assistant use AI agent skills and agentic orchestration. Admins can choose between agentic or standard (Q&A) modes depending on business needs and user experience goals. Turn on or off the **Prioritize AI agents during skills discovery** feature.

Assign search sources to a chat assistant

- Restore search sources back to the default (Now Assist Multi-Turn Catalog Ordering and Now Assist Q&A).
- Now Assist panel - Platform (default) assistant now has the option to copy an existing search configuration.
- Dynamic global search configuration has been added to the list of search application configurations.
- Create or configure additional search sources by selecting the **External Content Connectors** link. This replaces a card view.
- Manage knowledge articles by selecting the **Knowledge Center** link.
- In edit mode, search sources are found within the Information Sources sub-tab.

Add a Knowledge Graph schema to a chat assistant

- Adding a Knowledge Graph schema has moved from the Information sources page to its own page.
- Add a Knowledge Graph schema is now available for the Now Assist panel - Platform (default) assistant. For the NLQ schema, if Global Graph or Global Graph Mini is selected, you have the option to select tags for specific workspaces that are active on the instance.
- Define the mapping relationship between individual workspaces on the instance and predefined Knowledge Graph tags when Global Schema is selected for NLQ.
- In edit mode, Knowledge Graph is found within the Information Sources sub-tab.

Add assets to a chat assistant

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- By default, all Now Assist skills (Now Assist Q&A, Now Assist multi-turn catalog ordering, Now Assist topics, subflows and actions, custom skills, and AI agents) are turned on. Therefore, the Now Assist skills page has been removed.
- Map an asset to an assistant. Assets are the building blocks of each assistant, providing them with instructions and functionality for helping users. Assets include topics, subflows and actions, custom skills, and AI agents. For Now Assist panel - Developer assistant, only topics (asset type) is available.
- In edit mode, assets are found within the Information Sources sub-tab.

Display your chat assistant on a portal, channel, or mobile app

- Leverage Now Assist capabilities in Google chat.
- Use **Prominent action button override** to allow a different chat assistant other than the default assistant to be launched on a mobile app.
- In edit mode, display experiences are found within the Settings sub-tab.

Display your assistant on Platform or ServiceNow Studio

- The **Add ServiceNow Platform** drop-down menu has replaced the **Add agent experience** drop-down menu. A Now Assist panel assistant can't be added to other display experiences.
- In edit mode, display experiences are found within the Settings sub-tab.

Brand an assistant

- Minor enhancements to the look-and-feel of the standard chat preview pane.
- In edit mode, branding is found within the Settings sub-tab.

Manage an assistant chat experience

- A standard chat preview pane is shown for the default greeting topic (Now Assist – Greeting) and the default closing topic (Now Assist – Closing). Selecting custom topics won’t show a preview pane.
- Fallbacks have a standard chat preview pane and each fallback is shown if toggled on.
- For the Now Assist panel - Platform (default) assistant, web search, record producer, and custom fallback are available options. End this chat and survey are available for the standard chat experience.
- In edit mode, chat experience is found within the Settings sub-tab.

Enable additional chat features

- Web search, response streaming, document uploads, and closed chat were moved from the Manage chat experience page to its own page. By default all chat features except web search are turned on.
- Response streaming can be turned on at the assistant level regardless of whether Dynamic Translation is turned on or off. However, response streaming doesn't work when Dynamic Translation is being used.
- In addition to web search, response streaming, document uploads, and closed chat, Now Assist panel Platform assistant has voice input. Voice input allows users to use a microphone to enter the input.
- In edit mode, additional chat features are found within the Settings sub-tab.

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Review chat assistant settings

- New sections that have been added include: Agentic support, Knowledge Graphs, Assets, and Chat features.
- Testing an assistant has been removed from the Review page.

Test a chat assistant

- Test a chat assistant from **Assistant Designer** > **Assistants** tab or from within each page while in edit mode.

Edit a chat assistant

- Edit a chat assistant from **Assistant Designer** > **Assistants** tab. You will be directed through an edit flow with a slightly different UI from the create flow.

Analyzing assistants

- Monitor, evaluate, and optimize the performance of your AI-powered assistants within the **Analytics** tab of Assistant Designer.

Copy received messages

Use the copy message icon in the feedback panel to copy received Virtual Agent responses.

New system properties

- Set the *com.glide.cs.nass.synthesized_response.disabled_popover.hide* to `true` to hide the popover for disabled catalog items for Now Assist in Virtual Agent and Now Assist panel's enhanced chat.
- Set the *sn_ais_assist.enable_pi_in_nba* property to `true` to allow conversational history-based suggested actions and fill multiple suggested action slot options.
- View the *sn_nowassist_va.enable_nass_show_all_options* property to decide whether to allow the **View all options** link in an enhanced chat conversation's greeting topic.
- The *com.glide.interactive_view.enabled* property opens an interactive side panel view next to the chat window. The default value is `true` to activate AI Engagement Experience on your instance.

View org chart in the interactive view

Select **View org chart** from the people citation's popover in Now Assist panel's enhanced chat or Now Assist in Virtual Agent enhanced chat/enhanced chat's full-page experience. The person's organizational chart appears to the right of the chat conversation in an area known as the interactive view. You can switch between multiple organizational charts via a drop-down in the interactive view if you open multiple people citations' org charts in the same conversation.

Zurich Patch 2

Select continue or move to next task button

The **Continue to next task** button appears in the new **Ready to move on to your next task** card whenever multiple questions are found in a single standard chat user's message. The **Move on to the next task** citation appears at the end of an enhanced chat's synthesized response whenever multiple questions or requests are found along with an action in the user's single message. Whenever either

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Continue to next task (standard chat) or **Move on to the next task** (enhanced chat) is selected, the second question or request is reviewed and a synthesized response is sent back regarding the user's second question or request.

Multiple questions in a single user message are answered consecutively

Virtual Agent can answer multiple questions that were submitted in a single message query. Now Assist panel or Now Assist in Virtual Agent answers the multiple questions consecutively in a response.

Now Assist in Virtual Agent system properties

Use *sn_aia.use_agents_in_planner* to configure AI agent discovery behavior. The default value is `true`, preferring AI agents over assets including catalogs, topics, Q&A knowledge base articles, workflows, and sub-workflows. When set to `false`, there's no preference for AI agents. AI agents and assets are treated the same.

New defaults for Now LLM Service

Now Assist in Virtual Agent and Now Assist panel will use an upgraded Now LLM Service as the default. For more information, see the Now LLM Service Upgrade FAQ: Everything You Need to Know About the v2.0 Model Transition [KB2556891] article in the Now Support Knowledge Base.

Zurich Patch 1

Configure additional user interface and experience options for enhanced chat

Customize and configure the Search Toggle Button Label for enhanced chat's full-page experience. Additionally, you can configure the Enable Unread Conversation Count Display and Left Panel Header Label for enhanced chat and enhanced chat's full-page experience.

New third-party AI model provider options available for Now Assist

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

View agentic conversations processing steps

View agentic conversational processing steps and stop the flow, if needed.

View extended entities and records

View extended entities and records in standard and enhanced chat conversations that come from the additional custom tables associated with the Knowledge Graph Natural Language Query (NLQ) schema such as:

- Assets
- Incidents
- Recently viewed knowledge base articles
- Requests
- Tasks

View suggested queries in the portal's search bar and chat window

View the most frequently asked queries in the portal's search bar and enhanced chat's Virtual Agent. Any search query entered into the portal's search bar or Virtual Agent is incorporated into the greeting topic for future conversations as a suggested query. Suggested queries are only included in the Virtual Agent greeting topic whenever no promoted assets are designated.

Work with suggested queries

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Two system properties were added to enable the suggested queries feature: *sn_nowassist_va.enable_suggested_queries* and *sn_nowassist_va.max_suggested_queries*.

Configure AI search answers OneExtend capability for web search

Configure the AI Search answers capability via `sys_one_extend_capability.list` to establish the web search AI provider and work with API keys, if needed.

Expanding AI provider support for web search

OpenAI, Perplexity, and Google Gemini support web search.

Configuring assistants overview

Enhancements to Now Assist in Virtual Agent assistants and Now Assist panel Platform and Developer assistants. Options vary for Now Assist panel assistants.

Create a chat assistant

- Configure assistants by domain.

Display your chat assistant on a portal, channel, or mobile app

- Now Assist in Virtual Agent: For mobile search widgets, enable the search bar to open into a full-page experience.

Display your assistant on Platform or ServiceNow Studio

- Now Assist panel Platform assistant: Enable enhanced chat for a conversational experience that includes a dynamic, movable, and re-sizable chat window, plus access to multiple active conversations.
- Now Assist panel Developer assistant: Not applicable.

Assign search sources to a chat assistant

- Now Assist in Virtual Agent:
  - Add internal and external search sources, such as catalog items and Microsoft SharePoint, from a drop-down list.
  - Add a slot filling schema to input user information from your organization's Knowledge Graph. Add a Natural Language Query schema to enable users to perform a data query during a conversation.
- Now Assist panel Platform assistant:
  - Add internal and external search sources, such as catalog items and Microsoft SharePoint, from a drop-down list.
  - Add a slot filling schema to input user information from your organization's Knowledge Graph. Add a Natural Language Query schema to enable users to perform a data query during a conversation.
- Now Assist panel Developer assistant: Not applicable.

Manage an assistant chat experience

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- Now Assist in Virtual Agent:
  - Select a custom greeting topic, closing topic, error topic, and survey for your assistant.
  - Select one or more fallback options: live agent, web search, record producer, end this chat, and custom fallback.
  - Enable the web search fallback option and web search mode to enable users to search the web from within a chat window.
- Now Assist panel Platform assistant:
  - Select a custom greeting topic or error topic for your assistant.
  - Fallback options don't apply to Now Assist panel Platform assistant.
  - Enable web search mode to enable users to search the web from within a chat window.
- Now Assist panel Developer assistant: Not applicable.

Now Assist panel

Use the enhanced Now Assist panel for a more intuitive and personalized experience. The updated Now Assist panel is re-sizable and can be moved anywhere on the ServiceNow AI platform.

UI changes

Zurich Patch 4

UI Virtual Agent Designer updates

- Use a new option in the Actions on row icon to remove an LLM assistant from a given asset.
- View a tooltip if you try to promote more than six topics for a given LLM assistant.
- View a list of available asset types and their descriptions when you select **Create asset** in the Asset library tab.

UI chat assistant updates

- Configuring a chat or voice assistant is done in **All** > **Assistant Designer** > **Assistants** tab. **All** > **Conversational Interfaces** > **Assistants** contains a **Manage assistants** button that directs you to Assistant Designer.
- Chat and voice assistants are shown in both card and map views.
- Pages within the chat assistant setup have been removed, added, or moved to a different spot within the create or edit flow.
  - The Overview page has been replaced by the Basic details page.
  - Assign Now Assist skills page has been removed. Admins no longer need to turn on/off Now Assist skill types at the assistant level in Now Assist Admin console and no longer need to assign Now Assist skill types at the assistant level.
  - When adding search sources, an **External Content Connectors** link directs you to create or configure external sources. (This replaces the External Content Connectors card.) The following sections have been removed from the search sources page: Now Assist topics, Custom skills, AI agents, and Conversational subflows and actions. They are now within the Assets page.

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- Knowledge Graph was moved from the Information sources page to its own page.
- Assets such as topics, subflows and actions, custom skills, and AI agents are added on the Assets page. In the display experience for Now Assist panel assistants, a **ServiceNow platforms** header is shown.
- Minor enhancements to the standard chat preview pane when branding an assistant.
- Promoted assets tab within the Chat experience page has been moved to the **Information sources (sub-tab)** > **Asset visibility** > **Promoted** while in edit mode.
- Web search mode, response streaming, document uploads, and closed chats have been moved to its own Chat features page.
- Testing a chat assistant is no longer part of the Review page. Access it from the **Assistant Designer** > **Assistants** tab, or on each page while in edit mode.
- Editing a chat assistant is done from the **Assistant Designer** > **Assistants** tab.

UI enhanced chat updates

- Dynamic processing messages for agentic conversations are now consolidated under one View AI Steps header rather than under several View AI Steps headers.
- The **View all options** link shows below the suggested or promoted topics cards on the greeting topic in Now Assist in Virtual Agent and Now Assist panel's enhanced chat. At least one suggested or promoted asset has to be enabled for this link to show.
- The auto-complete suggestion type in the Ask Now Assist header appears at the top of the portal search bar's drop-down list. The results in the Ask Now Assist header can now show more targeted search results from AI Search rather than the GlideRecord. The entered search term can appear highlighted in bold after you have configured AI Search as the source for Ask Now Assist suggestions. For more information about this configuration, see Configure AI Search as the source for Ask Now Assist suggestions.
- The static and dynamic choice nodes now appear differently in standard and enhanced chat depending on the number of choices for single-select options. For example:
  - 2-5 choices appear as pills
  - 6 or more choices appear as a choice list with a scroll bar
- The input bar for enhanced chat has moved all icons below any inputted text. Uploaded documents appear above any inputted text.
- The float, pinned, and 90% screen views of enhanced chat now have a gradient border around them.
- The enhanced chat full-page experience was updated so that the Now Assist and Search button tabs that were originally center-aligned buttons are now left-aligned tabs that no longer look like buttons.

Zurich Patch 2

Agentic conversation processing messages for Now Assist panel and Now Assist in Virtual Agent

Before receiving a response, you receive acknowledgment messages from the Virtual Agent and on-screen processing messages to let you know where the agent

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is at in the agentic processing flow. The on-screen processing messages appear in present tense until the processing flow is complete. After the processing flow is complete, then the on-screen messages change to past tense and a View AI Steps section header appears above the processed messages. You can expand the collapsed View AI Steps section header to view the processed messages.

Zurich Patch 1

UI chat updates

- The enhanced chat navigation area was updated. The New Chat, Chats, Support, and Settings icons were reworked into a simplified subheader. Additionally, each chat title now appears in the simplified subheader.
- The enhanced chat's subheader reflects conversational modes in a banner whenever you enter into a specific mode, such as web search, live agent, or document upload.
- In the enhanced chat's **Chats** > **Closed chats** section, hover over a chat to view the delete option and complete the delete confirmation prompts.
- Minor animations occur in the following five enhanced chat transitions:
  - Hovering over the chat icon.
  - Minimizing and opening the chat icon.
  - Transitioning from a floating chat window to a pinned chat window and vice versa.
  - Transitioning from a floating chat window to a 90% modal and vice versa.
  - Transitioning from a pinned chat window to a 90% modal and vice versa.

Note: Transition animation doesn't apply to custom icons.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

UI admin guided setup updates

- The **Manage search profile** button replaces the search profile text link.
- The Add external search sources drop-down list has been replaced with the Add search sources drop-down list to include internal and external search sources.
- The simple and advanced views within the Chat experience page are consolidated into a single view.
- The **Copy existing configuration** button is featured more prominently, and it's shown with information about its use.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at

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the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Conversational Platform Now Assist skills are active by default

The following Platform Now Assist skills are active by default and no longer visible in Now Assist Admin console:

- Now Assist Multi-Turn Catalog Ordering
- Now Assist Q&A Genius Results
- Now Assist Topics
- Subflows and actions
- Custom skills
- AI agents

Zurich Patch 1

Additional fallback options

There are up to five fallback options that can be presented to end users:

- **Search the web**: Triggers web search mode and uses the internet to search for the results.

  Note: Only the last query entered into the conversation is considered when entering web search mode via the fallback option.

- **Request a live chat**: Triggers live agent mode and routes you to a human support representative.
- **Create a generic ticket**: Creates a record.
- **End this chat**: Ends the chat.

  Note: This option is only available to standard chat conversations.

- **Custom fallback option**: Presents a fallback Virtual Agent topic.

Web search mode enhancements

Manually enter into web search mode via the input bar for standard and enhanced chat conversations. Web search mode includes in-line citations and the associated sources. A web search mode banner appears in enhanced chat conversations that end users can use to end the mode.

Profanity recognition response

If Now Assist Guardian is enabled and the end user's request contains profane content, the Virtual Agent responds with a message prompt to re-enter an appropriate request without profanity or offensive content.

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Deprecations

- In Patch 4, *sn_aia.use_agents_in_planner* system property has been removed. The system property was used for configuring AI agent discovery behavior.
- In Patch 4, Now Assist skills page in the assistant admin guided setup has been removed due to the skills being turned on by default.
- In Patch 1, Bing support for the searching and scraping search result type is no longer supported when adding a web search tool in Now Assist Skill Kit.

Activation information

Note: When you upgrade to Zurich Patch 2 or later, agentic AI is the primary orchestration in Virtual Agent. For more information about agentic AI, see Agentic conversations in Virtual Agent.

Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following products are available:

-
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)
-
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)

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- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

For more information, see Configuring assistants overview.

Additional requirements

Now Assist in Virtual Agent requires a license for Virtual Agent and at least one Now Assist product.

Browser requirements

Now Assist in Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Localization information

Dynamic Translation is supported for non-streaming Now Assist Virtual Agent conversations. For details, see , Using language detection and dynamic machine translation in Virtual Agent enhanced chat conversations, and Using language detection and dynamic machine translation in Virtual Agent NLU and LLM standard chat conversations.

Related ServiceNow applications and features

ServiceNow® Now Assist uses agentic AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist in AI Search

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service agentic AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

Virtual Agent

Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Now Assist for Vulnerability Response release notes

The ServiceNow® Now Assist for Vulnerability Response application can help your vulnerability analysts and remediation owners track, monitor, and remediate vulnerable items autonomously

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with intelligent workflows and generative AI skills. Now Assist for Vulnerability Response was enhanced and updated in the Zurich release.

Now Assist for Vulnerability Response highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement. See the "Changed in this release" section below.
- Retrieve host (Vulnerability Response) and Application Vulnerability Response (AVR) data with the Retrieve VR Data agentic workflow.
- The Retrieve VR Data agentic workflow is supported in the Unified Security Exposure Management (USEM) and legacy Vulnerability Response workspaces.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Use generative AI to help you build custom API connectors in the Security Posture Control workspace.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Help analysts identify and remove duplicate host vulnerable items.
- Help analysts resolve remediation tasks with preferred vulnerability solutions from third-party vendors.

Zurich Early Availability: Help your vulnerability managers and analysts to resolve remediation tasks, assess your exposure to vulnerabilities, and analyze metrics for remediation targets. Chat with AI agents in natural language from the Now Assist panel.

See Now Assist for Vulnerability Response for more information.

Important: Now Assist for Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for Vulnerability Response to Zurich

The following Now Assist skills for Now Assist for Vulnerability Response are activated by default.

- Recommend preferred solution for VIT (VR)
- Vulnerable item de-duplication (VR)
- Approval Recommendation (VR)(USEM)
- Security Exposure Management (SEM) Insights (VR)(USEM)
- SPC Setup Connector (Security Posture Control)

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Note:

Upgrading the Now Assist plugins activate any designated skills that were previously untouched by the customer.

- If you have the plugins installed but never touched the configuration (never activated the skill nor adjusted associated roles) of a skill, any Default On skill will be activated on a per skill basis upon upgrading.
- If you have previously toggled a skill from active and then back to inactive or have updated any roles for that skill, that skill remains inactive upon upgrading.
- You maintain full control over deactivating individual skills at any time after activation.

When you update the Now Assist for Vulnerability Response application, the dependency applications are automatically updated.

For more information about required applications for Now Assist for Vulnerability Response, see Supporting information for Now Assist for Vulnerability Response.

New in the Zurich release

Zurich Patch 5

Retrieve Vulnerability Response data

Chat with an AI agent using natural language to retrieve host (Vulnerability Response) and Application Vulnerability Response (AVR) data in the Unified Security Exposure Management (USEM) and legacy Vulnerability Response workspaces.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Create a custom API service graph connector in the Security Posture Control (SPC) workspace

Use generative AI to help your developers create SPC API connectors quickly with the Connector builder framework module in the SPC workspace. With a Now Assist skill that is included with the Now Assist for Vulnerability Response application, your developers have the option to automate steps in the Connector builder framework.

- Automate the steps for selecting API templates, populating request and header parameters, and response field mapping.
- Use your custom API connector to integrate with security tools and import asset data that is based on the unique requirements of your environment.
- Help your cybersecurity teams monitor your overall security posture and identify assets that are missing key security tools with the API connectors that you build.

See Creating your own API connectors in Security Posture Control for more information and the required applications.

Generate insights to prioritize risks

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Use generative AI to provide contextual summaries, actionable recommendations, and quick links in the Security Exposure Management Workspace, helping you prioritize critical risks and accelerate remediation.

Generate recommendation for approval impact analysis

Use generative AI to provide on-demand recommendations to approve or reject a request directly from the Exception Change Approval record, enabling approvers to make fast, consistent decisions while reducing manual analysis effort.

Zurich Patch 2

Granular roles

The sn_vul_ai.write_rem_insights and sn_vul_ai.read_rem_insights granular roles have been added and are inherited by the sn_vul.vulnerability_admin and sn_vul.vulnerability_analyst roles automatically. These roles provide you with more control over read and write access for the records on the Remediation Compliance Insights [sn_vul_ai_remediation_insights] caching table. The VR.System role also inherits these granular roles so background job execution for the workflow can occur.

Zurich Patch 1

Identify duplicate vulnerable items with Now Assist for Vulnerability Response

Use generative AI to identify duplicates for your active host vulnerable items that are imported by your vulnerability scanners. Use generative AI reasoning with Now Assist to help your analysts differentiate between primary vulnerability items (VITs) and those VITs that are duplicates. Close duplicate VITs and move their associated detections automatically to the primary VIT records.

Identify preferred vulnerability solutions with Now Assist for Vulnerability Response

Use generative AI to analyze available remediation options pulled from integrated third-party products like Red Hat, Tenable for Vulnerability Response, or internal solution management systems. Evaluate each option against the specific configuration item context, for example, the OS version or software version, and get recommendations for the most viable fix for implementation.

Zurich Early Availability

Using agentic workflows in Now Assist for Vulnerability Response

The assess vulnerability exposure agentic workflow enables vulnerability managers to determine your exposure to vulnerabilities.

- Determine your exposure to the most current Cybersecurity and Infrastructure Security Agency (CISA) known vulnerabilities in your environment and assess their potential impact to your configuration items (CIs) and business services.
- Identify assets with Common Vulnerabilities and Exposures (CVEs).
- Determine the number of active VITs that correspond to CVEs. Create watch topics for VIT remediation.

The analyze vulnerability remediation status agentic workflow helps vulnerability managers to monitor and assess remediation target compliance.

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- Track Service Level Agreement (SLA) compliance - Understand how effectively your organization is meeting remediation goals for vulnerabilities based on your SLAs.
- Analyze missed SLAs by severity, assignment group, and configuration item (CI) class - Pinpoint gaps in remediation by categorizing overdue VITs based on severity, assignment groups, and CI classes to enable targeted interventions and smarter resource allocation.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Activation information

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Install Now Assist for Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Now Assist Skill Kit release notes

The ServiceNow® Now Assist Skill Kit application enables AI developers to create custom skills and to have greater flexibility with the generative AI capabilities of Now Assist. Now Assist Skill Kit was enhanced and updated in the Zurich release.

Now Assist Skill Kit highlights for the Zurich release

Zurich Patch 7

- Use labeling workflows to annotate UI templates.
- Use structured output to constrain AI responses to predefined JSON schemas.
- Improve overisght and compliance with AI Control Tower integration with your custom large language model.

Zurich Patch 5

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- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Create a custom model to meet your specific needs and control behavior.
- Customize ServiceNow skills by modifying the prompt, inputs, and providers.

Zurich Patch 1

- Set up a security access control list to verify user authentication for Now Assist Skill Kit.
- Use Document Intelligence as a tool when you create a skill.

- Use UI Builder to deploy custom skills.
- Use a custom data generator to create synthetic datasets.

See Now Assist Skill Kit for more information.

Important: Now Assist Skill Kit is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Use labeling workflows to annotate UI templates

Use the labeling framework to create and manage ground truth data. Published data collections can now be turned into labeling projects. Each record becomes a task assigned to labelers who annotate using pre-configured UI templates

sStructured output support for AI responses

Enables consistent parsing in agentic workflows and reduces ambiguity in downstream automation.

Use multi-table data generatorNew multi-table synthetic data generation option

You can generate related records across multiple tables in a single operation. You no longer need to generate each table separately and manually link records. Define your table relationships, set the cardinality and Now Assist Data Kit generates coherent, referentially linked records across all tables in one pass, with foreign key integrity maintained automatically.

Create a modelAI Control Tower integration with custom LLMs.

Improve oversight and compliance for AI deployments with formal approval flows for custom models.

Now Assist Skill Kit rolesUpdate to the abilities of the admin role

The sn_skill_builder.admin role is now broken into smaller, task-specific roles, including a custom LLM-specific admin role.

Zurich Patch 4

Create a model

When you bring your own model you can keep data in your own environment and fine-tune it to meet your specific needs.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

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New skill deployment option

Deploy skills using UI Builder.

Choose a language for data generation

When you create synthetic data, you can select what language you want to receive the data in.

AI-assisted ground truth

Use AI to assist creating ground truth for your data.

Import data with a CSV file

Import data from a CSV file to create a dataset.

Create a custom data generator

Create and use a custom data generator to create synthetic data.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Now Assist features are available with activation of any Now Assist plugins from ServiceNow Store. The following plugins are available:

-
- Now Assist for App Engine
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Collaborative Work Management (CWM)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Employee Experience
- Now Assist for Enterprise Architecture (EA)
- Now Assist for Operational Sustainability Management
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Hardware Asset Management (HAM)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for Integrated Risk Management (IRM)
- Now Assist for IT Operations Management (ITOM)
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- Now Assist for Legal Service Delivery (LSD)
- Now Assist for Operational Technology Manager (OTM)

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-
- Now Assist for Order Management
- Now Assist for Public Sector Digital Services (PSDS)
- Now Assist for Sales Force Automation (SFA)
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)
- Now Assist for Third-party Risk Management (TPRM)
- Now Assist for Workplace Service Delivery (WSD)
- Now Assist for Vulnerability Response
- Now Assist for Zero Copy Connector

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Microsoft Internet Explorer.

Localization information

Now Assist supports Dynamic Translation for Zurich.

Related ServiceNow applications and features

AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

Document Intelligence

The ServiceNow®Document Intelligence (DocIntel) application is an artificial intelligence (AI) solution that enables any organization to automate and accelerate the process of extracting data from documents. That data can easily be integrated into larger automation workflows to save time and resources.

Dynamic Translation

The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or in a chat window for a seamless localization experience.

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

Knowledge Management

The ServiceNow® Knowledge Management application enables the sharing of information in the Knowledge Base. The Knowledge Base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

Now Assist in Virtual Agent

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Use generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses large language models (LLMs) to create a natural-language conversational experience that can improve the success of your self-service workflows.

ServiceNow AI Lens release notes

With ServiceNow AI Lens, which is a ServiceNow® Now Assist application, you can use generative AI to scan, extract, comprehend, and synthesize data to optimize your workflows. ServiceNow AI Lens was enhanced and updated in the Zurich release.

ServiceNow AI Lens highlights for the Zurich release

Zurich Patch 7

- Upload files, and then analyze and extract information from them.
- Auto-map Microsoft Excel sheet headers with the columns of a ServiceNow® table.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Trigger ServiceNow AI Lens from the Now Mobile® application to extract data from artifacts and auto-fill fields in a form.
- Fill the Catalog Item form fields by triggering ServiceNow AI Lens from Service Portal.

Zurich Patch 1

- Use the Lens actions to define default instructions, trigger options, custom context, transform response logic, and post processing instructions for ServiceNow AI Lens execution.
- Configure Lens actions to launch ServiceNow AI Lens from any part of the ServiceNow AI Platform, such as a workspace form or a portal.
- Trigger ServiceNow AI Lens from a Virtual Agent conversation on a mobile device or in a portal.
- View captured images that are attached to an auto-filled record using ServiceNow AI Lens.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for ServiceNow AI Lens in addition to Azure OpenAI.

See ServiceNow AI Lens for more information.

Important: ServiceNow AI Lens is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Auto-map the headers in a Microsoft Excel sheet to the columns in a ServiceNow® instance table with the Excel Mapping feature. You can change the mapping, if needed, before inserting the sheet data into the table.

Assign roles to a Lens action

Assign roles to a Lens action so that users with those roles can access the Lens action.

Autofill reference and glide list form field types

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Auto-fill reference and glide list form field types with the data extracted from captured images or uploaded documents.

Zurich Patch 4

Auto-fill the Catalog Item form in the Service Portal

Fill the Catalog Item form fields by triggering ServiceNow AI Lens from Service Portal. ServiceNow AI Lens extracts data from one or more artifacts and auto-fills the relevant fields in the form.

Handle post-processing in the standalone mode

Handle post-processing timeout for previewing data in the standalone mode using the following new fields:

- **Wait for processed response**: Option to wait for ServiceNow AI Lens to display the output of post-processing on the Preview window. If turned on, it waits for the post-processing output. If turned off, it doesn't wait for post-processing output, but post-processing continues in the background.
- **Max wait time**: Maximum time ServiceNow AI Lens waits to display the output of post-processing. If the output doesn't appear within this duration, the session times out while the post-processing continues in the background until complete.

Use ServiceNow AI Lens in Now Mobile®

Trigger ServiceNow AI Lens from the Now Mobile® application to extract data from artifacts and auto-fill forms on your mobile device.

Zurich Patch 1

ServiceNow AI Lens UI enhancement

Launch the ServiceNow AI Lens scanner window by using the context defined in the Lens actions or as a standalone application. You can preview the gathered insights or extracted data. You can also see the logged-in user and instance details.

Use Lens actions to customize Lens behavior

- Define Lens behavior depending on how ServiceNow AI Lens is triggered and what context is set. With Lens actions, you can customize how a classic form is auto-filled. You can define default instructions, trigger options, custom context, transform response logic, and post processing instructions for the ServiceNow AI Lens execution.

  For example, you can define a Lens action that is used when Lens is triggered from an instance to populate a form of a table. You can also define form fields that must be used as context.

- As part of your integration logic, configure a Lens action as one of the steps to invoke a ServiceNow AI Lens service from any part of the ServiceNow AI Platform, such as a workspace form or portal.

Use ServiceNow AI Lens in Virtual Agent

Trigger ServiceNow AI Lens from a Virtual Agent conversation by using the ServiceNow AI Lens topic in Virtual Agent.

Auto-attach images to a record

View captured images that are automatically attached to an auto-filled record using ServiceNow AI Lens. You can view the images to understand the source of the auto-filled information.

New third-party AI model provider options available for all Now Assist applications

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Use Google Gemini and Anthropic Claude on AWS as AI model providers for ServiceNow AI Lens in addition to Azure OpenAI.

UI changes

Zurich Patch 7

New Attach button on the home screen

An **Attach** button has been added to the home screen of the ServiceNow AI Lens desktop app, enabling you to attach one or more files.

Upload files icon in the scanner window

An Upload files icon has been added to the scanner window to enable you to attach one or more files.

UI changes in the preview window

The following have changed in the preview window:

- Attached files or captured screenshots appear as cards.
- The preview of a file or screenshot opens on its respective default application when you select the card.
- An **Upload** button has been added.

Zurich Patch 4

Changes in the scanner window UI

The UI of the scanner window has been updated.

When you open the scanner window, the toolbar is displayed outside of it. However, when you maximize the window, the toolbar moves inside.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

ServiceNow AI Lens is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using ServiceNow AI Lens, see Configure ServiceNow AI Lens.

Related ServiceNow applications and features

Help improve productivity and efficiency in your organization, deliver better self-service, display recommended actions, provide answers, and empower your users to search effectively.

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The Now Assist Admin console provides you with quick and easy access to important information needed to set up, configure, and monitor Now Assist applications and features.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in Docs.

Operational Technology release notes

Operational Technology has new and updated features in the Zurich release.

Industrial Process Manager release notes

The ServiceNow® Industrial Process Manager application enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities. Industrial Process Manager was enhanced and updated in the Zurich release.

Industrial Process Manager highlights for the Zurich release

- While mapping OT devices to equipment model entities, view both unmapped and all devices in separate tabs for a more organized view of your OT devices.
- Visualize your OT network using the OT Network Map.
- Automatically create a location for equipment model entities to visualize your location hierarchy.
- Use the updated Automated Mapping Across Zone-based IP Network Groups (AMAZING) feature to uniquely identify OT devices during equipment model entity mapping.
- Identify sites on your equipment model entity that aren't in use with a new **Operational Status** field value in the Industrial Workspace.
- Filter out **Not in use** or **Retired** equipment model entities in the Industrial Workspace using the **Operational Status** field value.
- Sort equipment model entities for a Site using the new value **Processing Order**.
- View the **Daily Activity** tab for a summarized version of the previous day's activities on the Operational Technology (OT) devices.

See Industrial Process Manager for more information.

Important: Industrial Process Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Discovered subnets supported by the AMAZING feature

During OT subnet mapping, the AMAZING feature uses discovered subnets to help identify OT devices and assign them to the correct equipment model entity.

Map OT devices to equipment model entities from the Equipment Model Manager

In the Equipment Model Manager of the Industrial Workspace, map OT devices to equipment model entities using the **Unmapped OT Devices** and the **All Devices** tabs in the Equipment Model Manager.

When no locations exist, generate a complete location hierarchy for an ISA equipment model entity tree to establish location references that match the ISA hierarchy.

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Use the OT Network Map to visualize your OT network

Use the OT Network Map in the Industrial Workspace to visualize your OT network, subnets, and device-to-device connections.

Set the operational status for equipment model entity sites

Set equipment model entity sites to not in use in the Industrial Workspace by selecting the **Not in use** value for the **Operational Status** field.

Filter out Not in use and Retired equipment model entities from view

Filter out **Not in use** and **Retired** equipment model entities in the Industrial Workspace using the **Operational Status** field value for a site.

Add child equipment model entities to a Favorites view in the Industrial Workspace

Use the Favorite icon (☆) to add a child equipment model entity as a favorite in the Equipment Model Manager on the Industrial Workspace. You can then use the **Show Favorites** toggle to display them.

Assign Processing Order to sort equipment model entities in a site

Use the **Processing Order** field to assign values to an equipment model entity that determines their functional importance in a site.

The Daily Activity tab in the Equipment Model view in the Industrial Workspace

View the list of previous day's activities on the **Daily Activity** tab of an OT device. The activities include adding an OT device and changing the field-level attributes for existing OT devices. For example, IP address, Device Criticality, and more.

UI changes

Additional fields in the OT Subnet Mapping table

The following fields were added for equipment model entity mapping.

- Subnet
- Managed Network
- VLAN ID

OT Discovered Subnets table

The OT Discovered Subnets table was added to the ServiceNow AI Platform and contains the discovered subnets in your OT network.

To access the table, navigate to **All** > **Industrial Workspace Admin** > **Industrial Process Manager** and select **OT Discovered Subnets**.

Discovered Subnet value added to the OT Subnet Mapping table

A Discovered Subnet value was added to the **Type** field in the OT Subnet Mapping table on the ServiceNow AI Platform to identify which mappings were done with discovered subnets.

Updated OT device mapping to equipment model entities in the Industrial Workspace

You can now map OT devices to multiple equipment model entities. When you navigate to the Equipment Model Manager and select the **Mapped OT Devices** tab in an equipment model record, you can click the **Map OT Device** button. In the Add OT Devices page, you can select the devices you want to map in both the **Unmapped OT Devices** tab and the **All Devices** tab. Then you can select the equipment model entities to map your devices to.

Location Validation Map tab

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The **Location Validation Map** tab was added to the Equipment Model Manager of the Industrial Workspace so you can view a node map that displays the location hierarchy and validation status of an equipment model entity.

Not in use value for the Operational Status field

The **Not in use** value was added as an **Operational Status** field option in an equipment model entity site record in the Industrial Workspace.

All OT Devices by Managed Network list

The All OT Devices by Managed Network list was added to the Industrial Process Manager module on the ServiceNow AI Platform.

Favorite icon in the Equipment Model Manager of the Industrial Workspace

In the Equipment Model Manager on the Industrial Workspace, the Favorite icon (☆) was added to add child equipment model entities as a favorite in your system.

Show Favorites toggle in the in the Equipment Model Manager of the Industrial Workspace

In the Equipment Model Manager on the Industrial Workspace, you can switch on the **Show Favorites** toggle to view only your favorite equipment model entities. The **Show Favorites** toggle focuses your UI view on specific equipment model entities to help you stay on track while making changes in the Equipment Model Manager.

List expansion during equipment model entity search in the Equipment Model Manager of the Industrial Workspace

When you use the search function to find an equipment model entity, the list expands to show and highlight the search entity.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Admin role dependency

Several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role.

Viewing multiple records at once in the Equipment Model Manager

In the Equipment Model Manager of the Industrial Workspace, view multiple records and keep the record context available instead of only viewing one record at a time. When creating or opening multiple records, the records open in single row of tabs at the same level so you can navigate back to other opened records.

Activation information

Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

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The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Operational Technology Manager

The ServiceNow Operational Technology Manager enables you to aggregate OT device data from multiple sources so that you can build the foundational data relationships used in the Industrial solution.

Now Assist for Operational Technology Manager (OTM) release notes

The ServiceNow® Now Assist for Operational Technology Manager (OTM) application helps streamline processes in the Industrial Workspace related to your Operational Technology (OT) device data. Now Assist for Operational Technology Manager (OTM) is a new application in the Zurich release.

Now Assist for Operational Technology Manager (OTM) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills, agents, and agentic workflows are now turned on by default.
- Find OT Configuration Management Database (CMDB) records more quickly by using the OT CMDB search function.
- Simplify the upload, validation, and import of your OT device data by using the Import OT device spreadsheet into OT CMDB agentic workflow.

See Now Assist for Operational Technology Manager (OTM) for more information.

Important: Now Assist for Operational Technology Manager (OTM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Operational Technology Manager (OTM) features

Zurich Patch 4

Search for related records in an OT CMDB table

Use the OT CMDB search function to find an OT configuration item (CI) and OT device information in an OT CMDB table.

Upload, validate, and import your OT device inventory spreadsheet using the Import OT device spreadsheet into OT CMDB agentic workflow

Use the Import OT device spreadsheet into OT CMDB agentic workflow to begin the process for uploading, validating, and importing your OT device inventory into ServiceNow.

UI changes

Coral theme

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Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Role masking

Role masking enables users to limit the roles and privileges of agentic workflows during tool execution. Agentic workflows and their AI agents that get installed with Now Assist applications are assigned pre-defined roles. If you select *`Users with specific roles`* for user access, you must configure the security controls to include these roles. Data access settings must also include these roles. For the instructions to change the security controls, see Define security controls for an agentic workflow.

Activation information

Now Assist for Operational Technology Manager (OTM) is a ServiceNow AI Platform feature that is available with activation of the Operational Technology Manager (com.sn_ot_foundation). For details, see Install Operational Technology Manager.

Plugin information

New plugins

The following plugins are new in Zurich:

Now Assist for Operational Technology Manager (OTM) (com.sn_otm_gen_ai): Contains the features, AI agents, and agentic workflows for Now Assist for OTM.

Accessibility information

Dark theme

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The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Operational Technology Manager

Using Now Assist for OTM with the Operational Technology Manager, you can efficiently manage your OT device data.

Now Assist for Operational Technology Service Management (OTSM) release notes

The ServiceNow® Now Assist for Operational Technology Service Management (OTSM) application enables you to summarize Operational Technology (OT) incident information and generate incident resolution notes. Now Assist for OTSM is a new application in the Zurich release.

Now Assist for OTSM highlights for the Zurich release

Australia

- Quickly understand the OT incident context and respond to user inquiries by using the OT incident summarization skill.
- Help save time by automatically updating the resolution notes for an OT incident.
- Generate a KB article when an OT incident is resolved by using an agentic workflow.

See for more information.

Important: Now Assist for OTSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for OTSM features

Early Availability

Automatically summarize an OT incident using the **Summarize** UI action to produce a concise summary of the incident.

Automatically generate resolution notes for an OT incident using the **Generate resolution notes** UI action to produce a concise summary of the incident.

Automatically generate a KB article for an OT incident when the state of the incident is set to **Resolved**. The article contains the following information:

- Site
- OT Device
- Equipment model entity
- Summarization
- Resolution notes
- KB Base
- Author

UI changes

Australia

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Summarize UI action

The **Summarize** UI action was added to OT incident records in the Industrial Workspace so you can automatically summarize the incident details.

Generate resolution notes UI action

The **Generate resolution notes** UI action was added to OT incident records in the Industrial Workspace so you can generate resolution notes after the incident state is set to **Resolved**.

Note: This UI action appears after the OT incident state is set to **Resolved**.

Activation information

Install Now Assist for OTSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Zurich:

Now Assist for OTSM (com.sn_otsm_gen_ai): Contains the features, AI agents, and agentic workflows for Now Assist for OTSM.

Related ServiceNow applications and features

Operational Technology Incident Management

The ServiceNow® Operational Technology Incident Management application enables engineers to resolve Operational Technology (OT) asset and production process issues quickly.

Operational Technology Incident Management release notes

The ServiceNow® Operational Technology Incident Management application enables engineers to resolve Operational Technology (OT) device and production process issues. Operational Technology Incident Management was enhanced and updated in the Zurich release.

Operational Technology Incident Management highlights for the Zurich release

Report an OT incident without an OT incident role using the Employee Center for OT.

See Operational Technology Incident Management for more information.

Important: Operational Technology Incident Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Use the Employee Center for OT to report an OT incident

Create an OT incident as a user without an OT incident role with the Report OT incident item in the Employee Center for OT.

UI changes

Catalog item for reporting an OT incident

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The Report OT incident item has been added to the OT Service Catalog for use in the Employee Center for OT.

Changed in this release

Admin role dependency

Several new granular admin roles have been added, which enable developers to complete administrative configuration tasks without requiring the full admin role.

Activation information

Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

IT Service Management

When integrated with Operational Technology Incident Management, the ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

Industrial Process Manager

Use the ServiceNow Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

Operational Technology Manager release notes

The ServiceNow® Operational Technology Manager application enables you to aggregate Operational Technology device data from multiple sources so you can build foundational data relationships in the Industrial solution. Operational Technology Manager was enhanced and updated in the Zurich release.

Operational Technology Manager highlights for the Zurich release

- Get a deeper look into your OT network with the OT network map in the Industrial Workspace, where you can view a site, its subnets, and the OT devices in each subnet.
- View the Operational Technology Manager (OT) device-to-device connections with additional information such as port and protocol values.
- Review the OT applications and versions that you have installed on the About Industrial Workspace page.
- Keep your OT device data updated by using the Configuration Management Database (CMDB) OT class model updates and UI enhancements.
- Improve the processes for importing and classifying your OT device data with updates and UI enhancements for the Pre-import OT Worksheet Entry Review (POWER) tool.

See Operational Technology Manager for more information.

Important: Operational Technology Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Operational Technology Network Map

Use the OT network map available in the Industrial Workspace to view a site's subnets and the OT devices in each subnet.

About the Industrial Workspace page

Use the About Industrial Workspace page on the ServiceNow AI Platform to view the OT applications and the versions that you have installed on your instance.

Search for a record in the Industrial Workspace

Search for CMDB tables in the Industrial Workspace to find CMDB related records. The search function was previously limited only to other Operational Technology records.

Check whether an OT device is virtual

Check whether an OT device is virtual using the **Is Virtual** field for OT devices in the following categories:

- OT Supervisory System
- OT Control System
- OT Field Devices
- Unclassed OT Devices

CMDB OT class model updates

Leverage an enhanced OT user experience and make additional configurations for your OT devices with the following CMDB OT class model updates:

- The IP Network Subnets related list was added to IT devices in the OT view to show all the subnets the device is related to show IP Network subnets for the selected OT device.

  This related list was also added to the following CMDB classes:

  - cmdb_ci_display
  - cmdb_ci_firewall_network
  - cmdb_ci_security
  - cmdb_ci_ids_network
  - cmdb_ci_imaging
  - cmdb_ci_unclassed_hardware
  - cmdb_ci_multimedia
  - cmdb_ci_monitor_control
  - cmdb_ci_aix_server
  - cmdb_ci_computer
  - cmdb_ci_esx_server
  - cmdb_ci_hardware
  - cmdb_ci_hpux_server
  - cmdb_ci_hyper_v_server
  - cmdb_ci_iot
  - cmdb_ci_ip_firewall

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  - cmdb_ci_ip_router
  - cmdb_ci_ip_switch
  - cmdb_ci_linux_server
  - cmdb_ci_monitor_control
  - cmdb_ci_netgear
  - cmdb_ci_ot
  - cmdb_ci_pc_hardware
  - cmdb_ci_printer
  - cmdb_ci_protocol_converter
  - cmdb_ci_server
  - cmdb_ci_solaris_server
  - cmdb_ci_unix_server
  - cmdb_ci_ups
  - cmdb_ci_win_server
- You can now view the OT device details for the following CMDB classes:
  - cmdb_ci_esx_server
  - cmdb_ci_hyper_v_server
- The **OT device details** tab was removed for the following CMDB classes because the OT device details are included in the form view of the CMDB class table:
  - cmdb_ci_aix_server
  - cmdb_ci_hpux_server
  - cmdb_ci_pc_hardware
  - cmdb_ci_hyper_v_server
  - cmdb_ci_esx_server
  - cmdb_ci_solaris_server
  - cmdb_ci_unix_server
  - cmdb_ci_ups
- Users assigned the admin role can edit the protection policy for an OT View rule for all CMDB classes.
- The OT Device Network Connection [sn_ot_device_network_connection] table references the CMDB CI relationships [cmdb_rel_ci] table to support device-to-device connections on the OT network.
- The Key Value [cmdb_key_value], Software Instance [cmdb_software_instance] and Firmware Install [cmdb_firmware_install] table references were added to the OT view on IT and OT classes.
- The Backup Storage Information [cmdb_backup_storage_information] and Backup Job Execution History [cmdb_backup_job_execution_history] tables reference the CMDB CI relationships [cmdb_rel_ci] table to support backup management use cases.

Pre-import OT Worksheet Entry Review (POWER) tool updates

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Import OT devices with distributed Microsoft Excel spreadsheets to help manage your OT system and its devices. The Pre-Import OT Worksheet Entry Review (POWER) tool includes the following new functionality:

- Improve validations with access to ISA sites using the cmdb_ot_isa_viewer role that has been added to the ot_staging_user role needed for running validations.
- Upload, validate, and import Microsoft Excel spreadsheet data for the Service Graph Connector for Microsoft Excel by creating an import task and attaching the spreadsheet to the import task record.

Create remediation tasks for invalid staging records from an import task

After validating the imported staging records, create remediation tasks for invalid staging records directly in the import task record.

UI changes

Automated IT OT Bulk Conversion name change

Automated IT OT Bulk Conversion was replaced with Automated IT OT Bulk Contextualization on the ServiceNow AI Platform.

Banner messages for the Bulk Update Ruleset for Reassigning IT to OT feature

A banner message was modified during the Bulk Update Ruleset for Reassigning IT to OT feature process to reflect the correct information when you use this feature.

IP Network Subnets related list

The IP Network Subnets list was added for OT devices so you can see all subnets the selected OT device is associated with.

VLAN related list

The VLAN related list was added to the OT device form view to show the VLANs associated with a device.

OT device related items and related lists

The Key Value [cmdb_key_value], Software Instance [cmdb_software_instance], and Firmware Install [cmdb_firmware_install] related lists were added to the OT view on IT and OT classes to view the following information:

- Information related to the OT device populated through the integrations and captured as Key Value pairs.
- Software installed on the OT device if Software Asset Management isn't available.
- Firmware associated with the OT device.

You can view these related lists on the ServiceNow AI Platform® and in the Industrial Workspace Admin.

OT Excel SGC - Import Task list module in the Industrial Workspace

The OT Excel SGC - Import Task list module has been added to the Industrial Workspace list view. From the available lists, you can access the import task functionality for the Service Graph Connector for Microsoft Excel.

OT Excel SGC - Remediation Task list module in the Industrial Workspace

The OT Excel SGC - Remediation Task list module has been added to the Industrial Workspace list view. From the available lists, you can access the remediation task records created from an import task.

View and edit device to device connections

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The Device to Device Connections list has been added to the OT Network menu available in the Industrial Workspace List view. You can view the device connections in detail using this list. Also, the Device to Device Connections related list was added to the **Related Records** tab on the OT device record in the ServiceNow AI Platform.

Is Virtual field for OT devices

Identify whether an OT device is virtual through the **Is Virtual** field added to the OT device form in the Industrial Workspace.

OT Subnet Mappings related list

The OT Subnets related list has been renamed OT Subnet Mappings in both the Industrial Workspace and the ServiceNow AI Platform when viewing an OT device record.

Manufacturer and Model Number fields

The **Manufacturer** and **Model Number** fields have been removed from the OT device list and form views on both the ServiceNow AI Platform® and in the Industrial Workspace.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Use CMDB groups to add OT context to IT CIs

When you use CMDB groups to add OT context to IT CIs, you can no longer create an Automated IT OT Bulk Contextualization record with more than 1 CMDB group.

Automated IT OT Bulk Contextualization - Using CMDB groups scheduled job

The Automated IT OT Bulk Contextualization - Using CMDB groups scheduled job can only process 10,000 CIs at one time. If you have more than 10,000 CIs, the remaining CIs will be processed in the next job run.

Admin role dependency

Several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role.

IT Discovery for Operational Technology (OT) Networks

The Discovery for Operational Technology plugin has been renamed IT Discovery for OT Networks.

Operational Technology Manager roles

The following changes have been made to Operational Technology Manager roles:

- Users assigned the Operational Technology Manager Editor [cmdb_ot_editor] role or Operational Technology Manager Admin [cmdb_ot_admin] role cannot edit IT configuration items (CIs). Users with these roles can only edit or delete OT CIs.
- Users who aren't assigned an OT role cannot view OT records in the following CMDB tables:

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- IP Address [cmdb_ci_ip_address]
- Network Adapter [cmdb_ci_network_adapter]
- Serial Number [cmdb_serial_number]

- The Operational Technology Editor [cmdb_ot_editor] role contains the cmdb_manual_ci_ire_access role to support manually creating an OT CI in the Industrial Workspace.

Removed in this release

- The **New** button was removed from the following related lists for users with read-only access to a site:
  - Network Adapters
  - Memory Modules
  - Software Installed
  - IP Addresses

Deprecations

For the Service Graph Connector for Microsoft Excel, the following items were deprecated on the ServiceNow AI Platform:

- The SG OT Excel Staging Task table
- The Staging task reference on the SG OT Excel Staging table

Activation information

Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

CMDB CI Class Models

The CMDB CI Class Models store application enables Operational Technology Manager to import and classify device data in ServiceNow. The Operational Technology Manager application automatically installs the latest version of the Operational Technology (OT) extension classes, available in the CMDB CI Class Models application in the ServiceNow Store.

Operational Technology Vulnerability Response release notes

The ServiceNow® Operational Technology Vulnerability Response (OTVR) application enables you to prioritize Operational Technology (OT) vulnerabilities at a site level. Operational Technology Vulnerability Response was enhanced and updated in the Zurich release.

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Operational Technology Vulnerability Response highlights for the Zurich release

- Configure Operational Technology Vulnerability Response from the Security Exposure Management Workspace (SEM Workspace).
- Access the Operational Technology Vulnerability Response Risk Calculator plugin directly without loading the demo data.
- View all vulnerable items that have been created from the OT Vulnerable Items list in the Industrial Workspace.
- View all remediation tasks that have been created from the OT Remediation Tasks list in the Industrial Workspace.
- View all vulnerability exceptions that have been created from the OT Vulnerability Exception Approvals list in the Industrial Workspace.
- Hardware Vulnerability Assessment is available for firmware discovery models without normalized data.

See Operational Technology Vulnerability Response for more information.

Important: Operational Technology Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Configuring Operational Technology Vulnerability Response from the SEM Workspace

Starting from Operational Technology Vulnerability Response version 30.0.x, users may be redirected to the Unified Security Exposure Management (USEM) Workspace to perform some configuration tasks. The Vulnerability Response plugin is consolidated under USEM from version 30.0.x.

Demo data not required for Operational Technology Risk Calculator plugin

You can directly access and use the Operational Technology Vulnerability Response Risk Calculator without loading the demo data while installing the plugin. In previous releases, the risk calculation was included as part of the demo data.

Enhanced features for Hardware Vulnerability Assessment for OT devices

The following enhancements are available in Hardware Vulnerability Assessment:

- Assessments without Normalization: Ability to assess discovery models without content available for normalization.
- Confidence Scores: New scoring mechanism for all types of assessments.
- Version Range Support: The range information provided by the National Vulnerability Database (NVD) is used to create assessments without explicitly creating Common Platform Enumeration (CPEs) in the NVD.
- Partial assessment for partially normalized discovery model: Creates partial assessments for discovery models without firmware version. The partial assessments are done if the other versions of the discovery model have the same publisher and model.
- Expiring of assessments: If you update the firmware version of a CI, the corresponding normalized discovery model also updates. The assessment records based on the older firmware version expires while new assessments are generated for new firmware version.

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Vulnerability risk scores on the OT Risk Management dashboard

View a table of vulnerability risk scores for your OT devices at each level of the equipment model with the OT Risk Management dashboard.

UI changes

OT Vulnerable items list in the Industrial Workspace

The All list was added in the OT Vulnerable Items list available in the Industrial Workspace list menu. You can use this section to view all the vulnerable items (VITs) that have been created for your OT environment. You must be assigned the user_role to view all VITs.

OT Remediation Tasks list in the Industrial Workspace

The All list was added in the OT Remediation Tasks list available in the Industrial Workspace list menu. You can use this section to view all the remediation tasks that have been created for the respective VITs in your OT environment. You must be assigned the user_role to view the remediation tasks.

OT Vulnerability Exception Approvals list in the Industrial Workspace

Use this menu to view all vulnerability exceptions that have been approved by you or assigned to you. This menu enables you to view any change of state for approvals and details of requested approvals for a given exception triggered from the Industrial Workspace.

Activation information

Install Operational Technology Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

CMDB CI Class Models

The Operational Technology Manager application automatically installs the latest version of the Operational Technology (OT) extension classes, available in the CMDB CI Class Models application in the ServiceNow Store.

Vulnerability Response

When integrated with Operational Technology Vulnerability Response, the ServiceNow Vulnerability Response application aids you with prioritizing and resolving OT vulnerabilities based on process criticality.

Operational Technology Manager

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The ServiceNow Operational Technology Manager enables you to aggregate OT device data from multiple sources so that you can build the foundational data relationships used in the Industrial solution.

Industrial Process Manager

Use the ServiceNow Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the Industrial solution, enabling you to create your own version of the equipment models in each of your Industrial solution sites.

Recommended Actions for Operational Technology Service Management (OTSM) release notes

The ServiceNow® Recommended Actions for Operational Technology Service Management (OTSM) allows you to set up and apply real-time actionable recommendations for speeding up the triage process and resolving issues quickly across various records in the Industrial Workspace, including Operational Technology (OT) incidents. Recommended Actions for OTSM is a new feature in the Zurich release.

Recommended Actions for OTSM highlights for the Zurich release

- Use the AI Enhanced Recommended Actions for OTSM feature to access external sources related to an OT incident and review why the document is relevant to the incident.
- Display relevant actions to users based on the context of an OT incident record.

See Recommended Actions for Operational Technology Service Management (OTSM) and AI Enhanced Recommended Actions for Operational Technology Service Management (OTSM) for more information.

Important: Recommended Actions for OTSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Recommended Actions for OTSM features

Contextualize an external document

Contextualize an external document to get an explanation of why the document is relevant to the selected OT incident.

Apply Recommended Actions to your Operational Technology incidents

Use Recommended Actions to see relevant actions that can help resolve your OT incidents.

UI changes

Contextualize UI action

The **Contextualize** UI action was added to the Recommendations panel in the Industrial Workspace for external documents related to the selected OT incident.

Recommended actions button

The **Recommended actions** button was added to the Industrial Workspace to access the Recommended Actions panel for an OT incident.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel,

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featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Plugin information

New plugins

The following plugins are new in Zurich:

Recommended Actions for OTSM (com.sn_otsm_ra): Contains the Recommended Actions for OTSM experience.

Activation information

Install Recommended Actions for OTSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

IT Service Management

When integrated with Operational Technology Incident Management, the ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

Service Graph Connector for Microsoft Defender for IoT (Azure) release notes

The ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) application automates the import of devices and sensor appliances. Service Graph Connector for Microsoft Defender for IoT (Azure) was enhanced and updated in the Zurich release.

Service Graph Connector for Microsoft Defender for IoT (Azure) highlights for the Zurich release

- View the class mappings available for the Service Graph Connector using the new Class Mappings menu
- Use the Firmware Installation [cmdb_firmware_install] table to capture the firmware version.
- Avoid OT entity update issues by using the new *ire_criterion_attribute* attribute on the OT Entity [cmdb_ot_entity] table.
- Extend capabilities of the Service Graph Connector to import devices actively scanned by Microsoft Defender for IoT.
- Ingest actively scanned devices from Microsoft Defender for IoT and assign them to a site in your ServiceNow instance automatically using the **Site Map** table.

See Service Graph Connector for Microsoft Defender for IoT (Azure) for more information.

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Important: Service Graph Connector for Microsoft Defender for IoT (Azure) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

View the class mappings available for the Service Graph Connector

View the available class mappings and targeted CMDB classes on the MSFT D4IoT Azure SGC Class Mappings page.

Capture firmware version of devices

Firmware versions of your Service Graph Connector for Microsoft Defender for IoT (Azure) devices are captured in the Firmware Installation [cmdb_firmware_install] table.

Use the ire_criterion_attribute in the OT Entity [cmdb_ot_entity] table

The ire_criterion_attribute identifies configuration items (CIs) for an OT entity-related entry and helps avoid entity update issues.

Actively scan device data from Microsoft Defender for IoT with the Site Mappings table

Access the Site Mappings table to actively scan devices from Microsoft Defender for IoT and assign them to a site in your ServiceNow instance.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Service Graph Connector for Microsoft Defender for IoT (Azure) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

CMDB CI Class Models store app

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

Operational Technology Manager

The ServiceNow Operational Technology Manager enables you to aggregate OT device data from multiple sources so you can build the foundational data relationships used in the Industrial solution.

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Industrial Core

Use the Industrial Core application to package prerequisite tables for integrations and OT licensing. The Industrial Core application serves as a centralized solution for OT-specific utilities and data model changes.

Platform Analytics release notes

Platform Analytics has new and updated features in the Zurich release.

Automation Discovery release notes

The ServiceNow Automation Discovery application helps you identify automation opportunities for your workflows. This product is deprecated with the Zurich release. New installations are no longer available. Existing installations continue to be supported for Zurich, but support will be withdrawn in a future release.

Deprecated features

Starting with the Zurich release, Automation Discovery has been deprecated. It will be hidden and no longer installed on new instances but will continue to be supported in this release. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. For more information about this application see Automation Discovery.

Related ServiceNow applications and features

Agentic solutions

Emerging Agentic solutions fully replace Automation Discovery and add new functionality. Check the availability of agentic based products for more information.

Now Assist in Platform Analytics release notes

Now Assist for Platform Analytics consists of several skills and applications that let you generate and work with Platform Analytics objects through Generative AI. These skills let you analyze your business data through conversational interactions, without a technical knowledge of Platform Analytics.

Now Assist for Platform Analytics highlights

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Create "explorations"—editable documents where you analyze data with the help of AI. Refine responses, add your own input, and collaborate with others to make data-informed decisions faster.

Previous Patch releases

- Generate and export Platform Analytics artifacts from conversational interactions in the Now Assist panel.
- Benefit from a single, smooth experience in asking questions across all Now Assist for Platform Analytics skills, as well as other applications that incorporate Platform Analytics and AI, through a shared backend.

See Now Assist in Platform Analytics for more information.

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Important: Now Assist for Platform Analytics applications are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New features, applications, and skills

Zurich Patch 4

Gather insights, plan, and collaborate in the AI Data Explorer (December 2025)

Ask quick questions, receive tailored recommendations, and collaborate with AI and your colleagues to build long-term analysis. Enable teams to discuss and act on findings instantly. Centralize insights and narratives for better decision making. Guide users with contextual insights and suggestions.

Main features include:

- Extended analysis generates a deeper level of analysis that can reveal new insights, enabling you to make more informed decisions.
- Add a data visualization from an exploration to a dashboard
- Share explorations with tagged users
- Duplicate an exploration
- Duplicate an answer in an exploration
- Summarize an exploration

AI Data Explorer leverages Query Generation to translate natural language questions into actionable insights. Query Generation enables users of AI Data Explorer to analyze their data and access a broader range of data sets. Key capabilities include:

- Ability to add tables to the semantic data layer
- Multi-table source support
- Workflow Data Fabric table support
- Database view support

Changed features

Zurich Patch 7

View recommended actions

AI Data Explorer can suggest actions based on the insights that it generates in an exploration.

Ask questions about FX currency data

Query Generation now supports the FXCurrency (Currency 2) data type. This means that you can use AI Data Explorer to explore financial operations data, including those within Source-to-Pay Operations.

Benefit from improvements to segments

Segments are reusable definitions in Query Generation that provide non-obvious context to assist the semantic layer or LLM to select the correct dimension and values. Users can create manual segments via a new form. A scheduled job synchronizes manual and autogenerated segments. This job also cleans up segments to help surface the correct segments and reduce noise.

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Domain separation is also now supported, with a Domain field on the Segments table. Segments based on reports and filters inherit the source domain. Manual segments have domains that are passed up to the Segments table on synchronization. Segments are not supported for indicator sources or modules on domain-separated instances.

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Dashboard and data visualization export skill is active by default (January 2026)

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 5): If this skill was previously unconfigured, it is turned on automatically (the skill was never configured and turned on, then turned off again). If the skill was previously turned on, then off, it remains inactive.

Zurich Patch 4

Query Generation skills are active by default

If the Generative AI Controller plugin is activated, the skills for Query Generation are activated by default. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never turned on, then off again). Previously configured skills that were turned on, then off, remain inactive.

Greater visibility into the Query Generation process

When you call Query Generation from AI Data Explorer or another application, you see each state that the query and response goes through before completing.

Multi-table source support

Query Generation supports related table conditions and dot-walking in queries.

Get insights and visualizations for Workflow Data Fabric tables

Ask AI Data Explorer information about Workflow Data Fabric data and get insightful responses. You must first add the Workflow Data Fabric tables to the Query Generation Semantic Table Configuration table.

Use database views in queries

Generate visualizations or ask AI Data Explorer about data kept in database views, like SLA data. You have to add the database views to the Query Generation Semantic Table Configuration table.

Zurich Patch 1

Add tables to the semantic data layer

Choose which tables your users can query with generative AI for data analysis.

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Monitor the health of the Query Generation back end

View the state of Now Assist for Platform Analytics LLM, plugins, system properties, components, and dependent products.

Activation information

AI Data Explorer is available from the ServiceNow Store.

Query Generation, Analytics Generation, and the dashboard and data visualization export skill are installed with Generative AI Controller, which is included as a dependency of all Now Assist applications.

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

After installation, activate the relevant skills. For more information, see the relevant Configure topics under Now Assist in Platform Analytics.

Plugin information

New plugins

The following plugins are new in Zurich:

AI Data Explorer (sn_pa_ai_canvas): The AI Data Explorer application allows users to explore data with help of AI, gather and organize findings, and collaborate with other users.

Related ServiceNow applications and features

Platform Analytics experience

Details of the data visualizations, filters, and dashboards that Now Assist for Platform Analytics skills generate.

Performance Analytics release notes

The ServiceNow®
Performance Analytics application is an in-platform process optimization solution. It enables organizations to set, track, and analyze progress toward goals. Performance Analytics was enhanced
and updated in the Zurich release.

Performance Analytics highlights for the Zurich release

- Track critical process metrics and trends.
- Measure process health and behavior against organizational targets.
- Identify process patterns and potential bottlenecks before they occur.
- Continually visualize historical and real-time process statistics in role-based dashboards. The dashboards enable individual stakeholders to make informed decisions.

See Performance Analytics (Indicator data sources) for more information.

New in the Zurich release

Apply multiple levels of breakdown to an indicator

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Migrate indicators from traditional Performance Analytics architecture to change data capture (CDC)-based data snapshots. This new architecture allows for more than two levels of breakdown to apply to an indicator. RaptorDB Professional is required, and not all indicators qualify for migration.

Activation information

Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this complimentary application.

The full features of Performance Analytics are available with a subscription. Activate the Premium plugin that matches
your subscription. For details, see Activate your Performance Analytics
subscription.

Additional requirements

To use the new data snapshots feature, your instance must be on the RaptorDB Professional database.

Related ServiceNow applications and features

Platform Analytics experience

The ServiceNow® Platform Analytics experience provides a single center for consuming the data from all Platform Analytics products, including Performance Analytics.

Process Mining

Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Use Process Mining with Platform Analytics insights to optimize your indicator data sources.

Platform Analytics experience release notes

The ServiceNow® Platform Analytics experience provides a single center for consuming the data from all Platform Analytics products. The Platform Analytics experience was enhanced and updated in the Zurich release.

Platform Analytics experience highlights for the Zurich release

- Collaborate on data-informed decisions through an AI-assisted, interactive explorer that serves as a centralized workspace, where you can create and share data visualizations on the fly.
- Manage Performance Analytics indicators more conveniently, with access to editing, creation, and migration from within the Platform Analytics experience.

See Platform Analytics experience for more information.

Important information for upgrading Platform Analytics experience to Zurich

On upgrade, any homepages on your instance that have been opened are migrated to Core UI dashboards, which are visible in the dashboard library. For more information, see Homepage deprecation.

Simple lists are all converted to the new List element on upgrade.

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New in the Zurich release

View, share, and export table records in the List component

Take advantage of the improved list capabilities of the List element, which replaces List - Simple. The List supports pagination, export from dashboards, export to comma-separated values, and alternative group by. It also provides a consistent configuration experience with other data visualizations.

Create indicators and migrate to data snapshots in the indicator library

- Manage indicators from the indicator library, including links to create and edit indicators.
- Activate data snapshots conveniently, opening up the possibilities of applying multiple levels of breakdown to your indicators. See statistics on recent views and updates in tiles.
- If data snapshots are activated for the instance, see how many indicators are eligible and have already had data snapshots enabled.
- Show columns for any field on indicator records, as well as usage information.

Drill down to application overviews for User Experience Analytics

Navigate to individual application overviews for User Experience Analytics from data visualizations. The **Go to data view** chart interaction is now supported for User Experience Analytics data and takes the viewer to these overview pages by default.

Filter data in User Experience Analytics

Filter User Experience Analytics data on default and custom User Experience Analytics properties.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Consistent header and border configuration

Dashboard components now have header and border configuration options that are consistent with data visualizations and each other.

Component icons have consistent coloring for improved contrast and accessibility and are consolidated in the same corner.

Changed in this release

Select whether to drill down to Platform Analytics or Core UI lists

Decide whether data view chart interactions for data visualizations on an instance drill down to Platform Analytics or Core UI record lists. This choice applies only on the Platform Analytics experience.

View usage information in the dashboards library

For analytics managers, the dashboard library now contains usage statistics, such as the number of dashboards not viewed in one year and the number of dashboards deactivated for more than three months.

Export data visualizations from dashboards to PNG and JPEG

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Export individual data visualizations as a viewer to a graphic file.

Platform Analytics experience is supported even when Next Experience UI is disabled

You can migrate to Platform Analytics even if Next Experience isn't enabled. Core UI dashboards are embedded in iframes.

Migration Center changes

- Dashboard owners can perform partial migration on their own dashboards.
- Geomap migration supported.
- Interactive filter check box option.
- Header color is supported.
- Export to CSV from lists is supported.

Data visualizations and filters support Workflow Data Fabric tables

Perform data analysis on external data fabric sources.

Activation information

Platform Analytics experience is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Now Assist in Platform Analytics

Several Now Assist Generative AI tools are available for generating and working with Platform Analytics objects through iterative questions and answers.

Performance Analytics (Indicator data sources)

Performance Analytics is an in-platform process optimization solution, providing the indicator data sources that the Platform Analytics experience exposes graphically. It enables
organizations to set, track, and analyze progress toward goals. Performance Analytics was enhanced
and updated in the Zurich release.

User Experience Analytics

This application provides dashboard views for monitoring usage analytics of your Next Experience web applications as well as Virtual Agent, ServiceNow mobile, and Service Portal applications. User Experience Analytics provides a data source which data visualizations can display.

Process Mining

Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Use Process Mining with Platform Analytics insights to optimize your indicator data sources.

Process Mining release notes

The ServiceNow® Process Mining application enables analysts and process owners to view their business processes, analyze them, and make decisions that improve their processes. Process Mining was enhanced and updated in the Zurich release.

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Process Mining highlights for the Zurich release

- Generate highlights of the improvement opportunities in the Opportunity details page.
- Identify inefficiencies by focusing on the delays in task assignment by using idle time analysis.
- Analyze the workload of transitions and cases by using touchpoint analysis.
- Enhance data security by marking projects as restricted.
- Process Mining is integrated with ServiceNow playbook.

See Process Mining for more information.

Important: Process Mining is available by default. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Opportunity details page

Generate highlights to surface key drivers behind process patterns that accelerate decision-making and prioritization of process changes on the Opportunity details page. This page provides the detailed context of every improvement opportunity. It uses Now Assist to help generate highlights.

Idle time analysis

Analyze where cases are waiting to be assigned to agents by tracking and analyzing the time during which the case is assigned to a team but not yet to an agent. Idle time analysis helps identify inefficiencies, such as delays in task assignment or workflow bottlenecks, and helps improve coordination and reduce waiting time within processes. Idle time analysis must be configured in the process configuration.

Touchpoint analysis

Identify where and how human involvement occurs in a process by using touchpoint analysis. Analyzing the fields that involves human involvement helps you improve your processes, enhancing performance and reducing operational costs. Touchpoint analysis enables you to analyze the workload of transitions and cases. Touchpoint analysis must be configured in the process configuration.

Enhanced data security

Mark a project as restricted to help protect sensitive data and avoid security breaches. Restricted project data is available only to the owner and the users with whom the project is shared.

Share a Process Mining project

Share projects through a link that remains unchanged even when the project is updated and remined.

Creation of automation requests and CIMs simplified

When creating an automation or Continual Improvement Management (CIM) request from Process Mining, mandatory fields are pre-populated, reducing friction and accelerating time-to-action.

Process Mining integrated with ServiceNow playbook

Process Mining has been integrated with ServiceNow playbook. After analyzing and identifying a process for improvement, export the process to playbook and add subflows or triggers to analyze and refine the flow.

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Use the Playbooks icon on the Process Mining Analyst Workbench to export up to 5 routes of a project to ServiceNow playbook. This feature is enabled by Now Assist.

Activation information

Process Mining is available by default. For details, see Activating Process Mining.

Related ServiceNow applications and features

Platform Analytics experience

Platform Analytics experience provides a single center for consuming the data from all Platform Analytics products. Use Process Mining with Platform Analytics insights to optimize your indicator data sources.

User Experience Analytics release notes

The ServiceNow® User Experience Analytics application enables you to monitor usage analytics of ServiceNow® Next Experience web applications as well as ServiceNow® Virtual Agent, ServiceNow® ServiceNow mobile, and ServiceNow® Service Portal applications. User Experience Analytics was enhanced and updated in the Zurich release.

User Experience Analytics highlights for the Zurich release

- Access the analytics overlay faster via the new utility icon and then redirect to the analytics dashboard by selecting **Analyze with User Experience Analytics** on the overlay.
- Experience enhanced analytics with UXA filters on dashboards, configurable session metrics, Pages in User Experience Analytics, drill-down in inline dashboards, and a condition builder for Events.

See User Experience Analytics for more information.

Important: User Experience Analytics is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Analytics overlay experience

Try the new utility icon that shows you the key usage metrics for the pages that you're navigating to without having to leave the application page. The shortcut gives you faster access to the contextual analytics overlay.

UXA-PA integration enhancements

Experience the enhancements by enabling UXA filters on dashboards, additional metrics configuration for sessions, and the inclusion of Pages in the User Experience Analytics data source. Furthermore, inline dashboards for User Experience Analytics data now offer drill-down, and the Events data source benefits from a new condition builder.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

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Activation information

User Experience Analytics is a ServiceNow AI Platform feature that is active by default.

Public Sector Digital Services release notes

The ServiceNow® Public Sector Digital Services application enables government agencies to provide citizens, businesses, and other agencies with important services such as public records, licenses, permits, and social services. Public Sector Digital Services was enhanced and updated in the Zurich release.

Public Sector Digital Services highlights for the Zurich release

- Create funding programs to establish top-level budgets and timelines that flow down to associated grant programs.
- Simplify and streamline the grant application decisions with Grants Management: Evaluation & Decision.
- Enable merit reviewers to track, score, and monitor grant applications via a dedicated Reviewer Service portal.
- Enable applicants to review and download the results letter and merit review summary of their grants application, and accept or decline their award, all within the new **Results** tab of the Grants Management portal.
- Define fees for and autonomously assess fee waivers against agency-defined criteria for information requests with the Help manage public information requests agentic AI Agent, part of the Public Sector Digital Services AI Agent Collection application.

See Public Sector Digital Services for more information.

Important: Public Sector Digital Services is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Public Sector Digital Services to Zurich

After the upgrade, certain public sector menus and menu items in CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the labels for the Customer, Accounts, and Service Organizations UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.

New in the Zurich release

Grants Management Funding Program

Create a funding program, which serves as the top-level container from which individual grant programs are created and derive their budget allocations.

Grant program managers can create a new funding program, or start by copying data and configurations from an existing funding program, using the funding program ID. From this funding program, admins can create grant programs directly, set and update the duration and overall budget, and ensure budgets flow down logically to individual grants.

Each grant program is associated with a single funding program via the funding program ID. All grant programs linked to a specific funding program share the

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cumulative budget of that funding program, and their start and end dates fall within the funding program's duration.

Grants Management Evaluation & Decision

Simplify and streamline your grant application decisions with Grants Management: Evaluation & Decision. You can review, score, and manage proposals for grant programs in the Merit Review portal and define a funding proposal for a grant program by using the Grants Workspace. You can share this information internally with the grant program director. Grant program managers can define the merit review framework criteria, assign a reviewer group to each application, create, and track merit review tasks. Grant program managers can use document templates to compose letters that inform the applicants of results, with template options for Award, Rejected (Ineligible), and Rejected (Decline).

Grants Management Reviewer Service portal

Enable your merit reviewers to track, score, and monitor grant applications via a dedicated Reviewer Service portal. The merit reviewers can capture and aggregate scores across the Grant Proposal review framework in the Grants Workspace. A score and rationale can be summarized as part of the application proposal result.

Agentic AI for Public Sector Digital Services

Define the fees for information requests and autonomously assess waivers against an agency's criteria. You can automate the process of synthesizing similar information requests and associated fees, and apply those fees to cases. Your case fields are automatically filled in and integrated into the Information Request Playbook workflow and ServiceNow's AI framework.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Enhancements to Constituent Service Portals

UI Enhancements have been made to all Public Sector Digital Services constituent portals by replacing legacy widgets (for example, portal banners, data lists) with standardized, CSM Configurable Widgets and components. The update ensures backward compatibility, migration guidance, usage analytics, and provide training for admins, and also enables dynamic data rendering, better filtering, and improved accessibility across service flows.

Changed in this release

Enhancements to Grants Management: Program Setup

In the Grants Management: program setup, grant program managers can now add new points of contact for the applicants to the grants program in the Define Program stage. In the Publish Program stage, new fields have been added for program announcement removal. Grants program managers can now set grants programs to auto-remove at a defined date, and set application close to disable new applications from being submitted through the Grants Management portal.

Enhancements to Grants Management portal

Enable grant program managers to turn off new grant proposal submissions after the proposal close date. Applicants can no longer submit proposals after the

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proposal close date, keeping the process on schedule and helping prevent late submissions from being reviewed.

Enable applicants to review and download the results letter and merit review summary (where applicable) of their grants application, as well as accept or decline their award, all within the new **Results** tab of the Grants Management portal. Notify constituents about a pending award decision through the portal.

Constituent Service Dashboard Migration to Platform Analytics

The Constituent Service Dashboard has been migrated to Next Experience Platform Analytics. Next Experience is a ServiceNow AI Platform® feature that is active by default when you load or upgrade to the Zurich release. The dashboard migration to Next Experience enables you to visualize historical and real-time process statistics in role-based dashboards. Access the new dashboard by navigating to **All** > **Platform Analytics** > **Library** > **Dashboards**.

Activation information

Install Public Sector Digital Services applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Public Sector Digital Services. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow®Customer Service Management application enables customer service organizations and service operations to collaborate and resolve customer problems.

CSM Configurable Workspace

The ServiceNow®CSM Configurable Workspace application provides government agents with the tools to research information, respond to questions from the public, and resolve cases.

The ServiceNow®Now Assist application uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Retail applications release notes

The ServiceNow® retail applications optimize operations efficiently at retail locations. Retail applications were enhanced and updated in the Zurich release.

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Retail highlights for the Zurich release

- Use the store inquiry AI agent to help retail store support agents quickly find clear, traceable answers, flag uncertain cases for human review, and benefit from tailored suggestions that improve with every resolved inquiry.
- Simplify frontline staff access for faster response times and improved accuracy with the Retail Mobile application.
- Initiate and coordinate large-scale actions across multiple stores with the HQ Communications case type.
- Standardize the reporting, tracking, and resolution of in-store issues with the Retail In-store Operations case type.
- Resolve customer complaints quickly and accurately with the Retail Customer Complaint case type.
- Bridge the gap between stores and HQ with an intuitive request and support system using the Store Inquiry case type for stores.

See Retail for more information.

Important: Retail applications are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Retail to Zurich

Starting with this release onwards, the retail base case has been made abstract. (An abstract case or abstract case type is a base configuration of a case that is intended to be extended by specialized case types rather than used directly.) After upgrading to the Zurich release and for any version updates beginning with the Yokohama release, if you are using the retail base case table you will no longer be able to create new cases or update existing cases. Use the following case types instead:

- Store Inquiry
- Retail Customer Complaint
- In-store Operations
- HQ Communications

You can also extend your own case types. For more information on these changes, see the Impact analysis and guidance: Retail case table updates [KB2216547] article in the Now Support Knowledge Base.

New in the Zurich release

Note: The new Retail Mobile application and the new case types are available in the Yokohama release.

Retail mobile application **Retail Mobile application**

As a store manager or a store associate, boost productivity by managing operations and accessing key tools on the go with the Retail Mobile application.

Customer complaint case **Customer complaint**

Help ensure quick and efficient customer service resolutions by capturing store-related complaints from customers using the customer complaint case type in the Retail customer complaint plugin.

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Store inquiry case **Store inquiry**

Streamline the process for contacting HQ for store-to-HQ cases with the store inquiry case type in the Retail Store Services plugin, which provides a clearly defined workflow for resolution at HQ.

In-store operations case **In-store operations**

Standardize the reporting, tracking, and resolution of in-store issues with the in-store operations case type in the Retail in-store operations plugin. This case type contributes to structured task assignments and tracking, reducing the time to resolution.

HQ communications case **HQ communications**

Initiate and coordinate large-scale actions across multiple stores with the HQ communications case type in the Retail HQ operations plugin. Using this case type as a parent case for in-store operations simplifies coordination efforts.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install the Retail applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow ® Customer Service Management (CSM) application provides the foundation for the Retail Core application. Leverage the functionality of CSM application to provide support to customers as well as retail sites.

Field Service Management

The ServiceNow ® Field Service Management application aligns with Retail Core by providing capabilitie, such as work orders for use by each retail location that uses the Retail Core application.

Now Assist for Retail Service Management (RSM) release notes

The ServiceNow® Now Assist for Retail Service Management (RSM) application supports retail personas in efficiently managing and resolving cases. Now Assist for RSM is a new application in the Zurich release.

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Now Assist for RSM highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Enable retail store support agents to use the store inquiry AI agent to:
  - Search multiple knowledge sources to generate clear, traceable responses and flag uncertain cases for human review.
  - Improve with every resolved query and seamlessly fit into HQ workflows with tailored suggestions.

Important: Now Assist for RSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for RSM features

Zurich Patch 4

Retail store inquiry agent capabilities

AI agent capabilities	Description
Automated inquiry parsing	Analyzes incoming questions from stores and identifies key topics like discount policy, returns, and exceptions. It accurately categorizes and tags these inquiries, streamlining the processing and response to store queries.
Intelligent policy look-up	Searches across multiple sources—such as past resolved cases, Knowledge Base articles, and their attached documents—to deliver precise and contextually relevant guidance.
Response drafting with policy references	Automatically generates a suggested reply using clear policy language and provides the accurate source of the suggested reply for traceability by attaching or linking the reply.
Learning from resolved cases	Continuously improves by indexing newly resolved inquiries, which expands its ability to respond to similar future cases.
Update case information	Enables users to accept, edit, or reject the suggested resolution, and automatically updates the case resolution notes and status for accepted or edited responses, or adds work notes for rejected responses.

New in the Zurich release

Store inquiry AI agent

The store inquiry AI agent is an intelligent assistant designed to support retail store support agents in efficiently managing and resolving cases.

New tools or scripts have been added to support store inquiry case management, including:

- Updating case details: Modifying the current information about a case, such as adding resolution information or updating work notes.
- Fetching similar cases: Retrieving past cases that have similar descriptions to the current case.

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- Retrieving metadata for selectable links: Gathering information about a source (like a case or document) to create a selectable link to it.
- Get case details: Retrieving the current information about a case, such as its short description.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

The Now Assist for RSM plugin is available with activation of com.sn.now.platform plugin. For more information, see .

Plugin information

New plugins

The following plugins are new in Zurich:

- Now Assist for RSM (com.sn_rtl_assist_rsm): Generative AI - related features for Retail Service Management that are powered by Now Assist.
- RSM AI agent collection (com.sn_rtl_rsm_agents): The RSM AI agent collection is a Retail Service Management tool that uses generative AI to boost agent productivity and streamline issue resolution. It provides proactive recommendations, enabling faster, smarter, and more personalized customer support.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Sales and Order Management release notes

ServiceNow® Sales and Order Management is a set of new and updated applications and features in the Zurich release. These applications enable you to manage the product sales life

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cycle in your organization, including leads, pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales order changes and renewals.

Note: Sales and Order Management includes workflows for Customer Lifecycle Operations (Customer Life Cycle Management) and Customer Contracts and Entitlements. For details on these features in the Zurich release, see the following Customer Service Management (CSM) release notes.

- Data Management release notes (Customer Life Cycle Management)
- Customer Contracts and Entitlements release notes

Also, agents can use the Case Management for Order Operations application to display order cases and order case line items in CSM Configurable Workspace. The Case lines and workflows application provide the ability to reference multiple order line items on a case record.

CPQ Configurator release notes

The ServiceNow® CPQ Configurator interface streamlines the configuration and pricing of customizable products that are added to opportunities, quotes, and orders. It also supports product configuration when modifying sold products and contracts. CPQ Configurator is a new feature in the Zurich release.

CPQ Configurator highlights for the Zurich release

- Provides sales agents and customers with an intuitive interface for attribute-based configuration in addition to product-based configuration of customizable products.
- Enables agents and customers to select valid product options during product configuration and view real-time updates that show how their selections affect associated pricing.
- Enables product catalog admins to generate and update product offering blueprints that guide the accurate configuration of customizable products by agents and customers.

See CPQ Configurator for more information.

Important: CPQ Integration is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important upgrade information for CPQ Configurator

If you used the legacy product configurator previously and want to use the CPQ Configurator, after upgrading, you must set the *sn_prd_pm.enable_advanced_configuration* system property to true to be able to use the configurator in Sales and Order Management workflows.

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CPQ Configurator features

Configurable product offerings and associated blueprints

Create configurable products and generate the associated product offering blueprints that contain the product attributes, product relationships, product and pricing rules, and child products defined for configurable products. The blueprints also contain configuration rules for inclusion, exclusion, and determination. Catalog admins can review and update an offering blueprint in the CPQ Configurator and then publish the product offering to the product catalog.

CPQ Configurator interface

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Enable agents and customers to configure customizable products using the CPQ Configurator embedded in Sales and Order Management workflows. The configurator is used in both the CSM Configurable Workspace and the Business Portal.

Activation information

Install the CPQ Configurator by requesting the CPQ Integration application from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

Before implementing CPQ Configurator, you must prepare your environment to use it. For more information, see Configuring CPQ Configurator.

Customer Engagement Sequences release notes

The ServiceNow® Customer Engagement Sequences application enables customer-focused teams to execute structured, personalized outreach and follow-up activities to engage customers throughout the time they're associated with your business. Customer Engagement Sequences is a new application in the Zurich release.

Customer Engagement Sequences highlights for the Zurich release

- Design sequences to initiate workflows from multiple record-based events, with outcome-based decision nodes between stages, and runtime permissions.
- Control access to various features and capabilities using the new granular roles.
- Enable click-to-call for agents by configuring the Schedule Call activity and integrating with platforms such as Amazon Connect.
- Automate and personalize customer journeys with a no-code playbook interface and guided task flows.
- Drive high-impact telesales scenarios such as product surveys, lead qualification, and proactive engagement campaigns.

See Customer Engagement Sequences for more information.

Important: Customer Engagement Sequences is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Customer Engagement Sequences features

Multi-trigger sequences with decision branches for stages

Configure the sequences playbook to start based on multiple conditions across entities, eliminating the need for separate sequences for similar workflows. Add a decision node between stages to determine which stage to run next, based on the outcome of the previous stage.

Schedule call activity for telesales workflows

Design sequences with the new Scheduled call activity to automate structured call attempts, including delays and outcome-based branching, directly from the playbook interface. This helps agents follow a repeatable, optimized process for engaging prospects or customers in telesales workflows.

Runtime permissions and fine-grained access control

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Enforce runtime permissions to control access to sequence records such as sequence tasks and steps.

Granular role framework

Assign role-based access for sequence admins, writers, executors, and readers. Sequence admins have full control, writers manage their own sequences, executors (formerly viewers) have read-only access to sequences and sequence task records, and readers view sequence records. For more information, see Compatibility information for Customer Engagement Sequences.

Review sequences in Workflow StudioView sequences

Enable the sales operations teams to optimize and share the high-performing sequences across territories to promote best practices across the organization.

No-code interface for admins to configure sequences

Configuring multi-step sequences that define specific activities using a no-code playbook experience reduces dependency on developers.

Sequence tasks with predefined activities for agents

Predefined activities provide the following advantages to your agents:

- Ensure consistent messaging and effective objection handling using clearly defined steps that dynamically adapt to customer responses.
- Follow a repeatable, optimized process for engaging prospects or customers.
- Avoid communications from sounding generic and improve engagement rates by customizing a prospect's name, company, and other details.
- Reduce the chance of missing a follow-up, promoting consistency in outreach and reduction in manual effort.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Customer Engagement Sequences by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Customer self-service for Sales and Order Management release notes

The ServiceNow® Business Portal is a self-service web portal that supports your business-to-business (B2B) customers by providing integrated access to knowledge articles, community

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forums, service catalogs, and chatbots. Business Portal was enhanced and updated in the Zurich release.

Business Portal highlights for the Zurich release

- Enable B2B customers to request for quotes (RFQ) from the Business Portal, improving customer autonomy and reducing sales cycle time.
- Provide a persistent shopping cart experience to your B2B customers.
- Enable your customers to download and share their cart summary with other stakeholders.
- Provide seamless order checkout and an easy order creation process to your customers.

See Self-Service for Sales and Order Management for more information.

Important: Sales Cart plugin (sn_sales_cart) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Business Portal to Zurich

The new order checkout experience and improved cart capabilities are delivered through a new Sales Cart plugin (sn_sales_cart). As an admin, you must perform the Post-upgrade order migration for the Business Portal to continue providing a seamless experience for your customers. Failing to perform the upgrade steps can result in your customers losing products added to their carts.

New in the Zurich release

Customer-initiated RFQs

Request quotes for products and services without relying on manual outreach. The RFQ feature in the Business Portal streamlines the quoting process by enabling customers to:

- Submit quote requests from within their portal experience
- Specify the overall budget and cumulative target price for each top-level product
- Track RFQ status and quotes in real time
- Accelerate sales response time with seamless quote-to-order conversion

Generate quotes from RFQs

View all RFQs submitted through the Business Portal in the CSM/FSM Configurable Workspace, eliminating the need for managing and tracking them offline. Convert RFQs into quotes with a single action, accelerating the quote-to-order process, improving turnaround times, and enabling scalable quote management.

Create orders from the Business Portal

Deploying the Sales Cart plugin provides the following advantages to your B2B customers when they order products using the Business Portal:

- Preserve products and configurations added to the cart across sessions and devices so customers can review or update their selections without placing an order. They don't have to start their shopping process all over again if they get interrupted, leave the site, or decide to come back later.
- Enable better collaboration and decision making by downloading a cart summary in PDF format and reviewing products to be purchased and terms and conditions with business stakeholders.

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- Sign the acknowledgment section and share the cart summary PDF with the seller to place an offline order.
- Provide the flexibility to select or modify billing and shipping addresses during the checkout process.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install the following applications by requesting them from the ServiceNow Store:

- Customer Request for Quote plugin (sn_cust_rfq)
- Sales Cart plugin (sn_sales_cart)

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Lead-to-Cash Process Management release notes

The ServiceNow® Lead-to-Cash Process Management application provides sales managers and contract administrators with a real-time, consolidated view of critical sales data, activities, and status related to sales entities such as opportunities, quotes, and orders. Lead-to-Cash Process Management is a new application in the Zurich release.

Lead-to-Cash Process Management highlights for the Zurich release

- Define and monitor sales entities tied to specific business processes such as order-to-cash. You can add custom processes and related entities managed in disparate ERP systems using a unified view in a node map.
- Optimize revenue recognition and drive operational efficiency throughout the order-to-cash process by tracking key milestones, identifying potential delays early, and ensuring on-time delivery.

See Lead-to-Cash Process Management for more information.

Important: Lead-to-Cash Process Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Lead-to-Cash Process Management features

Set up business objects

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Create a visual overview of the sales process hierarchy by defining and setting up business object groups of sales entities and their relationship with other entities. For example, an opportunity-to-cash business object group could include business entities such as an opportunity, opportunity line, opportunity task, quote, order, and so on.

Create sales process records

Enable sales managers and contract administrators to create sales process records for individual accounts.

Monitor sales process using sales dashboard

Enable sales managers and contract administrators to view and manage the sales process from a single interface. The dashboard provides the following capabilities:

- Visualize the sales process in a node map, showing relationships between different sales entities in a hierarchical format.
- Toggle between hard links (actively monitored) and soft links (database relationships) to manage the monitoring scope.
- Use checklists to capture the steps and activities required for a sales process.
- View details for each of the associated sales entities, such as line items, tasks, emails, activities, and line characteristics.
- View, upload, and download files and attachments related to the sales process record or child entities.

Customize the sales dashboard

- Customize the number of levels displayed in the nodal hierarchy by configuring the *sn_l2c_cockpit.node_default_levels* system property.
- Customize the details you want to display on the node map tiles using decision tables.
- Create predefined filters to consolidate and view hard-linked records-related tasks. For example, you could create a new filter option to filter in-progress tasks.

Create business process tasks

Sales managers and contract administrators can create business process tasks and associate them with sales process records or business process records. The linked business process task can be viewed on the Tasks tab of the sales process record.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Lead-to-Cash Process Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Now Assist for Configure, Price, Quote (CPQ) release notes

The ServiceNow® Now Assist for CPQ application brings platform AI capabilities to Sales and Order Management. Now Assist for CPQ is a new application in the Zurich release.

Now Assist for CPQ highlights for the Zurich release

Zurich Patch 7

Summarize quote for immediate, comprehensive insights into quote details (product, pricing, and terms) to improve quote accuracy, help teams align, reduce manual review, catch issues early, and accelerate quote turnaround.

See for more information.

Important: Now Assist for CPQ is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 7

Generate a summary of a quote to:

- Summarize key quote components during early customer discussions or pre-discovery.
- Provide an updated view of the quote after revisions, without requiring review of multiple records.
- Provide a single, consolidated snapshot of all actions, tasks, and notes derived from a quote in one place.
- Highlight custom pricing, discounts, and negotiated changes made during the quoting process.
- Review the quote prior to sending it to the customer to confirm accuracy and completeness.
- Support internal handoffs by summarizing the quoted offer for internal teams.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Install Now Assist for CPQ by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to

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the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

Zurich Patch 7

New plugins

The following plugin is new in Zurich:

Now Assist for CPQ (sn_som_gen_ai_cpq): Now Assist for CPQ is an AI-powered wrapper application designed to streamline CPQ-related workflows.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Order Management release notes

The ServiceNow® Now Assist for Order Management application brings platform AI capabilities to Sales and Order Management. Now Assist for Order Management is a new application in the Zurich release.

Now Assist for Order Management highlights for the Zurich release

Zurich Patch 7

- Enable business-to-business (B2B) customers to create invoice dispute cases through AI-powered chat and voice assistants that guide them through conversational dispute intake on the Business Portal.
- Provide uninterrupted handoff to human agents to support complex use cases, with full conversation context transferred to the CSM/FSM Configurable Workspace.
- RMA AI agent for automated RMA entitlement and intelligent case handling.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

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- Enable B2B customers to submit order cases autonomously from the Business Portal by simply describing their needs in natural language using the manage order operations agent.
- Summarize complex orders across products, services, and fulfillment tasks, enabling agents to quickly understand status, take the right actions, and avoid navigating fragmented views to make the next steps easier and improving productivity.

See Now Assist for Order Management for more information.

Important: Now Assist for Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Order Management features

Zurich Patch 7

AI-powered invoice case management for customers

Enable customers to report quantity-related invoice disputes through an AI-powered virtual assistant on the Business Portal. Customers can describe the discrepancies through natural conversation, and the assistant validates details, creates cases, and autonomously resolves eligible disputes by issuing credit notes or replacement orders, or connects customers with a human agent when needed.

Invoice dispute intake with voice assistant

Enable customers to report quantity-related invoice disputes using voice commands through an AI-powered voice assistant on the Business Portal. Customers can describe discrepancies through natural speech and the assistant captures dispute details to create invoice cases or connects customers with a human agent.

Human agent handoff with context transfer

Help customers to escalate complex disputes seamlessly to a live agent. The full conversation context, including invoice details, dispute reason, and prior AI actions are transferred to the CSM/FSM Configurable Workspace, enabling live agents to continue without asking customers to repeat information.

Now Assist for invoice case resolution

Help accelerate invoice dispute resolution by surfacing similar cases and common resolution patterns in the Now Assist panel. Agents can request help with an invoice case to view how similar disputes were resolved, reducing research time and improving consistency.

Automated email notifications for invoice cases

Keep customers informed with automated email notifications at key points in the invoice case life cycle, including case creation confirmation, resolution details with credit note or replacement order information, and the next steps for cases requiring human review.

Return Merchandise Authorization

Leverage the RMA AI agent for automated entitlement and case handling with the following features:

- Automates entitlement checks with real-time warranty validation
- Selects best-fit resolution and sends for customer approval
- Generates recommended actions when no valid entitlement is found
- Provides proactive case updates and follow-ups
- Answers customer queries and handles multi-intent emails

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Zurich Patch 4

Enable the manage order operations agent in the Business Portal

Activate the manage order operations agent so that you can make the agent available to your customers on the Business Portal.

Request order changes using Now Assist

Use the manage order operations agent to provide a seamless experience to your customers on the Business Portal, enabling them to create order cases using a virtual assistant effortlessly. The AI agent can intelligently categorize requests for expedited delivery by creating order-related cases linked directly to the specific order, significantly reducing manual case creation and speeding up resolution times. Interaction channels include chat and voice options.

Summarize an order using Summarization for Order Management

Generate a summary of a complex order for a unified view of the order's current state to:

- Respond confidently to customer queries with accurate, real-time order status.
- Track changes and validate details to maintain consistency and transparency.
- Minimize errors and improve communication across suppliers and partners.
- Monitor tasks that are at risk of missing deadlines.
- Assign tasks to appropriate resources based on priority and skill.
- Make rapid prioritization decisions to avoid delays and help ensure timely fulfillment.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Request the Now Assist for Order Management application from the ServiceNow Store and install it using the ServiceNow® Application Manager. For more information, see Install a ServiceNow Store application.

Plugin information

New plugins

The following plugins are new in Zurich:

Zurich Patch 7

- Manage Invoice Operations (com.sn_inv_ops_aias): Delivers AI-powered assistants that handle invoice dispute intake directly from the portal, resolves eligible cases autonomously, and seamlessly escalates to a human agent when

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needed. In the workspace, it continues to assist human agents by providing relevant insights and actions to accelerate invoice case resolution.

- RMA Case Management (com.sn_csm_rma_case): Enables customers to create cases for install base item. It offers simplified processes, decreased turnaround time, and a unified workflow.

Zurich Patch 4

- Manage Order Operations (com.sn_ord_ops_aias): Enables business-to-business (B2B) customers to submit order cases autonomously from the Business Portal by simply describing their needs in natural language.

Browser requirements

Starting with the Zurich release, RMA Case Management for Sales and Order Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Exploring Customer Service Management

Learn how the Customer Service Management (CSM) application can help your organization resolve customer issues and requests for your customers. By adopting a proactive customer service approach, you can help increase your customer satisfaction and retention.

Now Assist for Sales Force Automation (SFA) release notes

The ServiceNow® Now Assist for Sales Force Automation (SFA) application brings platform AI capabilities to Sales and Order Management. Now Assist for SFA is a new application in the Zurich release.

Now Assist for SFA highlights for the Zurich release

Zurich Patch 7

- Now Assist for Sales and Order Management (SOM) is now known as Now Assist for Sales Force Automation (SFA) to align with our updated product taxonomy. There is no change to functionality or existing customer configurations.

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Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 2

- Enable sales agents to use the Help nurture new leads agentic workflow to:
  - Proactively engage with initial leads
  - Book an appointment/demo to qualify a lead
  - Identify opt-outs and disinterest for lead disqualification

See Now Assist for Sales Force Automation (SFA) for more information.

Important: Now Assist for SFA is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 2

Use agentic workflows in Now Assist for Sales Force Automation (SFA)

The Help nurture new leads agentic workflow works with a team of AI agents to assist the sales agents to manage the life cycle of leads, either independently or under supervision.

Available workflows for lead management AI agents for the AI agent collection

Workflow name	Description	Available AI agents
Help nurture new leads	• Outlines the steps required to engage the lead with the sales agent. • Sends initial outreach and follow-up emails. • Retrieves emails, classifies the intent, and routes it to the right sales agent to take action. • Schedules, reschedules, or deletes the appointments based on sales agent availability. • Manages the leads who want to opt out or uninterested.	• Lead outreach AI agent • Inbound email AI agent • Appointment management AI agent • Lead disinterest AI agent

Changed in this release

Zurich Patch 5

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Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Now Assist features are available with activation of com.sn.now.platform plugin. For more information, see .

Plugin information

Zurich Patch 2

New plugins

The following plugin is new in Zurich:

Now Assist for SFA (sn_som_gen_ai): Packages AI capabilities for Sales Force Automation features in SOM.

Additional requirements

The Now Assist for SFA application requires the Sales Development AI agents.

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Use the Now Assist Admin console to provide you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Opportunity Management release notes

The ServiceNow® Opportunity Management application enables your sales agents and account executives to create and manage opportunities. These opportunities identify and track potential sales based on identified customer needs. ServiceNow® Opportunity Management is a new application in the Zurich release.

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Opportunity Management highlights for the Zurich release

- Enhance visibility and flexibility in pricing amendments for existing contracts or services through Move, Add, Change, Delete (MACD) actions on Sold Products (SP), Product Instances (PI), or Contracts.
- Identify multiple stakeholders and accurately qualify opportunities with opportunity associated contacts and their defined roles. This is vital for streamlining sales processes and gaining clarity on how each contact influences the outcome of a deal.
- Drive structured collaboration among multiple stakeholders involved in closing a deal using Opportunity Teams. The teams verify collaboration across various roles such as Account Executives, Sales Engineers, Customer Success Managers, and Partner Managers.

See Using Opportunity Management for more information.

Important: Opportunity Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Opportunity Management features

Delta pricing for opportunity

The following new fields added to the Opportunity and Opportunity Line objects improve visibility and provide greater flexibility in managing pricing amendments:

- Contract Start/End Dates
- Renewal Amount
- Upsell/Downsell Amounts
- Total Net New Amount

Add an opportunity associated contact

Create opportunity associated contacts to associate multiple account contacts, verifying clear identification of all stakeholders and their respective roles.

Add a new opportunity team member

Create a new opportunity team member to associate multiple team members with an opportunity to enable structured collaboration and grant access based on their roles. The ability to grant access is available from Zurich Patch 3 release.

Activation information

Install Opportunity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Order Management release notes

The ServiceNow® Order Management application enables you to capture, manage, and fulfill product and service orders from enterprise customers. Order Management was enhanced and updated in the Zurich release.

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Order Management highlights for the Zurich release

- Handle move orders support.
- Enhance the Order management (OM) integration with Strategic Portfolio Management (SPM) to enable projects for site and maintain program project and sub-project hierarchy.
- Enables agents to change the location for product inventory at the order line level.
- Support for nested objects, arrays, and custom attributes to model complex products.
- Support for order header discounts.

See Order management for more information.

Important: Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Move order

The move order helps agents to perform move journey that requires location change, the location and change of attribute values, the location change and add or delete the product.

Pricing Adjustments for order line items

Enables order agents to quickly view, add, and edit manual price adjustments for order line items directly from the list view, reducing clicks and streamlining the process. This new experience makes it easier for order agents to enter manual price adjustments and provides a holistic view of both automatic and manual adjustments.

Summarization for Order Management

Summarizes complex orders across products, services, and fulfillment tasks. This helps agents quickly understand status, take the right actions, and avoid navigating fragmented views. This results in easier next steps and improved productivity. For more information, see the Now Assist for Order Management release notes.

Support for complex characteristics for orders

Take advantage of the following complex characteristics for orders:

- Define complex characteristics for product offerings and specifications using object structures, data arrays, and other data input types such as String, Integer, Date, DateTime, and Decimal. For more information, see Defining product characteristics and characteristic options.
- Define compatibility, decomposition, and attribute propagation rules based on conditions that use characteristics at any level of a complex attribute hierarchy. For more information, see , , and .

Order header discount

Provide order agents with the ability to apply discounts across multiple order lines with a single action through an order header discount feature. This feature streamlines discounting workflows, improves pricing consistency, and helps speed up order processing for large complex deals.

UI changes

Coral theme

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Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to OM integration with SPM

Use OM integration with SPM to create program, reuse program, create site project and reuse site project in the SPM.

Activation information

Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Partner Relationship Management release notes

The ServiceNow® Partner Relationship Management application provides a unified workspace for sales, delivery, marketing, and operations to help you manage the entire partner life cycle. Partner Relationship Management is a new application in the Zurich release.

Partner Relationship Management highlights for the Zurich release

Use the CSM Configurable Workspace to enable your enterprise administrators to view all the details that are related to their partners.

See Partner Relationship Management for more information.

Important: Partner Relationship Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Data model for Partner Relationship Management

Enable a user with the sn_prm.enterprise_partner_admin role to map the fields on the channel partner record to their corresponding fields on the company record.

Partner Workspace

Manage and view the partner details via the Partner workspace if you have the sn_prm.enterprise_partner_admin role or the sn_prm.enterprise_partner_rel_manager role.

Partner Workspace

Enable a user with the sn_prm.enterprise_partner_rel_manager role to manage cases, orders, sold products, and install bases by using the **Partner Overview** tab in the CSM Configurable Workspace.

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Use the segment [sn_seg_segment] table to create records, track partner progress toward the next tier, and group partners effectively based on performance into multiple segments for tailored support, incentives, and visibility.

Provide channel partners with exclusive rights to work on a particular deal registration or customer for a period of time.

Use the configurable deal registration form to track deal registrations, information related to it, and successfully convert deal registrations to opportunities.

Use the deal registration playbook on the Partner portal to provide channel partners the flexibility to create new deal registrations and track their end to end life cycle.

Install the Quote Management for Channel Partners (com.snc.partner_relationship_management_qm) plugin to enable channel partners, B2B and B2C sales representatives, and managers to create, read, update, and track quotes associated with channel partners.

Install the Order Management for Channel Partners plugin (com.snc.partner_relationship_management_orm) to facilitate the entire order life cycle, especially indirect sales and enable channel partners to track orders with channel partners.

UI changes

Partner portal experience

The new Partner portal landing page provides a new look and navigation to raise inquiries or register members.

Create and update deal registrations on the Partner portal to enable enterprise agents to convert them into an opportunity.

Activation information

Install Partner Relationship Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Exploring Customer Service Management

Learn how the Customer Service Management (CSM) application can help your organization resolve customer issues and requests for your customers. By adopting a proactive customer service approach, you can increase your customer satisfaction and retention.

Product Catalog Management and Pricing Management release notes

The ServiceNow® Sales and Order Management applications include the ServiceNow® Product Catalog Management and ServiceNow® Pricing Management features, which enable you to create and manage the product offerings, catalogs, pricing, and discounting strategies used in your organization. These foundational features were enhanced and updated in the Zurich release.

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Product Catalog Management and Pricing Management highlights for the Zurich release

- Support AI-powered semantic search queries to find relevant product offerings and service specifications in the product catalog interface.
- Generate and update product offering blueprints that guide the accurate configuration of customizable products by agents and customers.
- Enable sales agents to create price and quantity ramps, a pricing strategy for increasing product pricing and quantity amounts over specified time periods.
- Define pricing on product offers based on the price of other product offers or transaction context variables.
- Use product characteristics to adjust product costs, which are then used in margin calculations for sales quotes.

See Product Catalog Management and Pricing Management for more information.

Important: Product Catalog Management and Pricing Management are available in the ServiceNow Store. The blueprint feature introduced in this release is provided with the CPQ Integration application available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Product Catalog Management and Pricing Management to Zurich

Pricing Management v15.0.0 provides a default pricing plan that includes new steps to support pricing strategies introduced in this release. If you're using a custom pricing plan from an earlier release, review the default pricing plan, which is in a Retired state after you upgrade. Determine whether you want to publish the default plan or customize the default pricing plan for your needs. The default plan contains new steps for calculating net pricing and roll-up values for configurable products in quotes and orders: Net Price Calculation, Line Rollup, and Header Rollup steps. This pricing functionality existed in previous releases for quotes and orders but wasn't included in the default pricing plan. To retain this previous functionality for quotes and orders, you must add the Net Price Calculation, Line Rollup, and Header Rollup steps in your custom pricing plan before you publish it for use.

If you used the legacy product configurator previously and want to use the CPQ Configurator, after upgrading set the *sn_prd_pm.enable_advanced_configuration* system property to true. When set to true, this property enables the CPQ Configurator.

If you want to use AI Search for product catalog searches, before upgrading install Now Assist for Sales Force Automation (SFA), which includes the plugins needed for AI Search functionality. After upgrading, complete various steps to implement AI Search. These steps include running a scheduled job to set up AI Search and enabling AI Search in the product catalog interface by setting the *enable_ai_search_in_catalog* system property to true. For details on these configuration steps, see Configuring AI Search for product catalog search.

New in the Zurich release

Product Catalog Management features

Create configurable product offerings and associated blueprints

Enable product catalog admins to generate blueprints for configurable products using the CPQ Configurator. A blueprint contains the product attributes, product relationships, product and pricing rules, and child products that control the structure of a configurable product offering. It also contains configuration rules,

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such as inclusion, exclusion, and determination. Blueprints drive the agent and customer experience when configurable products are added using the configurator. Catalog admins can review and update an offering blueprint in the CPQ Configurator, then publish the product offering to the product catalog.

AI Search queries in the product catalog interface

Enable semantic search features that agents and customers can use in the product catalog to find relevant product offerings. Users can search by product offer attributes, characteristics, and child offerings, and also view auto-complete suggestions. AI Search supports queries with synonyms, multi-languages, Boolean operators, and auto-correction (typo handling). Product catalog admins can configure stop words, synonyms, and rules that control the search results displayed.

Complex characteristics

Starting with Product Catalog Management Core v13.0, enable product catalog admins to define product and specification characteristics using an object-based structure that supports the following data types: integer, decimal, date and date time, and data arrays. For example, product catalog admins can use these new data types to define characteristics for communication products, such as routing characteristics, that have nested levels of characteristics and characteristic options. These complex characteristics can then be used to define conditions for setting decomposition, attribute propagation, and compatibility rules.

- Agents can view and select the complex characteristics available for configurable product offerings when creating opportunities, quotes, and orders. Complex attributes are displayed as separate nodes in the product hierarchy tree of the legacy product configurator interface.
- Fulfillment agents can perform fulfillment tasks that capture complex characteristic data for new or MACD orders.
- Customers can view and select complex characteristics when using the Business Portal to order configurable products.

Note: Complex characteristics aren't supported in the CPQ Configurator.

Pricing Management features

Derived product pricing

Define dynamic product pricing relationships between products, where the price for a product is derived from the price of another product or transaction-level values, such as the total quote value or annual contract value (ACV). When sales or order agents add the product to a quote or order, they can see how the product price is derived in real time.

Price and quantity ramps

Enable product catalog admins to identify configurable product offerings for which pricing ramps can be created. These product offerings must also have the recurring pricing method. Sales agents create price ramps for quote lines that define and schedule pricing and quantity changes as product deals evolve over a given time period.

Product pricing changes related to MACD activities

Support different price bases, such as original prices, fresh prices, or zero prices, used to calculate pricing for products during MACD activities.

Cost-based attribute adjustments

Enable pricing admins or managers to set different product costs based on product attributes, such as model or size, by using cost book-specific or product offering-

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based adjustments for cost book lines. Previously, only a single cost amount was captured for a product offering, even if the product had different attributes that affected the product cost. These adjustments determine the base product cost used to calculate profit margins for sales agents when they create quotes for customers.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Product Catalog Management changes

Support minor changes to published product offerings and specifications

Make minor changes to published versions of a product offering or specification, without creating a version. Minor updates include changes such as modifying the product offering display name, description, or product image.

Configurable product offerings

The Create Product Offering form, used when creating product offerings, has two new options. The **Configurable** option indicates that the product offering is configurable and that it can be customized by agents and customers using the CPQ Configurator. The **Enable ramps** option indicates that price ramps can be defined for a configurable product.

Enhancements for exporting and importing product catalog entities between ServiceNow instances

Support the export and import of product catalog-related entities:

- Product Catalog Management Core V15.0.0: During import, the system checks for minor updates to product offerings and specifications in the target version and imports them accordingly.
- Product Catalog Management Core v13.0.0
  - Export catalog entities, such as complex characteristic hierarchies, default values for characteristics including complex characteristics for product offerings and specifications, catalog entity versions in any order, and more, such as fetching referenced specifications during export. For details, see Export catalog entities.
  - Import catalog entities, such as complex characteristic hierarchies, default values for characteristics including complex characteristics for product offerings and specifications, catalog entity versions in any order, and more, such as suppressing validation of business rule errors in logs. For details, see Import product catalog entities.

Pricing Management changes

CSM Pricing API

Use the Pricing REST API to enable integration of Pricing Management features with external applications. The CPQ Configurator is integrated with the Pricing REST API, to display pricing information for configurable products.

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Published pricing and product eligibility matrices

Starting with Context Rules Management v9.1.0, published pricing and product eligibility matrices can't be edited. To change a published matrix, pricing or product catalog admins must generate a new version of the matrix. If needed, admins can use the `allow_edit_on_published_matrices` system property to enable editing of pricing and product eligibility matrices.

Configurable pricing plan enhancements

- Pricing plan changes in Pricing Management v15.0.0
  - Input Price Point column: Identifies the input for a pricing step.
  - Output Price Point column: Identifies the output resulting from the pricing step.
  - Analyze line changes step: This step uses the Delta Price Treatment Matrix to define how adjustments to sold products or contracts are handled by the pricing engine.
  - Annual Price Increase Adjustments for Ramps: This step applies the percentage Annual Price Increase to the list price of products that have pricing ramps enabled. Sales agents specify the percentage increase when they create price ramps.
  - Net Price Calculation step: This step calculates the net price using any automatic and manual adjustments made in quotes or orders.
  - Line Rollup step: This step uses the net price to calculate the cumulative pricing fields in quote and order lines that are rolled up to the parent line of bundled products.
  - Header Rollup step: This step calculates total pricing values, such as total annual or total monthly amounts, displayed at the header level.
  - Derived Price Calculation step: This step calculates the line prices using the Derived Pricing Matrix that defines the pricing source and the unit base list price for the price list line.
  - Calculate Delta Prices step: This step calculates product pricing during MACD activities using different price point bases, as configured by the pricing admin.
- Pricing plan changes in Pricing Management v13.0.0
  - Apply Attribute-based Cost Adjustment step: This new step applies an attribute-based cost adjustment, either a percentage or markup or markdown of the cost book line cost. The pricing engine uses the cost adjustment to determine product costs when calculating margins for quote lines.
  - The Fetch Cost and Fetch Price List Price steps have been renamed Fetch Base Cost and Fetch Base Price List Price.

Activation information

The Product Catalog Management and Pricing Management features are included with Sales and Order Management store applications and don't need activation. Depending on your entitlements, you can install the Product and Pricing Rules application for pricing and product eligibility matrices and the CPQ Integration application for the CPQ Configurator from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Quote Management release notes

The ServiceNow® Quote Management application enables your sales agents to generate and manage sales quotes for your customers. Quote Management was enhanced and updated in the Zurich release.

Quote Management highlights for the Zurich release

- Support quote header discounts.
- View the cost and profit of the entire quote to support informed discounting decisions and avoid unprofitable deals.

See Quote Management for more information.

Important: Quote Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Enables sales agents to quickly view, add, and edit manual price adjustments for quote line items directly from the list view, making it easier to manage both automatic and manual adjustments. The new experience streamlines the quoting process and allows adjustments to be applied to individual or multiple line items at once.

Price and quantity ramps on quote line items

Create price and quantity ramps for product offerings in quotes to define incremental price and quantity changes over time. Product offerings eligible for ramps have the Ramps enabled option and Recurring price method selected. Agents can define ramps in two ways:

1. Ramp the parent line item, which automatically applies ramps to all child line items.
2. Leave the parent unramped, allowing child product offerings to have ramps defined individually.

   Agents can also make manual price adjustments per segment. When a quote with ramps is converted to an order, ramps become read-only.

Quote header discount

Added a quote header discount feature that enables sales agents to apply a discount across multiple quote lines at once. This simplifies the quoting process and ensures consistent discount application, thereby improving overall sales efficiency and customer satisfaction.

Subscription revenue metrics

Provides sales agents better visibility of the entire quote cost and profit with the addition of Cost and Margin calculations to the following levels:

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- **Quote Header**: Total one-time cost, Total monthly cost, Total cost, Total one-time margin, Total monthly margin, Total margin amount, Total one-time margin %, Total monthly margin %, and Total margin %.
- **Quote Line**: One-time cost, Monthly recurring cost, Cumulative one-time cost, Cumulative monthly cost, Cumulative margin %, and Cumulative Net Cost.

The automated calculation rules introduced at Quote Header and Quote Line levels enable informed discounting decisions and help prevent unprofitable deals.

Activation information

Install Quote Management by requesting it from the ServiceNow Store.

To add Docusign plugin to the Quote Management PDF document function, use the Docusign eSignature Spoke plugin (sn_docusign_spoke).

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Return Merchandise Authorization release notes

The ServiceNow® RMA Case Management application enables customers to create cases for install base item. It offers simplified processes, decreased turnaround time, and a unified workflow. RMA Case Management is a new application in the Zurich release.

Return Merchandise Authorization highlights for the Zurich release

- Streamline sales return by enabling agents to manage RMA cases in Agent Workspace and bridging self-service with full support.
- Handle product cases efficiently to streamline the return process and enhance the customer experience.

See Return Merchandise Authorization for more information.

Important: RMA Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Return Merchandise Authorization

Enable customers to create cases for defective products within a specified warranty period, which helps streamline the process.

Granular roles in Install Base Management

Use the following new granular roles with the sn_install_base.install_base_admin role, which is installed with Customer Service Install Base Management plugin (com.snc.install_base):

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- sn_install_base.install_base_read
- sn_install_base.install_base_write
- sn_install_base.install_base_create
- sn_install_base.install_base_delete
- sn_customerservice.customer_data_viewer
- sn_customerservice.case.viewer

These roles provide you with more control over administrative tasks related to install base and sold product related entities.

Changed in this release

Enhancements in the RMA case flow

Streamline the sales return process by enabling agents to initiate, track, and close RMA cases for install base items directly within the Agent Workspace. It also bridges the gap between self-service and full support.

Activation information

Install RMA Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Return Merchandise Authorization is available with activation of the RMA Case Management plugin (sn_csm_rma_case). For details, see Activate the Return Merchandise Authorization plugin.

Browser requirements

Starting with the Zurich release, RMA Case Management for Sales and Order Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

Related ServiceNow applications and features

Exploring Customer Service Management

Learn how the Customer Service Management (CSM) application can help your organization resolve customer issues and requests for your customers. By adopting a proactive customer service approach, you can help increase your customer satisfaction and retention.

Sales Forecasting release notes

The ServiceNow® Sales Forecasting application enables you to project your future sales and revenue based on data from an opportunity pipeline. Sales Forecasting was enhanced and updated in the Zurich release.

Sales Forecasting highlights for the Zurich release

- Confirm and finalize forecast values for a specific time period and category.
- Modify and adjust forecast items.
- Create and assign sales territories for improved sales planning and tracking.

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See Sales Forecasting for more information.

Important: Sales Forecasting is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Modify forecast adjustments

Sales agents can modify their individual system-generated forecast values and sales managers can modify their team's forecast projections. Adjusting forecast values provides more flexibility to sales agents and ensure a more accurate view of expected sales performance and forecasts.

Submit final forecast

Finalize and submit forecasts within defined submission periods to ensure accurate sales forecasts and projections. You can modify forecast values and submit the final forecast for a selected time period. After submission, the forecast roll-up displays only the locked and finalized values.

Set up sales territory hierarchy

Set up a sales territory hierarchy for specific regions to assign sales agents to defined territories. This capability improves forecasting accuracy and tracking efficiency for organizations that use territory-based sales structures.

Activation information

Install Sales Forecasting by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark Theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Customer Service Management

The Customer Service Management (CSM) application can help your organization resolve customer issues and requests for your customers. By adopting a proactive customer service approach, you can help increase your customer satisfaction and retention.

Opportunity Management

The Opportunity Management application provides your sales agents and account executives with product recommendations for customers based on a needs analysis. You can seamlessly convert sales opportunities to quotes when the customer is ready.

Sales Territory Management release notes

The ServiceNow® Sales Territory Management application structures and optimizes the sales efforts of your organization based on territories. It involves overseeing daily sales activities, adjusting team assignments to verify complete customer coverage, monitoring sales

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performance against goals, and updating territory assignments as markets change. Sales Territory Management is a new application in the Zurich Patch 3 release.

Sales Territory Management highlights for the Zurich release

- Allocate sales regions efficiently to align with business complexity and distribute the sales teams for optimal performance.
- Verify the fair distribution of sales among sales representatives to reduce internal conflict, enhance accountability, and consistent performance across the sales organization.
- Verify that only authorized users access specific records, maintaining security and compliance.
- Manage large sales teams efficiently with a structured, rule-based method that verifies clarity, consistency, and scalability.

See Sales Territory Management for more information.

Important: Sales Territory Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Sales Territory Management features

Configuring Territory Level

Configure territory levels to categorize territories such as regional, district, area, and global for better territory management, reporting accuracy, and alignment of sales strategies with business complexity.

Configuring the Territory Model

Configure the Territory Model to maintain a structured organizational hierarchy of territories. This model serves as the foundation for assigning territories to key customer relationship management (CRM) entities such as accounts, consumers, leads, and opportunities. By defining territory levels and relationships within the model, organizations can verify consistent territory assignment, streamline sales operations, and support accurate forecasting and reporting.

Configuring the Territory

Create territories to optimize the assignment of CRM data. Map these territories to the territory model and levels to maintain the hierarchy. Provide conditions for automated assignments, and onboard members with defined roles within a territory for restricted access.

Configuring resources for territories

Territory members are added with their designated responsibilities. These responsibilities determine the level of access each user has to CRM entities within the territory hierarchy.

Configure Properties

To put a sales territory model into use at the CRM entities, enter the sys_id of an active sales territory model. By default, this model and its territories are utilized for sales territory assignments.

Run Assignments

Execute the sales territory assignment to map the CRM entities to the most appropriate territory. Each territory is evaluated against predefined territory conditions related to the CRM entity. Each territory is evaluated against its own conditions and any cascaded territory conditions associated with the CRM entity.

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Activation information

Install Sales Territory Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Security Operations release notes

Security Operations has new and updated features in the Zurich release.

Application Vulnerability Response release notes

The ServiceNow® Application Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Application Vulnerability Response was enhanced and updated in the Zurich release.

Application Vulnerability Response highlights for the Zurich release

- If you are currently using Application Vulnerability Response and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management release notes for more information about USEM and the Unified Security Exposure Management migration.
- Monitor your penetration test requests and findings, as well as your team's overall progress in the Penetration Test Workspace.
- Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a specific set of application vulnerable items in the Vulnerability Manager Workspace.
- Integrate with supported third-party scanners to import vulnerability data.
- Compare application vulnerability-related data and determine if application vulnerabilities are found in an application.
- Prioritize, remediate, and manage application vulnerable items (AVIT)s. Each application vulnerability represents a vulnerability entry in the Common Weakness Enumeration (CWE) or third-party libraries.
- With the sn_vul.app_sec_manager role, create application remediation tasks manually in the Vulnerability Manager Workspace.
- With the sn_vul.app_sec_manager role, create application remediation tasks manually in the Vulnerability Manager Workspace.

See Application Vulnerability Response for more information.

Important: Application Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Application Vulnerability Response to Zurich

- If you are currently using Application Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Application Vulnerability Response and for upgrades to supported third-party integration applications.
- For information about the new features of Vulnerability Response, see the Vulnerability Response release notes.

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- For more information about the released versions of the Application Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

New in the Zurich release

Enhancements to Application Vulnerability Response

The Unassign workflow is supported for application vulnerable items (AVITs) and remediation tasks (AVULs).

- Streamline application vulnerability assignments with the **Unassign** UI action from the more actions menu on an AVIT.
- Reassign incorrectly assigned AVITs, clarify ownership for reassessment, and maintain accurate triage records in workspace views.
- You have the option to send unassign requests for approval prior to clearing the Assigned to and Assignment group fields on records.

SBOM document upload via Github Action

Upload valid Software Bill of Material (SBOM) documents to ServiceNow platform with the help of GitHub Action.

Create application remediation tasks manually in the Vulnerability Manager Workspace

With the sn_vul.app_sec_manager role, you can create application remediation tasks manually by selecting some or all the records in the Application vulnerable items' lists in the Vulnerability Manager Workspace. These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating application remediation tasks.

Create application remediation tasks manually in the IT Remediation Workspace

With the sn_vul.app_security_champion role, you can create application remediation tasks manually by selecting desired records in the Application vulnerable items' lists in the IT Remediation Workspace. These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating application remediation tasks.

Tenable Web Application Scanning Vulnerability Response Integration

The Tenable.was integration now supports on#demand execution of both application and vulnerability imports, allowing you to quickly ingest web applications, findings, and scan metadata into ServiceNow. Imported data automatically populates Discovered Applications, Vulnerability Entries, Scan Summaries, and AVITs, with full visibility through integration run tracking.

Manual Ingestion of Vulnerabilities for Application Vulnerability Integration

Import AVITs from external sources via a standardised template (e.g., CSV, Excel) and manage Penetration test findings lifecycle. Now, you can ingest vulnerability data, including details such as affected application, vulnerability description, severity, remediation recommendations, including other necessary details. This enhancement allows you to simplifies the process of consolidating vulnerability data from diverse sources into a centralised Penetration test workspace.

Penetration Test Workspace

Monitor your penetration test requests and findings as well as your team's overall progress in the Penetration Test Workspace. Prioritize tests that need your attention,

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track findings, and view assignments with the following data visualizations on the dashboard:

- Important items.
- Penetration test requests that are critical and by state.
- Reported findings.
- Overall remediation progress based on assignment.

Enhancements to Penetration Test Assessment Requests

Along with Full Penetration, Focused, and Re-test, the following assessment types are included for Penetration Test Assessment Requests forms in the Penetration Test Workspace:

- Emergency Release - Supports emergency releases that are required for rapid software updates to address critical issues like security vulnerabilities.
- Bug Bounty Program - Rewards ethical hackers to find and report security vulnerabilities.
- Release Approvals - Ensure that all necessary checks are completed before deploying new software.
- One-off reviews - Assess specific projects outside regular development and release cycles to evaluate performance and implement improvements.
- Executive Interest - Report on senior management's engagement and support for critical projects within the organization.

Enhancements to the Release Approval and Release Notes fields help you ensure quality and security for your pen test findings.

The following states have been added to the Release approval field:

- **Not Applicable** (Default).
- **Approved**.
- **Denied**.

You can add details to justify your release approvals in the Release notes field.

Associate CWEs for manual AVIT creation from Penetration Test Assessment Requests

On the Penetration test findings tab on Penetration Test Assessment Requests, you have the option to associate Common Weakness Enumerations (CWE)s or Common Vulnerabilities and Exposures (CVE)s in the **Vulnerability** field for manually created AVITs.

Create change requests in Application Vulnerability Response

Users with the sn_vul.app_sec_manager and sn_vul.app_sec_champion roles as well as users with the sn_vul.app_developer role who have the ITIL role can create change requests from remediation tasks in the Application Vulnerability Response application. Create change requests to expedite your investigation for application vulnerabilities (AVIT)s that require manual intervention.

- Create change requests with prepopulated information for scanned applications that are classified as configuration items (CI)s.
- The change request workflow in Application Vulnerability Response is similar to the workflow supported in Vulnerability Response. For more information about the Vulnerability Response change request workflow, see Change management for Vulnerability Response.

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Note: Change requests are supported for Application Vulnerability Response only if the discovered application is associated with a configuration item (CI). You must set `Product model` to **False** in the Use Product Model [sn_vul.use_product_model] system property to associate a discovered application with a CI.

Enhancements to the Software Bill of Materials Workspace

- You can delete multiple BOM entity records and their related components with bulk edit from the Software Bill of Materials SBOM SBOM Workspace.
- Any Application Vulnerable Items (AVIT)s that are associated with deleted BOM entities automatically transition to **Closed**.

View risk score details of a vulnerable items in the Work notes section

Starting with v25.0.3 of Application Vulnerability Response, the system property *`sn_sec_cmn.risk_score_changes_add_worknotes`* is inactive by default. If you enable it, only then you can see all the changes related to the risk score of an application vulnerable item in the Work notes section. Additionally, the work notes are updated only if there's a change in the risk score.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Configure maximum rows in related lists

To improve readability and performance, you can now limit the number of rows shown in related lists on forms by setting the system property *`sn_vul_cmn.related_list.set_max_row`*.

Improved state management for remediation tasks and vulnerable items

State management logic for roll down of state from remediation tasks (RTs) to findings and roll up of state from findings to RTs has been refined across all modules. Updates improve accuracy by handling mixed item states (a combination of Deferred and Closed), supporting closure of tasks in sub-states like In-Review, and reopening tasks based on the Assigned To field. The update also improves handling of False Positive state transitions based on scanner results as source of truth. These enhancements reduce manual effort, clarify task ownership, and streamline remediation workflows.

Activation information

Install Vulnerability Response and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Cloud Exposure View release notes

The ServiceNow® Cloud Exposure View is a module that is supported by Unified Security Exposure Management. The Cloud Exposure View module provides a single location for cloud

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security teams to monitor and act on all their cloud-related security findings from multiple vendors across their cloud environments. The Cloud Exposure View is new in the Zurich release.

Cloud Exposure View highlights for the Zurich release

- Monitor and act on all your cloud-related security findings from multiple vendors across your cloud environments.
- Configure widgets that display interactive visualizations and filter assets by category for findings, assets, and exceptions.
- View panels that link you to lists for more details about your findings.
- View aggregated security data imported from third-party vendors.
- Aggregated data from the Cloud Exposure View can be viewed in the Unified Cloud workspace that is supported by ITOM Cloud Accelerate. See ITOM Cloud Accelerate release notes for more information.

See Exploring Cloud Exposure View for more information.

Important: Unified Cloud workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New Cloud Exposure View features

Enhancements to the Wiz Vulnerability Response Integration

- The Universally Unique Identifier (UUID) that identifies detections for the Wiz Host Vulnerability integration will be mapped to a detection key.

  Note: This enhancement is supported for new customers only.

  For existing customers, the detection key for the Wiz Host Vulnerability integration is created using the combination of vulnerability, asset_id, and proof.

- Added the source_id column to the Container Image Finding table (sn_vul_container_image_findings) and mapped the id attribute from the Wiz import to this field on findings records.

  Note: Perform a full import after upgrading to view the enhancement on container image findings, container image, and container image vulnerabilities records.

- The image repository name format for new and existing discovered container images has been updated to align with the discovery format. The supported format is registry/repository. A separate finding is created for a repository present in each registry.
- Appended all repositories that are associated with an image to the Repository field on the Discovered Container Image [sn_vul_container_image] table, which can help you see images from specific repositories.

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- You can configure the **First** parameter for the Wiz Asset Integration to help you resolve 504 errors. You can reduce the page size if you are having memory issues or generating errors. The default value is 500.
- The default integration instance parameter for configuring finding keys for the Container Vulnerability Integration includes src_ci, vulnerability, package, image_layer, and image_repository.

The Cloud Exposure View module provides a single location for cloud security teams to monitor and act on all their cloud-related security findings from multiple vendors across their cloud environments.

- Configure widgets that display interactive visualizations and filter assets by category for findings, assets, and exceptions.
- View panels with links on a single page that direct you to the following detailed lists:
  - Needs Attention
  - Cloud resources with active findings
  - Top Accounts/Assets by Risk
  - Toxic combinations
  - Compliance scores
- View aggregated security data imported from third-party vendors.

See Unified Security Exposure Management release notes for more information about Unified Security Exposure Management.

Important upgrade information for Cloud Exposure View

The Cloud Exposure View is a workspace in the Cloud Security for Cloud Workspace application that is supported by the Unified Security Exposure Management application. Unified Security Exposure Management (USEM) and the Cloud Security for Cloud Workspace applications are required. USEM is available to all customers who are entitled to Vulnerability Response. See Unified Security Exposure Management release notes for more information.

Activation information

Install the required applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Unified Security Exposure Management (USEM)

Unified Security Exposure Management (USEM) is a platform that brings together infrastructure, application, container, and configuration exposures into one unified experience.

Wiz Vulnerability Response Integration

Import vulnerability and compliance data from Wiz scanners into your ServiceNow® AI Platform instance to help you get deeper insights into your cloud infrastructure risks. These integrations provide you with a comprehensive assessment of your

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overall cloud security posture and help you drive remediation actions directly from your instance.

Configuration Compliance release notes

The ServiceNow® Configuration Compliance application enables you to prioritize and remediate the most critical configuration-related vulnerabilities in your environment quickly and efficiently. Configuration Compliance was enhanced and updated in the Zurich release.

Configuration Compliance highlights for the Zurich release

- If you are currently using Configuration Compliance and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management release notes for more information about USEM and the Unified Security Exposure Management migration.
- Import Wiz issues and configuration test results from the Wiz scanners into test results in the Configuration Compliance application with the Vulnerability Response Integration with Wiz.
- With the sn_vulc.remediation_owner role, create remediation tasks manually in the IT Remediation Workspace.
- With the sn_vulc.admin role, create remediation tasks manually in the Vulnerability Manager Workspace.

See Configuration Compliance for more information.

Important: Configuration Compliance is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Configuration Compliance to Zurich

If you are currently using Configuration Compliance, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Configuration Compliance and for upgrades to supported third-party integration applications.

The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with Wiz integrations, after updating to version 1.1, you must backdate any of your existing Wiz primary integrations by three days and run them. Please review more information about the Wiz integration at SecOps articles on the Security Operations Community.

For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

New in the Zurich release

Enhancements to the Vulnerability Response Integration with Wiz

The Missing Assets [sn_vul_wiz_missing_asset] is deprecated. After updating to version 1.1, you must backdate your existing primary Wiz integrations by three days and run them.

The backfill integrations are activated by default.

After you backdate and run your integrations, the following backfill integrations are no longer required:

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- Host Vulnerability Backfill Integration
- Test Results Backfill Integration
- Host Test Results Backfill Integration
- Issues Backfill Integration

The [is_ignored] column is deprecated for the Host Test Results and Test Results Integrations. This column was replaced by the [is_result_ignored] column.

Source severity is mapped to the Priority column on the Test Results [sn_vulc_result] table.

Resource type filters are on the Test Results, Issues, and Host Test Results configuration tabs on the Wiz Configuration page. You can add any of the resource types listed.

Note:

If you configure resource types on the Resource Type Configuration tab, and you choose to configure parameters on the integration instance records, your configurations on integration instance take precedence over your settings on the Resource Type Configuration tab. See Identify Wiz Resource types for more information.

Additional attributes imported from Wiz that are not stored in the Discovered items [sn_sec_cmn_src_ci] table are stamped with `Asset Attributes` in this table.

Test results from the Host misconfiguration integration are classified as result type 'host_misconfiguration'.

Data for resources that have the validated_at_runtime flag set to 'yes' is imported and populated on detections.

The is_ignored column is deprecated on the Host Test Results and Test Results Integrations. This column was replaced by the is_result_ignored column.

The CMDB internet-facing field on the discovered item is mapped to Limited Internet Exposure on findings.

Column length for the descriptions in the Host Vulnerability import table has been increased.

Qualys parameter to ignore passed test results

Starting with v15.2.5 of Configuration Compliance, the ignore_passed_result integration instance parameter for the Qualys Integration for Security Operations has been added.

This parameter is set to `false` by default so that passed test results imported by Qualys are not ignored.

Set the parameter to **true** to ignore passed test results on import.

Note: If activated, this parameter does not impact closure of the test results. For example, if you activate the parameter, and a failed test result from a previous import has since passed, it will be closed correctly.

Identify Wiz Resource Types for import

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Identify the Resource Types (assets) reported by Wiz in your environment on the Wiz Integration Resource Type configuration page in your ServiceNow AI Platform instance that you want to import.

The Resource Types that you select apply to all the primary Wiz vulnerability and compliance integrations except the Wiz Container Vulnerability Integration.

Wiz Backfill Integrations

Retrieve and process data stored on the Wiz Missing Assets [sn_vul_wiz_missing_asset] table for missing assets that were not processed by the primary compliance integrations with specialized Wiz Backfill Integrations.

- Test Results Backfill Integration
- Host Test Results Backfill Integration
- Issues Backfill Integration

The Wiz Backfill Integrations are activated by default.

Wiz Host Test Result Vulnerability Integration

Import test results associated with the resource type, `VIRTUAL MACHINE` with the Wiz Host Test Result Vulnerability Integration. This integration is activated by default.

The Wiz Configuration Compliance (Test Results) and Issues Integrations

- Import configuration test results with the Wiz Configuration Compliance Integration (Wiz Test Results) to detect non-compliant cloud configurations. Findings are mapped to cloud test results (CTRs) in the Configuration Compliance application to help you enforce security policies and standards across your cloud environment.
- Import data with the Wiz Issues Integration that can help you identify assets that are involved in toxic combinations of vulnerabilities and misconfigurations. These findings are also mapped to CTRs with `Wiz Issues` labeled as the source to help you track and remediate assets that may pose complex multi-vector risks.

Changed in this release

Qualys Integration – API enhancements

Qualys Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List, Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into your vulnerability and compliance data. Use the new `posture_api_version` integration instance parameter to choose between the default v2.0 APIs or the newer v5.0 streaming APIs for the PCRS Policy Host and PCRS Test Results integrations.

Configure Tenable test result granularity

Starting with v15.6.1, you can configure the granularity of Tenable Configuration Test Results (CTRs) to split results into unique findings. For example, if a database has five instances, the system generates five distinct test results, one per instance, providing improved visibility into individual patching efforts.

Configure Qualys Test Result Granularity

Starting with v15.4.3, you can configure the granularity of Qualys Configuration Test Results (CTR) in configuration compliance and split CTRs into unique findings. For example, if a database has five instances, the system generates five distinct

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test results, one per instance, providing improved visibility into individual patching efforts.

Configure maximum rows in related lists

To improve readability and performance, you can now limit the number of rows shown in related lists on forms by setting the system property *sn_vul_cmn.related_list.set_max_row*.

Improved state management for remediation tasks and vulnerable items

State management logic for roll down of state from remediation tasks (RTs) to findings and roll up of state from findings to RTs has been refined across all modules. Updates improve accuracy by handling mixed item states (a combination of Deferred and Closed), supporting closure of tasks in sub-states like In-Review, and reopening tasks based on the Assigned To field. The update also improves handling of False Positive state transitions based on scanner results as source of truth. These enhancements reduce manual effort, clarify task ownership, and streamline remediation workflows.

Activation information

Install Configuration Compliance and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Container Vulnerability Response release notes

The ServiceNow® Container Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Container Vulnerability Response was enhanced and updated in the Zurich release.

Container Vulnerability Response highlights for the Zurich release

- If you are currently using Container Vulnerability Response and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management release notes for more information about USEM and the Unified Security Exposure Management migration.
- Import container image vulnerability data from the Wiz scanners into container vulnerable items (CVITs) with the Vulnerability Response Integration with Wiz.
- With the sn_vul_container.vulnerability_analyst or sn_vul_container.vulnerability_admin role, create container remediation tasks manually in the Vulnerability Manager Workspace.
- With the role sn_vul_container.remediation_owner, create container remediation tasks manually in the IT Remediation Workspace.

See Container Vulnerability Response for more information.

Important: Container Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Container Vulnerability Response to Zurich

If you are currently using Container Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Container Vulnerability Response and for upgrades to supported third-party integration applications.

The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with Wiz integrations, after updating to version 1.1, you must backdate any of your existing Wiz primary integrations by three days and run them. Please review more information about the Wiz integration at SecOps articles on the Security Operations Community.

For more information about the released versions of the Container Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

New in the Zurich release

Enhancements to the Vulnerability Response Integration with Wiz

- The Universally Unique Identifier (UUID) that identifies detections for the Wiz Host Vulnerability integration will be mapped to a detection key.

  Note: This enhancement is supported for new customers only.

  For existing customers, the detection key for the Wiz Host Vulnerability integration is created using the combination of vulnerability, asset_id, and proof.

- Added the source_id column to the Container Image Finding table (sn_vul_container_image_findings) and mapped the id attribute from the Wiz import to this field on findings records.

  Note: Perform a full import after upgrading to view the enhancement on container image findings, container image, and container image vulnerabilities records.

- The image repository name format for new and existing discovered container images has been updated to align with the discovery format. The supported format is registry/repository. A separate finding is created for a repository present in each registry.
- Appended all repositories that are associated with an image to the Repository field on the Discovered Container Image [sn_vul_container_image] table, which can help you see images from specific repositories.
- The default integration instance parameter for configuring finding keys for the Container Vulnerability Integration includes src_ci, vulnerability, package, image_layer, and image_repository.

Enhancements to the Vulnerability Response Integration with Wiz

The Missing Assets [sn_vul_wiz_missing_asset] is deprecated. After updating to version 1.1, you must backdate your existing primary Wiz integrations by three days and run them.

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The backfill integrations are activated by default.

After you run them after updating to v1.1, the following backfill integrations are no longer required:

- Host Vulnerability Backfill Integration
- Test Results Backfill Integration
- Host Test Results Backfill Integration
- Issues Backfill Integration

Data for resources that have the validated_at_runtime flag set to 'yes' is imported and populated on detections.

The CMDB internet-facing field on the discovered item is mapped to Limited Internet Exposure on findings.

Fix information that includes 'Fix available', 'Partial fix available', 'No fix available', and 'Fix version' from the [fix_available] and [fix_version] columns is rolled up to CVITs from findings. Note: If there are two or more findings on a CVIT, the fixed version might only apply to one. In that case, 'Partial fix available' is rolled up to the CVIT.

The Wiz vendor severity attribute is mapped to the 'Source severity' column on findings records in the Container Image Findings [sn_vul_container_image_findings] table.

The cluster and namespace is evaluated for all the following entity Types: DEPLOYMENT, DAEMON_SET, STATEFUL_SET, POD.

Import container vulnerability data with the Vulnerability Response Integration with Wiz

Import configuration test results from Wiz to detect non-compliant cloud configurations. Findings are mapped to cloud test results (CTRs) in the Configuration Compliance application to help you enforce security policies and standards across your cloud environment.

Enhancements to imported scanner results

Enhancements support more scanner data on imports. Namespaces and hierarchy cluster are considered and populated in the discovered container image [sn_vul_container_image] table if this data is imported.

Changed in this release

Configure maximum rows in related lists

To improve readability and performance, you can now limit the number of rows shown in related lists on forms by setting the system property *sn_vul_cmn.related_list.set_max_row*.

Activation information

Install Container Vulnerability Response and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

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The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Data Loss Prevention Incident Response release notes

The ServiceNow® Data Loss Prevention Incident Response application helps you to manage sensitive information for your customers such as financial and proprietary data, health records, or Social Security numbers. Data Loss Prevention Incident Response was enhanced and updated in the Zurich release.

Data Loss Prevention Incident Response highlights for the Zurich release

- Improved response to Data Loss Prevention (DLP) incidents through the initiation of SLA triggers.
- Introduced SLA Definition functionality that outlines the conditions and duration for responding to data breaches.
- Configured DLP Proofpoint to generate Client ID and Client Secret to enable secure access to proofpoint.

See Data Loss Prevention Incident Response for more information.

Important: Data Loss Prevention Incident Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Create a Data Loss Prevention Incident Response SLA trigger

Enable prompt and efficient responses to incidents by creating SLA triggers.

Create a Data Loss Prevention Incident Response SLA definition

Outline the conditions and duration for responding to data breaches by creating Data Loss Prevention Incident Response SLA definitions.

Create an Application in Proofpoint and Obtain Client Credentials

Create an application in Proofpoint and configure the required settings to obtain client credentials. These credentials enable secure access to the Proofpoint API for seamless integration and automation.

Install and configure the Proofpoint integration for Data Loss Prevention

Install and configure the Proofpoint integration to use the#Proofpoint DLP incident data to investigate DLP incidents.

Activation information

Install Data Loss Prevention Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Security Operations common functionality

The Security Support Common plugin is activated when any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated.

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Related ServiceNow applications and features

Security Incident Response

The ServiceNow® Security Incident Response application tracks the progress of security incidents from discovery and initial analysis, through containment, eradication, and recovery, and into the final post incident review, knowledge base article creation, and closure.

Now Assist for Security Incident Response (SIR) release notes

The ServiceNow® Now Assist for Security Incident Response application helps your security analysts resolve security incidents autonomously with intelligent workflows and generative AI skills. Now Assist for Security Incident Response was enhanced and updated in the Zurich release.

Now Assist for Security Incident Response highlights for the Zurich release

Zurich Patch 7

- Help enhance incident resolution plan generation by adding your existing runbooks to the AI runbooks section within the Security incident resolution plan skill. The existing runbooks provide additional context to the plan generation skill.
- Use the Sightings search and Isolate host capabilities in the Resolve security incident workflow to help resolve security incidents.

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Use generative AI to create a quality assessment report of a security incident.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Help analysts to add security incidents details to the Shift Handover report by chatting with AI agents in the Now Assist panel.

Zurich Early Availability

- Help your analysts to gain insight into security incident record metrics with an agentic workflow. Chat with AI agents in natural language from the Now Assist panel.
- Help your analysts to resolve security incidents by chatting with AI agents in the Now Assist panel where the AI agent can assist in providing a resolution plan.

Important: Now Assist for Security Incident Response is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Now Assist for Security Incident Response to Zurich

Note: The following Now Assist skills, agents, and agentic workflows for Now Assist for Security Incident Response are activated by default:

Skills

- Security incident summarization
- Resolution notes generation
- Post incident analysis
- Security incident recommended actions
- Correlation insights generation
- Security incident quality assessment
- Natural language condition evaluator
- Generate content for shift handover
- Quality assessment report NACM
- Security incident resolution plan
- Security operations metrics analysis

Agentic workflows

- Wrap up security incident
- Resolve security incident
- Generate SIR shift handover report
- Analyze security operations metrics

Agents

- EDR AI agent
- Exchange online integration handling AI agent
- Observable analysis AI agent
- Security incident activities handling AI agent
- Security incident resolution AI agent
- Security incident retrieval AI agent
- Security incident shift handover AI agent
- Security incident wrap up generator AI agent
- Security metrics analysis AI agent

For more information, see Now Assist skills, agents, and agentic workflows on by default

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Note: Upgrading the Now Assist plugins activates any designated skills that were previously untouched by the customer.

- If you installed the plugins for a skill but never configured it, meaning you never activated it nor adjusted associated roles, any skill on by default is activated on a per skill basis when upgrade.
- If you previously toggled a skill from active and then back to inactive, or updated any roles for that skill, that skill remains inactive when upgrading.
- You maintain full control over deactivating individual skills at any time after activation.

When you update the Now Assist for Security Incident Response (SIR) application, the dependency applications are automatically updated.

For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response.

The AI Search application must be enabled so that the recommended actions skill works for security incidents with Now Assist for Security Incident Response. To verify that AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates that AI Search isn't enabled.

New in the Zurich release

Zurich Patch 7

Resolve a security incident

Help enhance the incident resolution plan generation by adding your existing runbooks to the AI runbooks section within the plan generation skill. The existing runbooks provide additional context to the plan generation skill.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Exploring Security Incident Quality Assessment with Now Assist for Security Incident Response

Use generative AI to create a quality assessment report of a security incident. The reports are generated using a predefined, natural language rule set. The report provides an overall assessment summary followed by the detailed assessment for all the rules.

Zurich Patch 1

Generate SIR Shift Handover Report

The AI agent helps add security incident details to a shift handover report. The agent populates the different sections of the shift handover with appropriate content by identifying the relevant details from the security incident. The AI agent can fetch details of the security incident and identify if the analyst has access to the shift handover record. The AI agent can generate content for each section of the shift handover record and asks for analysts feedback on the content. The AI agent

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refines the content based on the feedback and saves the content to the records on approval.

Zurich Early Availability

Using AI agentic workflows in Now Assist for Security Incident Response

The analyze security operations metrics agentic workflow helps security managers to analyze their teams' performance.

- Generate metrics for Security Incident Response (SIR) records for case volume, mean time to assign (MTTA), and mean time to resolve (MTTR) for a date range of your choosing.
- Request suggestions for how to improve MTTR, MTTA, and volume based on your metrics.

Enhancements to correlation insights in Now Assist for Security Incident Response

You can generate and view results for correlation insights in the Security Incident Response Workspace.

- Correlation insights aren't limited to the primary configuration item (CI) or affected users associated with a security incident. You can base your correlation insights on any CI or affected user for a security incident.
- You can generate correlation insights from the **Investigation** tab for a security incident in any state in the Security Incident Response Workspace.
- You can generate insights for multiple items simultaneously for Associated Observables, Configuration items, and Affected Users.
- Results are displayed in a modeless dialog that you can size and move.

Using the security incident resolution agentic workflow

Use the security incident resolution agentic workflow to close your security incidents. Analysts can chat with AI agents in natural language to resolve the security incidents. The AI agent analyzes the incident details, existing runbooks, Knowledge articles, and past similar security incidents as inputs, and provides a resolution plan. The AI agent also assists the analysts to resolve the security incident.

UI changes

Generate recommended actions for a security incident with Now Assist for Security Incident Response

A new **Show More** UI card has been introduced to enhance the visibility of recommended actions. As a security analyst, you can now access additional context along with further recommended steps to assist in the analysis and investigation of security incidents.

Changed in this release

Zurich Patch 7

Resolve a security incident

Use the Sightings search and Isolate host capabilities in the Resolve security incident workflow to help resolve security incidents.

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Activation information

Install Now Assist for Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Now Assist for Vulnerability Response release notes

The ServiceNow® Now Assist for Vulnerability Response application can help your vulnerability analysts and remediation owners track, monitor, and remediate vulnerable items autonomously with intelligent workflows and generative AI skills. Now Assist for Vulnerability Response was enhanced and updated in the Zurich release.

Now Assist for Vulnerability Response highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement. See the "Changed in this release" section below.
- Retrieve host (Vulnerability Response) and Application Vulnerability Response (AVR) data with the Retrieve VR Data agentic workflow.
- The Retrieve VR Data agentic workflow is supported in the Unified Security Exposure Management (USEM) and legacy Vulnerability Response workspaces.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Use generative AI to help you build custom API connectors in the Security Posture Control workspace.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Help analysts identify and remove duplicate host vulnerable items.
- Help analysts resolve remediation tasks with preferred vulnerability solutions from third-party vendors.

Zurich Early Availability: Help your vulnerability managers and analysts to resolve remediation tasks, assess your exposure to vulnerabilities, and analyze metrics for remediation targets. Chat with AI agents in natural language from the Now Assist panel.

See Now Assist for Vulnerability Response for more information.

Important: Now Assist for Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for Vulnerability Response to Zurich

The following Now Assist skills for Now Assist for Vulnerability Response are activated by default.

- Recommend preferred solution for VIT (VR)
- Vulnerable item de-duplication (VR)
- Approval Recommendation (VR)(USEM)

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- Security Exposure Management (SEM) Insights (VR)(USEM)
- SPC Setup Connector (Security Posture Control)

Note:

Upgrading the Now Assist plugins activate any designated skills that were previously untouched by the customer.

- If you have the plugins installed but never touched the configuration (never activated the skill nor adjusted associated roles) of a skill, any Default On skill will be activated on a per skill basis upon upgrading.
- If you have previously toggled a skill from active and then back to inactive or have updated any roles for that skill, that skill remains inactive upon upgrading.
- You maintain full control over deactivating individual skills at any time after activation.

When you update the Now Assist for Vulnerability Response application, the dependency applications are automatically updated.

For more information about required applications for Now Assist for Vulnerability Response, see Supporting information for Now Assist for Vulnerability Response.

New in the Zurich release

Zurich Patch 5

Retrieve Vulnerability Response data

Chat with an AI agent using natural language to retrieve host (Vulnerability Response) and Application Vulnerability Response (AVR) data in the Unified Security Exposure Management (USEM) and legacy Vulnerability Response workspaces.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Create a custom API service graph connector in the Security Posture Control (SPC) workspace

Use generative AI to help your developers create SPC API connectors quickly with the Connector builder framework module in the SPC workspace. With a Now Assist skill that is included with the Now Assist for Vulnerability Response application, your developers have the option to automate steps in the Connector builder framework.

- Automate the steps for selecting API templates, populating request and header parameters, and response field mapping.
- Use your custom API connector to integrate with security tools and import asset data that is based on the unique requirements of your environment.
- Help your cybersecurity teams monitor your overall security posture and identify assets that are missing key security tools with the API connectors that you build.

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See Creating your own API connectors in Security Posture Control for more information and the required applications.

Generate insights to prioritize risks

Use generative AI to provide contextual summaries, actionable recommendations, and quick links in the Security Exposure Management Workspace, helping you prioritize critical risks and accelerate remediation.

Generate recommendation for approval impact analysis

Use generative AI to provide on-demand recommendations to approve or reject a request directly from the Exception Change Approval record, enabling approvers to make fast, consistent decisions while reducing manual analysis effort.

Zurich Patch 2

Granular roles

The sn_vul_ai.write_rem_insights and sn_vul_ai.read_rem_insights granular roles have been added and are inherited by the sn_vul.vulnerability_admin and sn_vul.vulnerability_analyst roles automatically. These roles provide you with more control over read and write access for the records on the Remediation Compliance Insights [sn_vul_ai_remediation_insights] caching table. The VR.System role also inherits these granular roles so background job execution for the workflow can occur.

Zurich Patch 1

Identify duplicate vulnerable items with Now Assist for Vulnerability Response

Use generative AI to identify duplicates for your active host vulnerable items that are imported by your vulnerability scanners. Use generative AI reasoning with Now Assist to help your analysts differentiate between primary vulnerability items (VITs) and those VITs that are duplicates. Close duplicate VITs and move their associated detections automatically to the primary VIT records.

Identify preferred vulnerability solutions with Now Assist for Vulnerability Response

Use generative AI to analyze available remediation options pulled from integrated third-party products like Red Hat, Tenable for Vulnerability Response, or internal solution management systems. Evaluate each option against the specific configuration item context, for example, the OS version or software version, and get recommendations for the most viable fix for implementation.

Zurich Early Availability

Using agentic workflows in Now Assist for Vulnerability Response

The assess vulnerability exposure agentic workflow enables vulnerability managers to determine your exposure to vulnerabilities.

- Determine your exposure to the most current Cybersecurity and Infrastructure Security Agency (CISA) known vulnerabilities in your environment and assess their potential impact to your configuration items (CIs) and business services.
- Identify assets with Common Vulnerabilities and Exposures (CVEs).
- Determine the number of active VITs that correspond to CVEs. Create watch topics for VIT remediation.

The analyze vulnerability remediation status agentic workflow helps vulnerability managers to monitor and assess remediation target compliance.

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- Track Service Level Agreement (SLA) compliance - Understand how effectively your organization is meeting remediation goals for vulnerabilities based on your SLAs.
- Analyze missed SLAs by severity, assignment group, and configuration item (CI) class - Pinpoint gaps in remediation by categorizing overdue VITs based on severity, assignment groups, and CI classes to enable targeted interventions and smarter resource allocation.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Activation information

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Install Now Assist for Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Security Incident Response release notes

The ServiceNow® Security Incident Response (SIR) application helps your organization connect security and IT teams, respond faster and efficiently to threats, and gain insight into your organization's security posture. Security Incident Response was enhanced and updated in the Zurich release.

Security Incident Response highlights for the Zurich release

- Integrate Cortex XSIAM by Palo Alto Networks with ServiceNow Security Incident Response platform to turn SIEM insights into actionable incidents, thus accelerating response from detection to closure.
- Use Advanced Work Assignment (AWA) to automatically assign incidents to your security analysts, based on their availability, capacity, and skills.
- Ingest third-party risk scores in Security Incident Response to factor these scores when calculating risk scores.

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- Starting in version 13.9.33, you can do the following:
  - Fetch closed offenses from IBM QRadar into Security Incident Response.
  - Set the batch size for correlation rules during IBM QRadar offense polling to optimize performance.
  - Use the Now Assist LLM-powered integration builder to rapidly build integrations for Security Incident Response using auto-code generation.
  - Ingest MITRE D3FEND data and visualize attack–defense relationships through an interactive graph directly within a security incident.
- Starting in version 13.9.21, you can do the following:
  - Integrate CrowdStrike Next-Gen SIEM integration with ServiceNow Security Incident Response platform to retrieve detections and convert them into security incidents, thus enabling automated response actions.
  - Improve incident classification and enable efficient retrieval of historical data and alerts through enhanced Splunk ES integrations.
  - Configure and use on-call scheduling to prevent gaps in coverage and ensure analysts are available to address security incidents by configuring shifts for analysts.

See Security Incident Response for more information.

Important: Security Incident Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Security Incident Response Integration with Cortex XSIAM by Palo Alto Networks

As a profile admin:

- Create profiles for incident ingestion.
- Filter Cortex XSIAM incidents.
- Map Cortex XSIAM **Incident**, **Alert**, and **Event** fields to SIR security incident fields.
- Aggregate incidents to existing open security incidents to avoid having to create duplicate security incidents.
- Synchronize ServiceNow instance Work notes with Palo Alto Networks XSIAM comments.

Setup ServiceNow Security Operations Event Ingestion Addon for Splunk ES

The ServiceNow Security Operations Event Ingestion Add-on for Splunk ES enables seamless integration between Splunk and ServiceNow Security Operations, allowing you to send security-related events from Splunk ES to a ServiceNow security incident.

LLM-powered SIR integration builder

With the ServiceNow platform's latest LLM powered integrations, you can create product-ready integration quickly. The LLM-powered integration builder has the following capabilities:

- Automatically generates integration code from a public API documentation.
- Provides guided setup built on existing capabilities.
- Provides easy edit and maintenance of the generated auto code.

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Deny rule for phishing emails

The security admin can add rules to prevent the conversion of phishing emails such as false positives or low-risk messages into security incidents. Any new phishing email is verified first with the deny rules to avoid unwanted security incidents.

MITRE D3FEND framework

Security administrators can now ingest MITRE D3FEND data. Security analysts can explore MITRE ATT&CK and D3FEND techniques through an interactive, node-based visualization that maps attack techniques, defense techniques, and related artifacts within a Security Incident Response (SIR) record.

Update information in security incident related records

The security analysts can now edit related records such as associated observables, for a security incident directly from the Related Records list view. Security analysts can quickly update the records without leaving their current context.

Advanced Work Assignment for Security Incident Response

Use Advanced Work Assignment (AWA) to streamline the security incident assignment process which ensure that critical incidents are handled by the most appropriate and available analysts. This improves overall response times and efficiency in security operations.

As an admin, configure the following:

- Service channels
- Queues
- Assignment rules
- Presence states
- Rejection reasons

As an analyst, do the following:

- Set your availability
- Accept or reject incoming security incidents

Prevent duplicate security incidents for IT incidents

Prevent the creation of duplicate security incidents when ITIL users escalate an IT incident to a security incident, the system by enabling the `sn_si.disable_duplicate_security_incident` system property.

Ingest third-party risk scores

Factor third-party risk scores into security incident risk calculation by ingesting and mapping those scores for better prioritization of high-risk threats.

Simplified adding categories and sub-categories for security incidents

Admin can create categories and subcategories in Security Incident Response Workspace based on threat types, compliance requirements, or reporting needs.

Security analysts can assign these categories and subcategories to security incidents.

Security incident Details tab

Include the **Functional Impact**, **Recoverability** and **Information Impact** fields on the Details tab of a security incident to improve triage accuracy, incident handling efficiency, and executive reporting for calculating the risk score.

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Close multiple security incidents

Close security incidents in bulk with predefined closure comments or codes to reduce the time that would be spent on manually closing individual incidents. Closure candidates might include multiple incidents with common root causes such as alert misconfiguration, duplicates, or changes in system behavior.

Process Mining for security incidents

Identify factors contributing to delays in processing SIR incidents that take a long time to close or resolve by scanning historical SIR records through Process Mining. Time-consuming factors can include multiple reassignments, prolonged hold times, and periods of inactivity. Use analysis methods to identify these factors such as multi-hop analysis or bottleneck analysis.

Send Observables to TISC

Add metadata to the observables such as confidence score, Traffic Light Protocol value, notes and TISC tags before sending them to TISC.

Add indirectly linked VITs to CVEs

In MITRE-ATT&CK framework, identify all third-party entities (TPEs) associated with common vulnerabilities and exposures (CVEs) and then calculate and display the total number of vulnerable items (VITs) indirectly linked to those CVEs through the TPEs by setting the *sn_ti.include_cve_vit_indirect_relation* system property.

Configure on-call schedules

As an admin, manage on-call schedules through the following activities:

- Create a shift and assign or remove members to or from the shift.
- Create and edit on-call schedules for groups.
- View any group's on-call schedule.

As an analyst, track your on-call responsibilities through the following activities:

- Specify your availability and preferred contact methods.
- View your on-call schedule.
- See other members of your shift.

Users accessing the same incident

When you open an incident, the initials of all the users currently accessing the same incident are displayed to avoid conflicts.

Universal search field for linking observables

Search across all the field values of the associated observables for an incident.

CrowdStrike Next-Gen SIEM integration

As a Profile Admin:

- Discover CrowdStrike Next-Gen SIEM detections that are candidates for security incidents and automate the creation of these security incidents.
- Create detection profiles.
- Map CrowdStrike Next-Gen SIEM Detection and Events Fields to SIR security incident fields.
- Filter CrowdStrike Next-Gen SIEM defects.

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- Aggregate detections to existing open security incidents so that you don't have to create duplicate security incidents.
- Automate CrowdStrike Next-Gen SIEM detection status updates for Security Incident Response.
- Synchronize CrowdStrike Next-Gen SIEM detection comments with SIR Work notes.

Create and name an event profile for the Splunk Enterprise Security event ingestion integration

- Enables bidirectional updates and closure synchronization between Splunk ES and Splunk integrations.
- Enables retrieval of historical, and ongoing data including closed events, with an option to pull the closed events into the ServiceNow Splunk ES instance.
- Receive updates for the mapped fields in SIR.

Components installed with Security Incident Response

A new Profile Admin role (sn_si.ingestion_profile_admin) provides access to configure plugins, and to create, edit, delete, and manage profiles for the Splunk, Splunk ES, and Azure Sentinel Integration for Security Operations application.

Enhancements to relationship graphs

As an admin:

- Define default child nodes to populate in the relationship graph.
- Configure relationship labels.

As an analyst:

- Add or remove child nodes at the parent node level.
- Save the state of the relationship graph.
- Retrieve updated data.

UI changes

Shift Handover Records

The **Start date** and **End date** fields have been removed. You can now select the shift name instead when configuring the Shift Handover record.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Security Incident Response Other Records

Add
multiple ITSM incidents, problems, or change requests to a security incident for which multiple IT actions are needed. For more information, see the "Link multiple ITSM incidents" section.

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Modify attachments of a closed security incident

You cannot modify the attachments of a security incident once the security incident is closed.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Vulnerability Response

Vulnerability Response is part of the Security Operations application suite. Together, these applications connect security to your IT department, increase the speed and efficiency of your response, and give you a definitive view of your security posture.

Threat Intelligence

The ServiceNow® Threat Intelligence application enables you to find indicators of compromise (IoC) and enrich security incidents with threat intelligence data.

Security Posture Control release notes

The ServiceNow® Security Posture Control application provides cybersecurity teams with visibility into security tool coverage gaps and deviations from security tool configuration for their enterprise assets. Security Posture Control was enhanced and updated in the Zurich release.

Security Posture Control highlights for the Zurich release

- Create and publish your own API connectors with a step-by-step process in the Connector builder module in the Security Posture Control workspace. You can use generative AI to automate some steps. See the Now Assist for Security Incident Response (SIR) release notes for more information about the Now Assist skill.
- Get insights into your overall security posture and configuration gaps in your security tools using new policies and asset profiles that are included with the Security Posture Control application.
- Use the policies included with the application or custom policies that you create to monitor your assets for overall security tool coverage, compliance with internal configuration standards, critical combinations of security gaps and vulnerabilities, and possible internet exposure.

See Security Posture Control for more information.

Important: Security Posture Control is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Security Posture Control to Zurich

For a complete list of the applications that are required to implement Security Posture Control, see Install Security Posture Control.

New in the Zurich release

Create a custom API service graph connector in the Security Posture Control workspace

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Use generative AI to help your developers create SPC API connectors quickly with the Connector builder framework module in the Security Posture Control workspace. With a Now Assist skill that is included with the Now Assist for Vulnerability Response application, your developers have the option to automate steps in the Connector builder framework.

- You have the option to automate the steps for selecting API templates, populating request and header parameters, and response field mapping with generative AI.

  Note: You must install Zurich Patch 4 of the Now Assist for Vulnerability Response application to have access to the generative AI skill for the Connector builder framework. See the Now Assist for Security Incident Response (SIR) release notes and Supporting information for Now Assist for Vulnerability Response for more information.

- Use your custom API connector to integrate with security tools and import asset data that is based on the unique requirements of your environment.
- Help your cybersecurity teams monitor your overall security posture and identify assets that are missing key security tools with the API connectors that you build.

Enhancements to policies and asset profiles included with the Security Posture Control application

Get insights into your overall security posture and configuration gaps in your security tools using new policies and asset profiles that are included with the Security Posture Control application. Activate these asset profiles and policies in the Security Posture Control workspace so that you can identify gaps in configuration or coverage for the following tools:

- CrowdStrike
- Microsoft Intune, Defender, and SCCM
- HCL Big Fix
- SentinelOne
- Qualys
- Rapid7

Changed in this release

- Security Posture Control relies on data from service graph connectors that is populated in the CMDB 360 Data [cmdb_multisource_data] table. This data is populated only when the glide.identification_engine.multisource_enabled system property is set to true. You must have the cmdb_ms_admin role to modify property values. To set the property, navigate to **All** > **Configuration** > **CMDB 360 Properties**.
- The labels on the form view for the mitigation control details record associated with vulnerable item records (VITs) have been enhanced for more clarity. These updates make the interface more user-friendly by expanding abbreviations on the form view, such as changing "EDR" to "Endpoint Protection."

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel,

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featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Security Posture Control by requesting the required applications from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Threat Intelligence Security Center release notes

The ServiceNow® Threat Intelligence Security Center application enables your organization to connect security and IT teams so you can respond faster and more efficiently to threats. Threat Intelligence Security Center was enhanced and updated in the Zurich release.

Threat Intelligence Security Center highlights for the Zurich release

- External sharing is now generally available, allowing secure and automated sharing of threat intelligence in STIX 2.1 and MISP formats.
- Redesigned the Investigation Canvas with activity timelines, added internal intelligence, improved node design and interactions, enhanced related records to retrieve all the associated records, and upgraded the MITRE card with filter capabilities for a smoother experience.
- Introduced the ability to import events directly from the MISP server.
- Implemented a unified mapping experience for the text based feeds such as TEXT, CSV, and JSON import formats.
- Implemented confidence mapping for the CrowdStrike (CS) Feed as part of additional settings. You can now map the malicious confidence levels of CrowdStrike indicators to the observable confidence values.

See Threat Intelligence Security Center for more information.

Important: Threat Intelligence Security Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Configure Threat Intelligence External Sharing

Take advantage of external sharing for secure, automated, and on-demand dissemination of threat intelligence using STIX 2.1 and MISP formats. Supports sharing across external agencies (CISA, ISAC), integrations (SIEMs, EDRs), TAXII-based TISC instances, and inbound intelligence from external entities.

About Report Templates in TISC

Generate reports outside case management using base templates through a new reporting section in the Threat Intelligence Library.

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Configure custom MISP API feed

Import events, attributes, and objects from the MISP server into the Threat Intelligence Library.

Configure Custom Event Types for Timeline and Using Timeline in Investigation Canvas

Define, visualize, and manage timeline events associated with nodes through the Investigation Canvas.

Configuring TISC add-on in Splunk

Include optional attributes during configuration that can be stored in the Splunk KV Store.

Configure custom CrowdStrike feed

Map CrowdStrike Indicator Malicious confidence to TISC confidence.

View Threat Intel Feeds

Map specific source values to required observable fields during import process.

UI changes

Adding Internal Intelligence to Investigation Canvas

Introduced **Add From Internal Intelligence** option to include the data from the internal systems.

Define an Observable

Introduced a notice when deleting an observable record to help prevent accidental removal of its associated source records.

Configure Custom Field Mapping

The list view has been replaced with a code editor in the Sample data (Input) section of the field mapping, preserving the original structure and formatting of raw data.

Creating an investigation canvas Clear canvas button

A **Clear canvas** button to clear the canvas permanently removes all nodes from the investigation canvas.

Manage Techniques

Introduced Priority levels and TISC Tags to categorize and tag MITRE Techniques more effectively.

Components installed with Threat Intelligence Security Center

Introduced a new system property to configure the default Traffic Light Protocol (TLP) level.

Import data using structured file

Introduced an **Add Observable(s) to Security Control List** drop-down list to enable the importing of Allow listed observables directly through Import Intelligence.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Adding Internal Intelligence to Investigation Canvas

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Aggregate and analyze the data from internal systems through internal intelligence included in the Investigation Canvas module to help you identify potential threats more effectively.

Import Intelligence in TISC

Enhanced the Import Intelligence functionality to support direct import of allow list observables.

Working with Investigation Canvas

The Investigation Canvas feature has been extended to include customized nodes, node relationships, and node legends, as well as the grouping and ungrouping of nodes.

Investigation canvas and MITRE ATT&CK

Navigate and use the MITRE-ATT&CK model within the Investigation Canvas more effectively by taking advantage of enhanced filtering options.

Activation information

Install Threat Intelligence Security Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Threat Intelligence

The ServiceNow Threat Intelligence application displays indicators of compromise (IoC) and enables you to enrich security incidents with threat intelligence data.

Security Incident Response

With Security Incident Response manage the life cycle of your security incidents from initial analysis to containment, eradication, and recovery. Security Incident Response enables you to get a comprehensive understanding of incident response procedures performed by your analysts, and understand trends and bottlenecks in those procedures with analytic-driven dashboards and reporting.

Security Operations common functionality

The Security Support Common plugin is activated when any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated.

Unified Security Exposure Management release notes

The ServiceNow® Unified Security Exposure Management application enhances exposure management with role-based views, enabling faster decision-making, efficient task handling, and streamlined approvals. It centralizes workflows, improves visibility across exposures, and enforces governance through configurable rules. With consistent navigation and integrated configuration, USEM boosts productivity, collaboration, and control across security operations, delivering a unified experience for exposures across assets. Unified Security Exposure Management is a new application in the Zurich release.

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Unified Security Exposure Management highlights for the Zurich release

- Experience a standardized data model and modular workflows for Vulnerability Response applications with Unified Security Exposure Management. This transformation and architectural design ensures consistent features across all modules, simplifies configuration, and enables flexible, role-based experiences. The modular approach allows faster updates and seamless integration, creating a scalable and future-ready platform.
- Manage security exposures with Findings and Remediation views with a centralized platform in the Security Exposure Management Workspace.
- Configure all USEM apps, including rules, email templates, email notifications, and severity mapping for integrations with the Administration console.
- Enhanced exception management: Streamlined exception request and approval workflows with comprehensive tracking and audit trails.
- Use generative AI with features in the SEM workspace that are included with the Now Assist for Vulnerability Response application. See the Now Assist for Security Incident Response (SIR) release notes for more information.

See Unified Security Exposure Management (USEM) for more information.

Important upgrade information for Unified Security Exposure Management

Unified Security Exposure Management is available to all customers who are entitled to Vulnerability Response, however, migrating to USEM is a major upgrade that introduces a unified architecture for improved performance, scalability, and streamlined workflows. Before upgrading, leverage the Migration assistant for Unified Security Exposure Management that is available as an update set. See the Migration Guidance to Unified Security Exposure Management [KB2556844] Knowledge Base article for more information. This tool provides a guided experience for plugin installation, data mapping, rule migration, and post-migration validation, reducing risk and manual effort. Ensure that all integrations and workflows are reviewed for compatibility before initiating migration. For more information, see Migrating from Vulnerability Response to Unified Security Exposure Management (USEM) and Migrate to Unified Security Exposure Management (USEM) from Vulnerability Response.

Unified Security Exposure Management features

Qualys Integration – API enhancements

Qualys Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List, Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into your vulnerability and compliance data. Use the new `posture_api_version` integration instance parameter to choose between the default v2.0 APIs or the newer v5.0 streaming APIs for the PCRS Policy Host and PCRS Test Results integrations.

Enhanced security exposure management

Introduced Security Exposure Management Workspace for all security personas, providing a centralized platform for managing security exposures. It includes the following views:

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- Findings view: Comprehensive filtering, dashboard creation, and visualization controls enable efficient analysis and prioritization.
- Remediation view: Multiple work modes (tasks, findings, assets) facilitate effective remediation strategies.
- Approval view: The Exception Management UI now provides enhanced insights directly within the Change Approval record, enabling approvers to make informed decisions without navigating to related records. Additionally, the Approver landing page has been redesigned with an improved table view and additional columns, delivering better visibility and context for all findings. These enhancements streamline the approval workflow, reduce manual effort, and accelerate decision-making for exception requests.

Streamlined administration

Introduced Administration console to enable one-stop configuration for all Unified Security Exposure Management applications, including assignment rules, classification rules, and remediation targets. It provides consistent workflows across Vulnerability Response, Application Vulnerability Response, Container Vulnerability Response, and Configuration Compliance applications.

Centralised Approval Experience via Employee Service Center

The Employee Service Center ESC now provides a standardized approval experience for Business Unit Heads, Service Owners, and IT Heads who may not regularly access the USEM platform. This enhancement ensures that vulnerability-related approvals can be managed from a single, central location, improving efficiency and transparency.

Configure approval workflow with unified Approval Rules

The Approval Rules now provide a standardized way to configure approval workflows across multiple findings and remediation task tables in Security Exposure Management. Administrators can now define approval conditions, select applicable tables, and configure multi#level approvers through a single, unified interface.

Cloud Exposure view

View and act on all your cloud-related security findings from multiple vendors across your cloud environments with the Cloud Exposure View supported by USEM. The Cloud Exposure View provides a single location for your cloud security teams to monitor your cloud security posture.

Monitor integrations

USEM introduces integration monitoring capabilities within the Security Exposure Management Workspace Administration console. Administrators can now view and troubleshoot integration run statuses for installed third-party applications, ensuring better visibility and operational health.

Generate insights to prioritize findings

SEM Workspace uses Now Assist to bring generative AI to your dashboard. This capability helps you focus on critical risks and make informed decisions faster, improving overall security outcomes. It provides:

- Contextual summaries to quickly understand your security posture
- Actionable recommendations to address prioritized risks

Create custom widgets in the Visualization Library

Create and manage custom widgets in the finding view of the SEM workspace to visualize findings data that align with your organization’s reporting needs.

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The Visualization Library lets you define widget attributes such as chart type, visualization group, and data filters, enabling you to build dashboards that highlight the insights most relevant to your teams. This flexibility helps you focus on meaningful security metrics and make data-driven decisions.

Improved remediation target date handling

Remediation target (RT) dates now dynamically recalculate when a finding's risk rating changes. When enabled, the system recalculates the SLA from the most recent risk rating update date, preventing RT dates from being set in the past and ensuring accurate SLA tracking.

Exception management configuration

- Manual and automated exception request and approval workflow: Flexible, customizable workflows streamline submission, review, and approval of exception requests.
- Comprehensive exception tracking and audit trails: Detailed records of approvals, justifications, and timelines support compliance efforts and simplify regulatory reporting.

Consistent remediation task management with remediation views and centralized findings configuration

Unified task management: Supports both manual task creation and automated rule-based task generation across all Unified Security Exposure Management applications.

Centralized rule definition: Enables efficient management of tasks across Vulnerability Response, Application Vulnerability Response, Container Vulnerability Response, and Configuration Compliance applications.

Advanced risk management

Risk calculators: Introduced for all Unified Security Exposure Management applications, enabling definition of risk rules based on multiple factors and calculation mechanisms.

Risk rollup calculators: Aggregate scores from findings to higher-level entities, ensuring consistent risk scoring across applications.

Approval Recommendation

AI-powered recommendations for Exception and False Positive requests: Provides an on-demand recommendation to approve or reject a request using the Now Assist skill framework to analyze contextual data such as vulnerability details, risk factors, exploit availability, and related indicators. The recommendations are accessible directly from the Exception Change Approval record in the Security Exposure Management Workspace, enabling approvers to make faster, more consistent decisions while reducing the manual analysis effort.

Exception Rule & Change Approval Enhancements

- Change Approval Creation for Exception Rule submission: Previously, Change Approval (CA) was created only for a few types of exception requests. Now, the Change Approval(CA) is also created during exception rule submission. This enhancement verifies consistency across exception workflows and improves traceability.
- Vulnerability Intelligence Tile on Change Approval Record: The Vulnerability Intelligence Tile is added to change approval records, displaying vulnerability intelligence such as CISA KEV information, Known ransomware indicators, and

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EPSS percentile. This tile is visible only when the Intelligence and App-Vuln NVD plugins are installed. This enhancement provides approvers with the critical threat context for informed decision-making.

- Summary Tiles on Change Approval Record: The Impact Tile is added in the overview tab of the Change Approval record to provide approvers with the visibility of the impacted count information such as, Impacted CIs, Total Findings, and Total Vulnerabilities on the Change Approval for a Remediation Task. This enhancement improves visibility of potential impact during approval or rejection of requests.
- Application-Based Filtering on Approvals View: Added filtering capability on the Approvals view by application type such as: Application vulnerabilities (AVR), Container vulnerabilities (CVR), Infra Vulnerabilities (VR), and Misconfigurations (CC). This capability enables approvers to quickly drill down and manage approvals by category.
- Reapply Assignment Rules for Deferred and Manually Assigned Items: Introduced the ability to reapply assignment rules for Deferred items and Manually assigned items. This enhancement provides the flexibility to reassign items through the Re-evaluate action in the list view.

Important: Unified Security Exposure Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Activation information

Unified Security Exposure Management is a ServiceNow AI Platform feature that is available with activation of the Security Exposure Management (com.snc.security_support.core). For details, see Install Unified Security Exposure Management.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Vulnerability Response release notes

The ServiceNow® Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Vulnerability Response was enhanced and updated in the Zurich release.

Vulnerability Response highlights for the Zurich release

- If you are currently using Vulnerability Response and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management release notes for more information about USEM and the Unified Security Exposure Management migration.
- Import host vulnerability data from the Wiz scanners into Vulnerability Response VITs to help vulnerability managers assess your over-all cloud security posture.
- With the sn_vul.vulnerability_analyst or sn_vul.vulnerability_admin role, create host remediation tasks manually in the Vulnerability Manager Workspace.
- With the sn_vul.remediation_owner role, create host remediation tasks manually in the IT Remediation Workspace.

See Vulnerability Response for more information.

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Important: Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Vulnerability Response to Zurich

If you are currently using Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Vulnerability Response and for upgrades to supported third-party integration applications.

The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with Wiz integrations, after updating to new version 1.1, you must backdate any of your existing Wiz primary integrations by three days and run them. Please review more information about the Wiz integration at SecOps articles on the Security Operations Community.

For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

New in the Zurich release

Qualys Integration – API enhancements

Qualys Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List, Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into your vulnerability and compliance data.

Enhancements to the Wiz Vulnerability Response Integration

- The Universally Unique Identifier (UUID) that identifies detections for the Wiz Host Vulnerability integration will be mapped to a detection key.

  Note: This enhancement is supported for new customers only.

  For existing customers, the detection key for the Wiz Host Vulnerability integration is created using the combination of vulnerability, asset_id, and proof.

- You can configure the **First** parameter for the Wiz Asset Integration to help you resolve 504 errors. You can reduce the page size if you are having memory issues or generating errors. The default value is 500.

Enhancements to Detection Key Configurations for Vulnerability Response

Introduced configurable detection keys allowing customers to choose between Asset ID and Configuration Item, with validations, UI controls, and enhanced an existing schedule job to update existing detections.

Enhancements to the Vulnerability Response Integration with Wiz

The Missing Assets [sn_vul_wiz_missing_asset] is deprecated. After updating to version 1.1, you must backdate your existing primary Wiz integrations by three days and run them.

The backfill integrations are activated by default.

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After you backdate and run your primary integrations, the following backfill integrations are no longer required:

- Host Vulnerability Backfill Integration
- Test Results Backfill Integration
- Host Test Results Backfill Integration
- Issues Backfill Integration

Resource types filters are supported on the Host Vulnerability, Host Test Results, Test Results, and Issues tabs on the Wiz Configuration page.

Additional attributes imported from Wiz that are not stored in the Discovered items [sn_sec_cmn_src_ci] table are stamped with `Asset Attributes` in this table.

Test results from the Host misconfiguration integration are classified as result type 'host_misconfiguration'.

Data for resources that have the validated_at_runtime flag set to 'yes' is imported and populated on detections.

The is_ignored column is deprecated on the Host Test Results and Test Results Integrations. This column was replaced by the is_result_ignored column.

The CMDB internet-facing field on the discovered item is mapped to Limited Internet Exposure on findings.

Column length for the descriptions in the Host Vulnerability import table has been increased.

Improved remediation target date handling

Remediation target (RT) dates now dynamically recalculate when a finding's risk rating changes. Administrators can configure how recalculation occurs to ensure RT dates remain accurate and align with the latest risk updates, helping maintain consistent and reliable SLA tracking.

Identify Wiz Resource Types for import

Identify the Resource Types (assets) that are reported by Wiz that you want to import with the Wiz Integration Resource Type configuration page in your ServiceNow AI Platform instance.

The Resource Types that you select apply to all the primary Wiz vulnerability and compliance integrations except the Wiz Container Vulnerability Integration. See the Wiz Vulnerability Response Integrations for more information about the vulnerability and compliance integrations.

Wiz Backfill Integrations

Retrieve and process data stored on the Wiz Missing Assets [sn_vul_wiz_missing_asset] table for assets that were not processed by the primary Host Vulnerability Integration with a specialized Wiz Backfill Integration.

The Host Vulnerability Backfill Integration is activated by default.

Note: The Wiz Asset Integration and the Wiz Container Vulnerability Integration do not have backfill integrations. The Wiz Asset Integration can discover assets and create and update discovered item records on the Discovered item [sn_sec_cmn_src_ci] table. The Wiz Container Vulnerability Integration imports and processes discovered container image records.

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Import host vulnerability data with the Vulnerability Response Integration with Wiz

Import host vulnerability findings related to virtual machines and serverless assets in your cloud environment with Wiz's Host Vulnerability Integration. These findings are mapped to Host Vulnerable Items (VITs) within the Vulnerability Response application to support remediation workflows.

Modify the severity for a CVE or TPE

Vulnerability managers and vulnerability analysts can now adjust the severity of common vulnerabilities and exposures (CVEs) and third-party entries (TPEs) from the list view in the vulnerability manager workspace. The risk level of the associated vulnerabilities will be recalculated during the scheduled jobs based on the modified severity. You can also reset the severity to its original source value if required.

Questionnaire Support in Exception Management via Smart Assessment

Configure advanced questionnaires as part of the exception management process using Smart Assessment. This enhancement allows remediation owners to provide detailed context for exception requests and enables approvers to configure conditional questions to gather information for informed decision making.

- Collaboration and streamlined approval: Facilitate collaboration between your vulnerability management and remediation teams by streamlining the approval process with clear and complete exception justifications.
- Mandatory questionnaires: Block the submission of exception requests until mandatory questionnaires are completed. If a questionnaire is marked as mandatory, the test results and its associated remediation tasks remain in the 'Open' state until the questionnaire is completed and submitted.
- If the questionnaire is incomplete, the state change approval record is saved as 'Draft'. Only after completing the questionnaire can the user submit the exception request, which will then move the test results or remediation tasks to the 'In Review' state.

Lookup rules enhancements

When you reapply Lookup rules, Discovered items (DIs) that have been inactive for more than 90 days are ignored. These Discovered items (DIs) are also excluded from licensing considerations. Removing them from the lookup logic can improve performance and reduce processing time.

- Background job enhancements: New fields have been added to help you view successfully evaluate records, the time taken for processing, the time remaining, and an estimated number of records.
- Improved accuracy for non-CSDM Vulnerability Response users: A system property (sn_sec_cmn.ci_lifecycle_status_source) has been introduced to help users who do not follow Common Service Data Model (CSDM) standards. This property ensures that Discovered items (DIs) and associated VITs are properly marked as Decommissioned and are excluded from the CI Lookup. Additionally, the Retired Configuration Items PA indicator has been updated to accurately reflect CIs based on the decommissioning flags.
- The scheduled job to create reconcile unmatched discovered items feature is deprecated. You can "Reapply Look up Rules" for selected or filtered items in the discovered items table view.

Tenable.cs integrations with the Vulnerability Response and Container Vulnerability Response application

The Vulnerability Response Integration with Tenable application now supports data ingestion from Tenable.cs, enabling you to bring in cloud and container

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vulnerabilities directly into ServiceNow. This integration enhances your ability to prioritize and remediate vulnerabilities identified in Tenable cloud resources and container images. Key capabilities are:

- Importing vulnerabilities discovered by Tenable.cs in cloud hosts and container images into ServiceNow automatically.
- Enabling remediation workflows to triage, assign, and resolve the most critical vulnerabilities across cloud-native and containerized environments.
- Using the Setup Assistant to easily configure credentials and integration parameters—get started with minimal manual setup.
- Scheduling jobs to run periodically to import findings from Tenable.cs, create vulnerable items (for cloud hosts), create container vulnerable items and associate them with the relevant cloud resources and container image records.

Assess vulnerability exposure by publisher

Starting with v5.0 of Vulnerability Exposure Assessment, a publisher-based assessment is introduced that enables you to assess the vulnerability impact by vendor. For example, Microsoft, and Red Hat. By focusing on recently disclosed vulnerabilities from critical vendors, you can prioritize remediation and proactively address threats, improving your overall security posture.

View risk score details of a vulnerable item in the Work notes section

Starting with v25.0.3 of Vulnerability Response, the system property `sn_sec_cmn.risk_score_changes_add_worknotes` is inactive by default. If you enable it, only then you can see all the changes related to the risk score of a vulnerable item in the Work notes section. Additionally, the work notes are updated only if there's a change in the risk score.

Quick Start Tests for Vulnerability Response

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

Enhancements to exception rules handling

- Exception rules are reevaluated with nightly scheduled jobs.
- Vulnerable items that no longer match exception rule conditions are unlinked from remediation tasks.
- A deferred vulnerable item (VIT) is reopened if it doesn't match any active exception rules.
- Exception rules don't create remediation tasks. VITs are deferred directly and aren't associated with a remediation task.

Tenable's endpoint scanning integration

Support for Tenable's endpoint scanning integration to retrieve scan metadata. The integration fetches scan details using the last_schedule_id from existing asset data in Tenable.io.

Reopened Count field on vulnerable items

Added the Reopened Count field on vulnerable items to track the number of times their states change from 'Closed' to 'Open' or to 'Active'.

Out-of-the-box vendor advisories via Common Security Advisory Framework (CSAF) integration

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The following vendor advisories are configured out-of-the-box and are automatically activated when the Solution Management plugin is enabled: Redhat and Suse.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Enhanced UI experience in workspaces when reassigning vulnerable items

When you reassign a record (VIT, AVIT, CVIT, or CTR) in workspace to a group you're not a member of, the system now confirms the reassignment and displays a clearer message explaining why the record is no longer visible. This helps you understand that access is now limited to the new assignment group, reducing confusion.

Changed in this release

Granular VIT creation for Microsoft TVM recommendations

You can now configure recommendation as a vulnerability item (VIT) key for Microsoft Threat & Vulnerability Management (TVM). This enhancement enables each recommendation to generate a separate vulnerable item, offering more granular control for tracking, assigning, and managing remediation efforts, especially when different recommendations require actions from different teams.

Improved state management for remediation tasks and vulnerable items

State management logic for roll down of state from remediation tasks (RTs) to findings and roll up of state from findings to RTs has been refined across all modules. Updates improve accuracy by handling mixed item states (a combination of Deferred and Closed), supporting closure of tasks in sub-states like In-Review, and reopening tasks based on the Assigned To field. The update also improves handling of False Positive state transitions based on scanner results as source of truth. These enhancements reduce manual effort, clarify task ownership, and streamline remediation workflows.

Ability to manually cancel Exposure Assessment background jobs

Vulnerability Admins and Event Managers can now cancel Exposure Assessment background jobs that were triggered with incorrect parameters or are taking longer than expected. This enhancement reduces downtime by removing the need to wait for the job to complete. Once cancelled, the sub-state is immediately set to User cancelled, and the state updates to Complete after the job is fully terminated; giving you better control and flexibility.

Configure maximum rows in related lists

To improve readability and performance, you can now limit the number of rows shown in related lists on forms by setting the system property *sn_vul_cmn.related_list.set_max_row*.

Qualys Integration – Detection Splitting

Use the Qualys Host Detection Integration to create a separate VIT for each vulnerability instance based on proof. This improves accuracy in vulnerability tracking and supports clearer team ownership during remediation.

Activate the Qualys QVS score integration

Add Qualys-specific risk context to CVEs by importing QVS scores, helping you make more informed prioritization decisions.

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Activation information

Install Vulnerability Response and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

ServiceNow AI Platform administration release notes

ServiceNow AI Platform® administration product enhancements and updates in the Zurich release.

Use ServiceNow AI Platform administration features to address the business needs of your organization. Administration features are active by default on all instances.

Advanced AI Search Management Tools release notes

The ServiceNow® Advanced AI Search Management Tools application helps AI Search administrators analyze search query traffic trends, review indexed record and configuration settings, and preview search query results. Advanced AI Search Management Tools was enhanced and updated in the Zurich release.

Advanced AI Search Management Tools highlights for the Zurich release

Zurich Patch 4

- Review performance metrics and trends more easily with an updated and refreshed dashboard UI.
- Analyze performance metrics and trends for search applications used in Recommended Actions.

Zurich Patch 1

- Analyze search trends from the preceding six months using the AI Search Analytics dashboard's **Date range** interactive filter.
- Understand your mobile search traffic with support for the Mobile Platform search application in the AI Search Analytics dashboard's **Search application** interactive filter.

See Platform Analytics Solution for Advanced AI Search Management Tools for more information.

Important: Advanced AI Search Management Tools is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Zurich Patch 4

AI Search analytics dashboard

The **Search application** interactive filter now allows analysts to review performance metrics and trends for search applications used in Recommended Actions.

Zurich Patch 1

AI Search analytics dashboard

The **Search application** interactive filter now allows analysts to review performance metrics and trends for the Mobile Platform search application.

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Changed in this release

Zurich Patch 4

AI Search analytics dashboard

The performance metrics, trends, and charts for this dashboard have been refreshed to offer a cleaner visual experience.

Zurich Patch 1

AI Search analytics dashboard

The **Date range** interactive filter now enables you to access data from the last 180 days, rather than the last 90 days.

Activation information

Install Advanced AI Search Management Tools by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

You must have the User Experience Analytics API application installed from the ServiceNow Store to use Advanced AI Search Management Tools.

Related ServiceNow applications and features

AI Search

The ServiceNow AI Search application provides a consumer-grade search engine for ServiceNow Service Portal, ServiceNow Now Mobile®, and ServiceNow Virtual Agent. Intelligent query features help you quickly find the answers you need.

AI Search release notes

The ServiceNow® AI Search application provides a consumer-grade search experience for ServiceNow AI Platform® users. AI Search was enhanced and updated in the Zurich release.

AI Search highlights for the Zurich release

Zurich Patch 4

- Improve search precision and contextual relevance with hybrid search, available for customers with Now Assist in AI Search installed.
- Gain insights into search behavior with a refreshed and updated Search Preview UI.

Zurich Patch 1

- Search more intuitively with an updated, consumer-grade user experience in search portals, global search, and workspace search.

Zurich Early Availability

- Improve search precision by displaying external content search results in languages configured for the user's search session.
- Increase search recall by indexing searchable content and metadata from Multiple Choice and Select Box variables in records on the Catalog Item table and its child tables.

See AI Search for more information.

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Important information for upgrading AI Search to Zurich

After you upgrade to Zurich from an earlier family release, run full document crawls in all your external content connectors to update their semantic vector indexing field mappings.

New in the Zurich release

Zurich Patch 4

Improve search precision and contextual relevance with hybrid search

Beginning with Now Assist in AI Search 15.0, customers with Now Assist in AI Search installed can enable the new hybrid search mode. Hybrid search combines keyword-based search with semantic understanding to deliver more accurate and relevant search results, with fewer zero-result searches.

Zurich Patch 1

Improve semantic search with third-party embedding models

Use custom and third-party embedding models supported by the AI Search RAG application to generate more accurate and relevant semantic search results.

Zurich Early Availability

Filter external content search results by language

AI Search filters external content search results, displaying only results that contain content in languages relevant for the user's search. These languages include:

- The search user's session language
- The fallback language for the user's session language (if configured)
- The language of the global fallback locale (if configured)

Indexing support for variables in records on Catalog Item and child tables

Index searchable content from Multiple Choice and Select Box variables in records on the Catalog Item table and tables that extend it.

New display properties for Search Result EVAM cards

Search Result EVAM cards include new **customIcon**, **customIconSize**, **forceNewTab**, and **useAttachmentViewer** properties that you can use to modify display settings and behavior for search results.

UI changes

Zurich Early Availability

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 4

Now Assist Multi-Content Response Genius Results

If you have Now Assist in AI Search installed, Now Assist Multi-Content Response Genius Results are supported in global and workspace search. Activating Now Assist Multi-Content Response Genius Results in global or workspace search

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profiles overrides all other Genius Result configurations, so that global and workspace searches only display Genius Result answers from Now Assist Multi-Content Response Genius Results. Virtual Agent topic citations from Now Assist Multi-Content Response Genius Result answers in global or workspace search open the selected topic in the Now Assist panel so the user can continue their conversation on that topic.

Search Suggestions

Search administrators with the ais_admin granular admin role can access all Search Suggestions tables. Assign search administrators this role to eliminate needless propagation of full admin access.

Gain insights into search behavior with a refreshed and updated Search Preview UI.

Preview search query results using settings from a search application configuration or a search profile. Choose between keyword and hybrid search modes. Display search results as individual EVAM cards or as a JSON-format search query response object, with search and syntax highlighting. Review search query behavior and results and specify search query settings with the new Summary, Genius Results, Details, and Profile admin tools.

Zurich Patch 1

Consumer-grade search experience for search portals

The search results page for search portals has been revised to offer a more intuitive and consistent experience. Navigation tabs have been replaced with source facet buckets. All search results now open in a new browser tab, preserving your search in the existing browser tab. Facet buckets now show minimum search result counts, reflecting results removed by late binding content security. Search terms are no longer highlighted in search results.

Consumer-grade search experience for global search and workspace search

The search results page for global search and workspace search has been revised to offer a more intuitive and consistent experience. Navigation tabs have been replaced with source facet buckets. All search results now open in a new browser tab, preserving your search in the existing browser tab. Facet buckets now show minimum search result counts, reflecting results removed by late binding content security. A new `glide.ui.ais.show_all_facets` system property enables you to display facets from all sources when no source is selected. (The default behavior is to hide facets until a source is selected.) Search terms are no longer highlighted in search results.

Sort facet buckets alphabetically

Override the default sorting of facet buckets by their search result counts and display them sorted alphabetically by their labels.

Improved display for grouped attachment search results

When grouped with their parent search results, attachment search results now appear in collapsed form to save space. If a parent search result includes more than three grouped attachments, you can use the new **Show more** and **Show less** links to control how many attachments are visible.

Activation information

AI Search is a ServiceNow AI Platform feature that is active by default.

Browser requirements

AI Search doesn't support Internet Explorer.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Localization information

AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.

Related ServiceNow applications and features

Advanced AI Search Management Tools

The Advanced AI Search Management Tools application adds new functionality to AI Search. Administrators can review dashboards with metrics, trends, and reports relating to AI Search usage and configuration.

Now Assist in AI Search

The Now Assist in AI Search application combines the power of search with the Now LLM Service agentic AI model to answer questions in user searches with actionable AI-generated answers from relevant Knowledge articles.

External Content Connectors

The External Content Connectors ServiceNow Store application enables AI Search applications to search content and metadata from supported external source systems, including Atlassian Confluence Cloud, Atlassian Jira, Google Drive, Microsoft SharePoint Online, Microsoft Teams, Salesforce Slack, ServiceNow product documentation, and public websites supported by the predefined web sources external content connector.

Application Manager release notes

The ServiceNow® Application Manager enables you to install, update, and manage licensed applications and plugins for your instance. Application Manager was enhanced and updated in the Zurich release.

Application Manager highlights for the Zurich release

Zurich patch 4

- Reduce potential runtime errors by installing and updating Now Assist applications with suites of interdependent versions.
- View all ServiceNow Store applications that are licensed or available for procurement from the **Available for you** tab.
- Gain insights about application installation requirements and blockers with application state indicators.

See Application Manager for more information.

Important information for upgrading Application Manager to Zurich

Application Manager is active by default on instances on the Zurich release. Upgrade your instance to Zurich patch 4 or later to use the latest features. For information about upgrading your ServiceNow AI Platform instance, see Prepare your upgrade.

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New in the Zurich release

Zurich patch 4

Now Assist suites for version compatibility

Use the Application Manager to install and update Now Assist applications with suites of compatible application versions. Now Assist suites help verify that new Now Assist applications and versions remain compatible with the ones already installed to your instance.

Application state indicators

Review information about any applicable installation considerations, requirements, and blockers in the header of application details.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Unlicensed application information

In addition to details about applications that are already licensed, the "Available for you" tab of the Application Manager now includes information about applications that haven't been procured from the ServiceNow Store yet.

Activation information

Application Manager is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

ServiceNow Store

Get applications that haven't been licensed yet from the ServiceNow Store, then install and update them through the Application Manager.

The Application Manager helps verify that Now Assist applications that you install or update remain compatible with any other Now Assist applications on your ServiceNow AI Platform instance.

Clone Admin Console release notes

The ServiceNow® Clone Admin Console application enables you to clone data between instances. Within this console, you can find your existing clone profiles, exclusions, preservers, and scripts. Clone Admin Console was enhanced and updated in the Zurich release.

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Clone Admin Console highlights for the Zurich release

- Configure the update set preservation up to 12 minutes before the clone executes.
- Preserve your in-progress update sets, regardless of when the scope was created in the specified time frame.

See Clone Admin Console for more information.

Important: Clone Admin Console is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Deprecations

- The legacy clone request page clone_instance.DO is going to be retired in the A release.
- Update to the latest version for the best experience and performance improvements. To update Clone Admin Console, see Clone Admin Console.

Activation information

Install the Clone Admin Console by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Data Management release notes

The ServiceNow® Data Management capabilities enable you to manage the growth of data in your instance. Data Management capabilities were enhanced and updated in the Zurich release.

Data Management highlights for the Zurich release

- View insights into storage consumption on your instance and manage data usage in the redesigned Data Management Console.
- Monitor data usage in a logical table view.
- View data usage for individual tables and their associated tables.
- View a summary of the data management rules on a table.

See Data Management for more information.

New in the Zurich release

Data Management Console

View a summary of data usage on your instance and manage the growth of data directly from the Data Management Console.

Monitor data usage at the table level

View a summary of data usage for an individual table and monitor data usage in associated tables that store attachments, audit records, and journal entries.

View data usage for logical tables

Monitor data usage for logical tables, including the Incident [incident], Problem [problem], and Change Request [change_request] tables.

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Identify which tables are driving the most growth in other tables

View tables contributing the most growth to the tables that store attachments, audit records, and journal entries.

Rule summary

Track the number of records in the backlog and view the execution history of a table's data management rules.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Deprecations

The Data Usage Visualization Console dashboard has been deprecated in the Zurich release. Instead, you can monitor the growth of data on your instance using the Data Management Console.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Activation information

Data Management is a ServiceNow AI Platform capability that is active by default.

Dynamic Translation release notes

The ServiceNow® Dynamic Translation application enables translation of user-generated text by using third-party translation service providers. Dynamic Translation was enhanced and updated in the Zurich release.

Dynamic Translation highlights for the Zurich release

With the new Test Exclusion Rule module you can check what your exclusion pattern matches during a test translation, then create an exclusion rule based on the pattern you tested.

See Dynamic Translation and Exclusion Framework in Dynamic Translation for more information.

New in the Zurich release

Test Exclusion Rule

Use the new Test Exclusion Rule module to check your exclusion pattern in Dynamic Translation's Exclusion Framework. You can manually test either exact matches or pattern (regex) matches. See what your exclusion pattern matches when translating your input into target languages. When you are satisfied with your exclusion pattern, you can create an exclusion rule based on it with just one step.

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UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Dynamic Translation is a ServiceNow AI Platform feature that is available with activation of the Dynamic Translation plugin (com.glide.dynamic_translation). For details, see Activate Dynamic Translation.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Localization Framework

Using configurable workflows, the Localization Framework application standardizes and enhances the process of translating artifacts across the platform.

Localization Workspace

Localization Workspace is a targeted translation management experience for content owners and translation fulfillers. With Localization Workspace you can manage and deliver multilingual content at scale.

System Localization

Set up location-based translation and currency support for users on your instance, wherever they are in the world.

External Content Connectors release notes

The ServiceNow® External Content Connectors application enables AI Search applications to search content and metadata from supported external source systems, such as Atlassian Confluence Cloud and Microsoft SharePoint Online. External Content Connectors was enhanced and updated in the Zurich release.

External Content Connectors highlights for the Zurich release

Zurich Patch 7

- Expand your search experience with external content connectors for Adobe Acrobat Sign, Aha! Roadmaps, Cornerstone, Fluid Topics, ManageEngine, and Workvivo source systems.
- Retrieve content and links from URLs found in sitemaps defined for your web source system when running content crawls for the Webcrawler external content connector.
- View a content crawl's start point via links in the content crawl list and in content crawl history entries.

Zurich Patch 4

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- Expand your search experience with external content connectors for Adobe Experience Manager as a Cloud Service, Asana, Docusign, Dropbox, GitHub Enterprise Cloud, HubSpot, Lucidchart, Miro, monday.com, Notion, SAP DMS, Smartsheet, Trello, WordPress, Workday, and Zoom source systems.
- Customize user permission settings, choosing the fields you want to compare when mapping source system users to ServiceNow AI Platform® users.
- Make external content connector crawl results searchable by linking connector search sources to search profiles from the connector editor.
- Monitor connector behavior on individual crawl runs and over time with improved crawl statistics and analytics.

Zurich Patch 1

- Expand your search experience by indexing searchable content from your Amazon S3, Box, GitLab, Microsoft OneDrive, Microsoft Viva Engage, and Zendesk Guide source systems.
- Search KB articles from your ServiceNow instance.
- Make web content locally searchable by indexing pages from predefined or custom public web sites with the Webcrawler external content connector.
- Configure connector settings and schedule crawls as part of connector creation using the revamped UI.

See External Content Connectors for more information.

Important: External Content Connectors is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading External Content Connectors to Zurich

Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually.

When you upgrade to version 4 of the External Content Connectors application from an earlier version, searches may not show all previously crawled content until you've completed both a content crawl and a user mapping crawl for each upgraded connector. The first content crawl run after the upgrade will reindex all searchable content from the source system, and the user mapping crawl will reindex all security principals from the source system. All crawled content should be shown in searches after both of these crawls are complete.

New in the Zurich release

Zurich Patch 7

Retrieve searchable content and metadata from your Adobe Acrobat Sign source system.

Retrieve searchable content and metadata from your Aha! Roadmaps source system.

Retrieve searchable content and metadata from your Cornerstone source system.

Retrieve searchable content and metadata from your Fluid Topics source system.

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Retrieve searchable content and metadata from your ManageEngine source system.

Retrieve searchable content and metadata from your Workvivo source system.

Zurich Patch 4

Connector admin role

Users with the sn_ext_conn.xcc_admin role can create, configure, and review details for external content connectors and crawls.

Adobe Experience Manager as a Cloud Service external content connector

Retrieve searchable content and metadata from your Adobe Experience Manager as a Cloud Service source system.

Asana external content connector

Retrieve searchable content and metadata from your Asana source system.

Docusign external content connector

Retrieve searchable content and metadata from your Docusign source system.

Dropbox external content connector

Retrieve searchable content and metadata from your Dropbox source system.

GitHub Enterprise Cloud external content connector

Retrieve searchable content and metadata from your GitHub Enterprise Cloud source system.

HubSpot external content connector

Retrieve searchable content and metadata from your HubSpot source system.

Lucidchart external content connector

Retrieve searchable content and metadata from your Lucidchart source system.

Miro external content connector

Retrieve searchable content and metadata from your Miro source system.

monday.com external content connector

Retrieve searchable content and metadata from your monday.com source system.

Notion external content connector

Retrieve searchable content and metadata from your Notion source system.

SAP DMS external content connector

Retrieve searchable content and metadata from your SAP DMS source system.

Smartsheet external content connector

Retrieve searchable content and metadata from your Smartsheet source system.

Trello external content connector

Retrieve searchable content and metadata from your Trello source system.

WordPress external content connector

Retrieve searchable content and metadata from your WordPress source system.

Workday external content connector

Retrieve searchable content and metadata from your Workday source system.

Zoom external content connector

Retrieve searchable content and metadata from your Zoom source system.

Configure user permission settings for an external content connector

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Specify the source system and User [sys_user] table fields to examine for matches when an external content connector maps source system users to your ServiceNow AI Platform users.

Statistics for external content connector content crawls

Review statistics about the documents (items or files with searchable content and metadata) retrieved by a content crawl.

Statistics for external content connector user permission crawls

Review statistics about the permissions (user and group-membership security principals) retrieved by a user permission crawl.

Analytics for external content connectors

Review metrics that show how your external content connector has run over time.

Zurich Patch 1

Amazon S3 external content connector

Retrieve searchable content and metadata from buckets in your Amazon S3 source system.

Box external content connector

Retrieve searchable content and metadata from user boxes in your Box source system.

GitLab external content connector

Retrieve searchable content and metadata from issues, wikis, merge requests, tags, branches, and commits in your GitLab source system's groups, projects, and repositories.

Microsoft OneDrive external content connector

Retrieve searchable content and metadata from individual drives in your Microsoft OneDrive source system.

Microsoft Viva Engage external content connector

Retrieve searchable content and metadata from conversations in your Microsoft Viva Engage source system's communities.

ServiceNow® instance external content connector

Retrieve searchable content and metadata from KB articles in your ServiceNow AI Platform instance.

Webcrawler external content connector

Retrieve searchable content and metadata from pages and subdomains in public web sources. Select a predefined web source or specify a custom web source.

Zendesk Guide external content connector

Retrieve searchable content and metadata from articles in your Zendesk Guide source system's knowledge bases.

Statistics for external content connector content crawls

Review statistics for searchable items retrieved by a content crawl.

Statistics for external content connector user permission crawls

Review statistics for user and group permissions retrieved by a user permission crawl.

UI changes

Zurich Patch 4

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Connector creation UI

The connector creation UI now includes optional steps for configuring user permission crawls (for connectors that support them) and for linking connector search sources to your search profiles. If you want to change these settings for an existing connector, you can configure these settings from the connector editor.

Zurich Patch 1

Connector creation UI

The connector creation UI now includes optional steps for configuring the new connector's crawl settings and creating and scheduling crawls for it. You can still configure these settings from the connector's editor, so you can skip these steps during connector creation if you want to configure crawl settings and create crawls later on.

Zurich Early Availability

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 7

Sitemap support in the Webcrawler external content connector

Retrieve content and links from URLs found in sitemaps defined for your web source system when running content crawls for the Webcrawler external content connector. A content crawl only retrieves sitemap URLs that include the crawl's starting point URL.

Start point links for scheduled partial content crawls

View the start point for a scheduled partial content crawl via a link in its entry in the the external content connector's list of crawls.

Start point links in partial content crawl history entries

View the start point for a scheduled partial content crawl via a link in its crawl history entries.

Limited Role-Based Access Control (RBAC) support in the Atlassian Confluence Cloud external content connector

Map source system user and group permissions assigned via RBAC roles to users in your ServiceNow AI Platform instance.

Zurich Patch 4

Analytics for external content connectors

Analyze connector performance and behavior in a selected time period using the redesigned Analytics page. You can access this page from the connector editor.

Atlassian Jira Cloud connection settings

The Atlassian Jira Cloud external content connector no longer requires your Atlassian Jira Cloud instance ID as a connection setting.

Microsoft OneDrive connection settings

The Microsoft OneDrive external content connector now accepts certificate SHA1 thumbprint hashes in hexadecimal format as well as in base64-encoded format.

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Microsoft SharePoint Online connection settings

The Microsoft SharePoint Online external content connector now accepts certificate SHA1 thumbprint hashes in hexadecimal format as well as in base64-encoded format.

Microsoft Teams connection settings

The Microsoft Teams external content connector now accepts certificate SHA1 thumbprint hashes in hexadecimal format as well as in base64-encoded format.

Zurich Patch 1

Webcrawler external content connector

The predefined web sources external content connector has been subsumed into the new Webcrawler external content connector, which enables you to specify a custom web source or select a predefined one.

Activation information

Install External Content Connectors by requesting the External Content Connectors Application Suite from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

AI Search

Configure search applications to display results indexed by your external content connectors.

Instance Scan release notes

The ServiceNow® Instance Scan engine is used to interrogate your instance for configurations that indicate health issues and identify opportunities to address ideal configurations. Instance Scan was enhanced and updated in the Zurich release.

Instance Scan highlights for the Zurich release

- Scan your instance, update set, scoped application, or specific record using specified checks.
- Run custom checks against your existing configurations.
- Use as a tool in your development operations, release management, as well as pre- and post-upgrades.

See Instance Scan for more information.

New in the Zurich release

Scan cancellation

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Cancel or abort an ongoing scan by either selecting **Cancel Scan** in the scan execution modal or the **Cancel Scan** related link in the results record.

Queuing of scans

Leverage the scan queue feature to line up your scans for automatic execution following the current scan.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Instance Scan is a ServiceNow AI Platform feature that is active by default.

Legacy Application Manager release notes

The ServiceNow® Legacy Application Manager application enables administrators to install and manage applications. This application is currently supported for the Zurich release, but it will be deprecated in a future release.

Deprecated features

Starting with Zurich patch 4, Legacy Application Manager is being prepared for future deprecation. It will be hidden but will continue to be supported. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Localization Workspace release notes

ServiceNow®Localization Workspace is a targeted translation management experience for content owners and translation fulfillers that you can use to manage and deliver multilingual content at scale. Localization Workspace was enhanced and updated in the Zurich release.

Localization Workspace highlights for the Zurich release

- Dynamic artifact detection enables Localization Workspace to identify all translatable content, including your custom artifacts. From version 1.1.0.
- With status synchronization, translation requests in Localization Workspace reflect the same status as the Localization Framework projects. From version 1.1.0.
- A Configuration hub and two new Guided Setups are available to help admins configure Localization Workspace. From version 2.0.2.
- Optional due dates and language groups enhance the efficiency of creating translation requests. From version 2.0.2.
- When selecting specific documents to translate, translation requestors can take advantage of a bulk select/deselect option as well as text search of document titles. From version 2.0.2.

See Localization Workspace for more information.

Important: Localization Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Guided Setups for Configuring Localization Workspace

Two Guided Setups are available in the interface to assist admins with configuration of Localization Workspace. Guided Setups provide an outline and actionable steps for the configuration process. From version 2.0.2.

Configuration hub

Configuration Hub provides centralized access to the tables and properties often used by admins. You can update the tables and properties of dependent applications such as Dynamic Translation without leaving the Localization Workspace interface. From version 2.0.2.

Language Groups

You can optionally preconfigure language groups. Your users save time and effort by selecting an available language group rather than adding each target language individually to a translation request. From version 2.0.2.

Bulk select or deselect for content items

When users create a translation request, Localization Workspace retrieves and displays all translatable documents for a content type. A bulk select/deselect option is available on the retrieved list to enhance efficiency. From version 2.0.2.

Text search for content items

When users create a translation request, Localization Workspace retrieves and displays translatable content items in a list. You can search for terms in the titles of content items to filter the retrieved list. From version 2.0.2.

Optional due date field for translation requests

Your users can enter a due date when creating a translation request. Translation request due dates can be used to trigger email notifications. From version 2.0.2.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Dynamic artifact detection

Dynamic artifact detection enables Localization Workspace to identify all translatable content, including your custom artifacts. From version 1.1.0.

Status synchronization

With status synchronization, you see the same status for your translation request in Localization Workspace as you see for the corresponding project in Localization Framework (Submitted, In progress, Complete). From version 1.1.0.

Activation information

Install Localization Workspace by requesting it from the ServiceNow Store. See Localization Workspace on the ServiceNow Store. Visit the ServiceNow Store website to view all the

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available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Dynamic translation

Translate user-generated content live on your instance to streamline communication for your agents and end users. Integrate with the machine translation service provider of your choice to enable translation on forms, activity streams, and chats.

Localization Framework

Localization Framework uses configurable workflows to standardize the process of translating artifacts across the platform. Translate Service Catalog items, Knowledge Base articles, Document Templates, and more.

System Localization

Give your users specialized support with System Localization. Define locales and adjust localization settings to display specific time/date and currency to users.

Notifications release notes

The ServiceNow® Notifications application enables you to create, manage, and send custom notifications in workflows for important events, actions, and alerts. Notifications was enhanced and updated in the Zurich release.

Notifications highlights for the Zurich release

- Use email diagnostics dashboard to monitor email delivery metrics, track bounce management, and overall health associated with email sender and reader jobs.
- Control the preferences page to display relevant notifications.
- Support multiple target records for email digest.
- Use the standard forms for system notification preference.
- Handle incoming email requests intelligently with the new email agentic workflow by identifying intent, executing actions, and drafting appropriate email responses.

See Notifications for more information.

New in the Zurich release

Email diagnostics dashboard

With email diagnostics you can track bounce management, email delivery metrics, email sender, and reader jobs health.

Email agentic workflow

With email agentic workflow you can intelligently handle new email agentic workflows by identifying intent, executing actions, & drafting appropriate email responses.

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UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Allow Digest

The **Allow Digest** check box is dynamic and includes **Digest type**.

Changed in this release

Email digest for multiple target records

The email digest now supports both single or multiple target records within a set time interval.

Notification preferences

Enables admins to control the list of notifications displayed for users under the advanced notification preferences.

Activation information

Notifications is a ServiceNow AI Platform feature that is active by default.

Install Email agentic workflow by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

ServiceNow AI Platform core feature release notes

The ServiceNow AI Platform® core features provide configurations for applications and other parts of the ServiceNow AI Platform. The ServiceNow AI Platform core features were enhanced and updated in the Zurich release.

ServiceNow AI Platform core features highlights for the Zurich release

- Simplify and build queries with fewer conditions by leveraging hierarchical relationships in a condition builder.
- Use additional scripting features, including Promises and Async await, with the ECMAScript 2021 (ES12) JavaScript mode.
- Define dynamic categories and dynamic attributes once and reuse them using dynamic namespaces across multiple tables and dynamic attribute store fields.

See Administer the ServiceNow AI Platform for more information.

Important information for upgrading ServiceNow AI Platform core features to Zurich

The dynamic schema application framework has been revised in the Zurich release. If you implemented dynamic schema in Xanadu or Yokohama, the application is automatically migrated to a new framework as part of the upgrade to the Zurich release. For details on the migration, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the Now Support Knowledge Base.

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New in the Zurich release

Hierarchical queries in condition builders

Simplify and build queries with fewer conditions using existing hierarchical data in a table. You can also define new hierarchical relationships between records that are in the same table.

Dynamic namespaces

Define categories and attributes once and reuse them using dynamic namespaces across multiple tables and dynamic attribute store fields. A dynamic namespace is automatically created when you add a dynamic attribute store field.

Experimentation framework

Help enable innovation by trying new ServiceNow® feature variants in your instance. Only single customer instances or Gen AI Innovation Program participants have early access to new innovations via experimentation framework. You can opt out of specific experiments or turn off the framework entirely.

Audit Management Console and audit retention

Simplify your audit data management and configuration by using the Audit Management Console module. It includes a new Retention option, which automates and simplifies the deletion of audit data based on your requirements.

Monitor requestors' API usage rates through the Inbound API Integration Usage dashboard

Inbound integrations track web service requests for OAuth registered applications and user accounts making those requests.

Use schemas to define the structure and format of REST API responses and requests

When you define a schema in the ServiceNow AI Platform, the schema can be used to define the structure of requests and responses within the associated REST API. The schema data for the requests and responses is then available in the exportable OpenAPI specification for the API.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

AI indicator in forms

The AI indicator is a visual cue that identifies form fields in configurable workspace and Core UI that have been updated with AI-generated content. This feature enhances user experience by providing a consistent and clear indication of AI involvement across the platform.

Changed in this release

ECMAScript 2021 (ES12) JavaScript mode supports additional scripting features

Use additional scripting features, including Promises and Async await, in applications or scripts that use the ECMAScript 2021 (ES12) JavaScript mode.

Stream multipart responses with REST APIs

Stream multipart responses rather than buffering responses until complete by default with REST APIs that support the

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multipart/mixed requests, such as the *Batch* API. The *glide.rest.serialize.disable_response_stream_buffering* system property controls this behavior and applies only to instances configured with Application Delivery Controller, version 2 (ADCv2).

Additional field types supported in a configurable workspace

The following field types are now supported for use in a configurable workspace:

- **datetime**
- **email_script**
- **int**
- **integer_time**
- **related_tags**
- **user_input**

Vertical layout configuration for radio buttons in a configurable workspace

Configurable workspaces now support a vertical layout configuration of radio buttons.

More dictionary attributes available for selected fields in a configurable workspace

Applicable fields used in a configurable workspace now support the following dictionary attributes:

- **choice**
- **decimal**
- **float**
- **html_editor**
- **integer**
- **ip_addr**
- **is_searchable_choice**
- **phone_number_e164**
- **readonly_clickthrough**
- **ref_ac_columns**
- **translated_html_editor**
- **types**

New plugins available for the TinyMCE HTML editor

The TinyMCE HTML editor now supports two new plugins in Core UI and configurable workspaces:

- The Image Editing (editimage) plugin adds a contextual editing toolbar to images in the editor.
- The Help plugin (help) enables you to check shortcuts and keyboard navigation for accessibility.

New run types available for scheduled jobs

The following run types are now available for all scheduled job types, enabling flexible scheduling:

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- **Day and Month in Year**
- **Day in Week in Month in Year**
- **Week in Month**

The new run types are available in the following standard scheduled job types:

- **Scheduled Email of Report**
- **Scheduled Entity Generation**
- **Scheduled Script Execution**

To enable these new run types in other scheduled job child tables, you must configure your applicable form view to include the fields **Day**, **Month**, and **Year**. For more information, see Enable run types for scheduled job child tables.

New advanced options available for scheduled jobs

The following new advanced options are available when configuring scheduled jobs, offering greater flexibility in job planning, execution, and recurrence:

- **Starting**
- **Ending**
- **Repeat every**

Export lists to Google Sheets

Export your lists to Google Sheets directly from the Export menu.

Removed in this release

- The *glide.script.use.sandbox* system property has been removed. The script sandbox is enabled by default.
- Dynamic groups have been removed. Instead, use dynamic attributes in dynamic categories to simplify administration and improve the dynamic schema user experience.

Deprecations

Starting with the Zurich release, Application Insights is no longer deployed, enhanced, or supported. Instead, Overview of Instance Observer offers a powerful solution for enhancing system performance. Contact your account manager to discover more. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

The ServiceNow AI Platform core features are active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Subscription Management release notes

The ServiceNow® Subscription Management application enables you to manage your subscriptions proactively and monitor subscription usage on your instances. Subscription Management was enhanced and updated in the Zurich release.

Subscription Management highlights for the Zurich release

- Manage custom applications and table mapping through the custom application list and custom table inventory list.
- View and filter subscribers by domain for user-based subscriptions in domain-separated instances.
- View and filter Now Assist usage by domain in domain-separated instances.
- Monitor Workflow Data Fabric usage and view token use rate of each capability.

See Subscription Management for more information.

Important: Subscription Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Subscription Management to Zurich

Subscription Management version 5.0 is active by default on all instances of the Zurich release. Update to Subscription Management version 6.1 or later to use the latest features. For more information about updating Subscription Management, see Update an application or plugin.

New in the Zurich release

Manage custom applications and table mapping through the platform

Map any missing custom application and tables in Subscription Management to a subscription directly from the Custom Applications list or Custom Table Inventory list.

Support for domain separation

View and filter subscribers by domain for user-based subscriptions and view Now Assist usage by domain.

Monitor Workflow Data Fabric usage

Monitor and track Workflow Data Fabric capability usage and view the relative token use rate of each capability.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Assist usage excludes demo data

Demonstration instances are excluded from the total Assist usage count to improve tracking of Assist consumption.

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Changes to Now Assist usage measurement

Now Assist usage measurement is evolving. If your instances are below Zurich Patch 6, update Subscription Management to version 6.0.2 or later on all instances to avoid mixed measurement states. For more information, see Now Assist Usage - Overview & New Measurement Logic [KB2704710].

Hidden user-based subscription allocations

To help prevent inaccuracy when allocations aren't complete, allocation details for user-based subscriptions are now hidden from the Subscription Management overview. Contact your account executive for user-based subscription allocation details.

Activation information

Subscription Management is a ServiceNow AI Platform feature that is active by default. Updates for Subscription Management are available through the ServiceNow Store. For cumulative release notes information for applications available on the ServiceNow Store, see ServiceNow Store release notes.

Upgrade Console release notes

The ServiceNow® Upgrade Console application guides you for a comprehensive and efficient upgrade experience. Upgrade Console was enhanced and updated in the Zurich release.

Upgrade Console highlights for the Zurich release

- Enable a smooth upgrade experience on your production and sub-production instances by completing essential tasks before, during, and after the instance upgrade.
- Access Upgrade Console and Guided upgrade by experiencing the new and updated options.

See Upgrade Console for more information.

Important: Upgrade Console is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Additional way to access Upgrade Management

You can now access Upgrade Console through the Admin menu by selecting **Admin Home**, and then selecting the **Upgrade Console** link.

Guided upgrade on sub-production instance

Upgrade your sub-production instance to facilitate a seamless and successful transition. This process is structured into three pivotal phases: Pre-upgrade, Instance upgrade, and Post-upgrade tasks.

Guided upgrade on production instance

Elevate your upgrade experience within your production instance by meticulously completing each stage of the transition. This comprehensive process encompasses four crucial phases: Select upgrade, Pre-upgrade, Instance upgrade, and Post-upgrade tasks, all designed for a successful upgrade experience.

Additional step in pre-upgrade activities

You an now choose an upgrade plan in the Choose an upgrade plan step by either selecting an existing plan or by creating a new plan. This new step is applicable for both production and sub-production instances.

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Enhanced functionalities in the Preview application upgrades step

Experience the new functionalities within the Preview application upgrades step for a seamless upgrade experience on your instance. These new functionalities are applicable for both production and sub-production instances.

Enhanced capabilities in the Store application upgrades step

Review the Store application upgrades step in the post-upgrade activities for updated information in the App updates and Upgrade store applications sections. You can also use the new **Sync Now** option to update the list of installed applications that were either added or upgraded outside the upgrade process.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Updated access to Guided upgrade

Apart from the **Guided upgrade** tab option, you can also access Guided upgrade by selecting **Resume upgrade** if there is an ongoing upgrade in the instance.

Removed in this release

- Removed the Ready your environment step in the pre-upgrade activities on a production instance.

Activation information

Upgrade Console is a ServiceNow AI Platform feature that is active by default.

ServiceNow AI Platform security release notes

ServiceNow AI Platform® security product enhancements and updates in the Zurich release.

Use the ServiceNow AI Platform® security to secure the instance, encrypt your data, authenticate users, and view your current compliance levels based on application security standards.

Access Management release notes

The ServiceNow® Access Management application provides robust tools to manage security data on the ServiceNow AI Platform. Access Management includes many controls, such as access control lists (ACLs), security attributes, contextual security manager, and data filtration. These controls provide granular control and help improve security for managing data access. Access Management is a new application in the Zurich release.

Access Management highlights for the Zurich release

- Enforce access to data via REST or SOAP endpoints using the Machine Identity Access Controls, which helps improve security, governance, and auditability.
- Target all table columns of a given data type with a single ACL using Datatype ACLs.
- Govern scripting permissions with the Scripting Governance tool, a new base system deny-by-default behavior.

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See Access Control List Rules for more information.

Access Management features

Machine identity access controls

Enforce fine-grained access to data via REST or SOAP endpoints using Machine Identity Access Controls. This feature enables you to define which integrations can access specific data, confirming that the integrations only have access to the resources they need.

Scripting Governance Tool tool and role

Review and help reduce the number of users with scripting privileges using the Scripting Governance Tool. This tool helps improve platform security with scripting governance based on user role.

A new deny-by-default behavior is enforced for scripting unless you have the snc_required_script_writer_permission role. After an upgrade or zBoot, this role is automatically assigned via the Conditional Script Writer group.

Datatype ACL

Simplify and help reduce redundant ACL definitions with Datatype ACLs. Create a single ACL to target all table columns of a specific data type, streamlining access control configurations.

Activation information

Access Management is a ServiceNow AI Platform feature that is active by default.

Authentication release notes

The ServiceNow® Authentication application supports many authentication mechanisms that enable you to validate the identity of users. Authentication was enhanced and updated in the Zurich release.

Authentication highlights for the Zurich release

Zurich Patch 7

Knowledge-based factor enhancement for AI voice service

Following are the knowledge-based authentication (KBA) enhancements:

- Voice input support for KBA questions: Configure KBA questions to support Voice as an input type, allowing users to provide spoken responses during identification and authentication. When Voice input is enabled, you can configure the expected format, provide examples, and optionally define a validation pattern using regular expressions.
- Script-based validation for external systems: Configure KBA answers to validate that are created against external systems using custom scripts through the Script Configuration field. When set to Identification mode, you can write scoped scripts that validate caller identity against external authentication systems instead of internal ServiceNow AI Platform tables.

OAuth enhancements

Following are the OAuth enhancements:

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- Use **Opaque** or **JWT** token option for your inbound integration endpoints.
- Use the **Allow access only to APIs in selected scope** option to enable access to the APIs that are explicitly listed in the selected scopes for your inbound integrations.
- Use the OAuth Entity Resource tab for outbound integrations to configure resource parameters so they flow into the OAuth token request and are reflected in the token from your OAuth provider.

Zurich Patch 4

Authentication factors for AI voice service

Enable caller access to AI voice agents by configuring the required identification and authentication factors.

OAuth enhancements

Following are the OAuth enhancements:

- Use **Opaque** or **JWT** token option for your inbound integration endpoints.
- Use the **Allow access only to APIs in selected scope** option to enable access to the APIs that are explicitly listed in the selected scopes for your inbound integrations.
- Use the OAuth Entity Resource tab for outbound integrations to configure resource parameters so they flow into the OAuth token request and are reflected in the token from your OAuth provider.

Zurich Patch 3

Provider name for Inbound integrations

Use the Provider name field to enter the details of your inbound integrations to distinguish between different inbound integrations on your ServiceNow AI Platform®. Update the Provider name in your API integrations to improve monitoring capabilities:

- For OAuth integrations, update the provider name using the Provider name field. To know more, see OAuth inbound.
- For Basic authentication integrations, update the Provider name in the integration registration form. To know more about the integration registration form, see View Inbound API Integration Usage dashboard.

Zurich Patch 1

OAuth token enhancement

Use Opaque or JWT token option for your inbound integration endpoints.

Zurich

- Experience the new Inbound integration configuration in the Machine Identity Console.
- Use the new MFA Dashboard to understand insights such as MFA user enrollment, privileged admins who haven't opted in to MFA, and compliance.
- Use the FIDO factor policy to enforce FIDO-based authentication.
- Use the enhanced SSO login and logout experience.
- Configure the authentication policies to restrict access, reduce roles, or enforce MFA based on Identity Provider (IdP) attributes that are received from the OIDC response.

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See Authentication for more information.

New in the Zurich release

Machine Identity Console

Manage your inbound integration with ServiceNow's Machine Identity Console. Inbound integration in Machine Identity Console provides a simplified configuration experience for your inbound integrations.

Multi-factor Authentication dashboard

Use the new MFA Dashboard to understand insights such as MFA user enrollment, privileged admins who haven't opted in to MFA, and compliance. You can verify that all users have MFA enabled for enhanced security with the help of the MFA Dashboard.

Multi-factor Authentication Guided Setup

Use the new MFA Guided setup to configure multi-factor Authentication (MFA) for users who currently log in to ServiceNow with only a user name and password. This update enhances security by guiding administrators through the MFA setup process and verifying that all users are protected with an additional layer of authentication.

Identity Provider attributes for OpenID Connect

Use the Identity Provider (IDP) Attributes received from the OIDC response from the Identity Provider as a filter criteria for authentication.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Enhanced SSO login and logout experience

Use the enhanced SSO login and logout experience. Enhancement includes:

- Display of active SAML and OIDC Identity Providers (IdPs) on the ServiceNow platform and portal login pages.
- Assign users to specific groups during SAML and OIDC auto-provisioning.
- Set up OIDC with the same well-known URL. The OIDC configurations can use the same well-known URL of the IdPs for multiple SSO records.
- Display login failure reasons to the users who logged out of ServiceNow due to session expiry or other reasons. Use the login link on the external logout page to again log in to ServiceNow in case of successful logout.
- Display of a generic error message for unsuccessful single log out.
- Enhanced email notifications for SAML certificate and Encryption Key store update.

FIDO2 as an MFA factor

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Use the FIDO factor policy to enforce FIDO (Hardware key or Biometric as second factor for authentication) as second factor authentication to users who attempt to log in to the instance.

OAuth integrations

Configure OAuth integration that includes the following enhancements:

- You can provide a maximum client secret length up to 4096 characters to meet security requirements of the third-party systems.
- You can provide a JSON Web Key Set (JWKS) URL to automatically manage and update the public key for JSON Web Tokens (JWT) signature validation.
- You can request OAuth tokens using the JWT grant type signed with Elliptic Curve Digital Signature Algorithm (ES) signing algorithms, including ES256, ES384, and ES512, for inbound JSON Web Tokens (JWT). It also supports RS256, RS384, RS512, HS256, HS384, and HS512.
- You can customize the JWT ID (JTI) claim name in both inbound OpenID Connect (OIDC) and JWT Bearer flows.

Deprecations

Due to the launch of new simplified inbound integration configuration in Machine Identity Console, the following inbound integrations configurations in the Application registry page are deprecated:

- OAuth API endpoint for external clients
- OAuth JWT API endpoint for external clients
- OIDC provider to verify ID tokens

Activation information

Authentication is a ServiceNow AI Platform product that is active by default.

Related ServiceNow applications and features

Secure your instance

Platform Security is built into all levels of the ServiceNow AI Platform. Implement the security features that are appropriate for your organization. Manage failed log in and encrypted password protection, access control rules, and audit logs.

Code Signing release notes

The Code Signing (CS) application validates scripts and code that runs on your instance. Code Signing was enhanced and updated in the Zurich release.

Code Signing highlights for the Zurich release

Zurich Patch 4

Code Signing OOB Apps Signatures plugin

Use this plugin (`com.glide.code_signing.oob_apps_signatures`) to install build time signatures for all relevant records in trued-up ServiceNow® Store application versions.

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- Use Code Signing Guardrails to improve checks during the signing process to create more secure workflows.
- Use the Code Signing Migration workflow to identify the signatures that are created with expired or inactive certificates and re-assign them to the appropriate records automatically.
- Revoke Code Signing certificates securely using a quorum-based approval policy to prevent unauthorized use.
- Monitor and manage your Code Signing environment with the new Health and Status dashboard.
- The restructured navigation panel and the renamed pages provide improved accessibility and streamlined functionality.

New in the Zurich release

Code Signing Installation using Plugin

Customer administrators can now install the Code Signing plugin directly from the ServiceNow Plugin portal without the need to contact the Customer Service and Support team to enable the Code Signing framework. This enhancement supports self-service deployment and simplifies the installation process.

Quorum Controlled Certificate Revocation

Revoke Code Signing certificates using a quorum-based control policy. Revoke certificates to help prevent them from being used to verify signatures. A quorum-based approval flow promotes added security by requiring approvals from multiple stakeholders, to help prevent unintended or unauthorized certificate revocations.

Code Signing Health and Status Dashboard

The new **Code Signing Health and Status** dashboard provides a centralized, user-friendly interface to monitor the overall health and configuration of your code signing environment. It highlights configuration settings, displays the status of essential components, and offers actionable guidance to help resolve issues effectively.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Enhanced Code-Signing Verification for ACC Framework Table

You can now generate KMF signature files for tables that extend Agent Client Collector Configuration (`sn_agent_configuration_file`) and Agent Client Collector Plugin (`sn_agent_asset`). This enhancement allows attachments from the tables to successfully pass code-signing verification and be downloaded to the MID Server when code signing is enabled.

Activation information

Code Signing is a ServiceNow AI Platform feature that is available with activation of the Code Signing (com.glide.code_signing_enterprise) plugin. For details, see Configuring Code Signing.

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Related ServiceNow applications and features

Encryption and Key Management

Encryption is a cryptographic procedure that converts plain text into cipher text, which helps prevent anyone but the intended recipient from reading that data.

Key Management Framework

The Key Management Framework lets you fully customize and manage how cryptographic operations are performed on your instance.

Edge Encryption

Edge Encryption encrypts sensitive data on your company premises before sending it over the internet to your instance (encrypted in flight), where it remains encrypted at rest.

Cloud Encryption with Key Management

Cloud Encryption offers encrypted storage for the database by using block encryption, with enhanced key management. Cloud Encryption is available with the Platform Encryption subscription bundle.

Data Privacy release notes

The ServiceNow® Data Privacy application enables you to classify sensitive data, remove personally identifiable information (PII) from user data in a production instance, and anonymize data in production and non-production instances. Data Privacy was enhanced and updated in the Zurich release.

Data Privacy highlights for the Zurich release

- Use a revamped Data Discovery interface, enhancing your Data Discovery experience with intuitive widgets, a streamlined user experience, and a guided setup for first-time users.
- Target scans on specific table columns for discovery using column-level discovery and expanded support for Field Encryption.
- Discover PII in Microsoft Excel and CSV files with expanded file support.
- Generate regex patterns using prompts with the text-to-regex feature, which leverages Now Assist and supports all large language models (LLMs) approved by ServiceNow.

See Platform Privacy for more information.

Important: Data Privacy is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

New Data Discovery experience

Use the new Data Discovery experience, which simplifies the experience of discovering and anonymizing PII.

Column-level discovery

Select a specific column of a table for granular scanning during data discovery jobs.

Anonymization of encrypted field

Anonymize encrypted columns to help you achieve compliance with data privacy regulations and defense-in-depth data protection.

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Changed in this release

Full scan support added

Data Discovery jobs support full type scans, which scan for sensitive data patterns in all the records. You can also use an incremental scan, which acts as a delta scan from the point of the last full scan.

XLS and CSV support added

Data Discovery attachment scan type jobs now support XLS and CSV files. Attachment scans are incremental scans by default.

Text to Regex from a LLM

Create a regex data pattern with the help of Now Assist, which supports all third-party LLMs approved by ServiceNow.

Activation information

Data Privacy is available with activation of the Data Privacy plugin (sn_dp_store_app). For details, see Activate data privacy.

Domain Separation release notes

The ServiceNow® Domain Separation application enables you to separate data, processes, and administrative tasks into logically defined domains. Domain Separation is a new application in the Zurich release.

Domain Separation highlights for the Zurich release

- Changes to the domain table are queued sequentially and batched into a single background job. This helps simplify domain table updates.
- Domain Admins can delete by domain to efficiently manage domains and reduce storage overhead.

See Domain separation for service providers for more information.

Domain Separation features

Domain Admins may now delete by domain to efficiently manage domains and reduce storage overhead. The tool also includes data recovery and retention, enabling rollbacks and retention policy setting.

Changes to the domain table are now queued sequentially and batched into a single background job. This helps simplify domain table updates. Users are notified when a job needs to be delayed as well when a job needs to start.

Activation information

Domain Separation is a ServiceNow AI Platform feature that is available with activation of the com.glide.domain.activation_utility. For details, see Domain separation plugin.

Encryption Release Notes

The ServiceNow® Encryption Key Management application protects your data by using encryption, tightly controlled key access, National Institute of Standards and Technology (NIST) 800-57-based key life-cycle management, and FIPS 140-2-L3 validated key protection. Encryption Key Management was enhanced and updated in the Zurich release.

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Encryption highlights for the Zurich release

- Use row conditions for Field Encryption to define encryption rules for rows within a specific column, based on dynamic conditions.
- Use any of the three Field Encryption APIs to encrypt attachments.

See Encryption for more information.

Important information for upgrading Encryption to Zurich

For the GlideEncrypter API, NIST 800-131A Rev 2 has recommended against using the Triple Data Encryption Standard (3DES) encryption. The following changes are taking place in the Zurich release with the official removal of 3DES encryption for GlideEncrypter.

- The GlideEncrypter API defaults to using the Key Management Framework (KMF) based algorithm, Advanced Encryption Standard (AES), for encryption and decryption operations for upgraded instances only.
- For instances created with the Zurich release or later, this API isn't supported.
- Learn more about 3DES deprecation in KB1704481.

In the Zurich release, Column Level Encryption has received a required upgrade to Key Management Framework Column Level Encryption (KMF-CLE) due to the platform-wide deprecation of 3DES. For more information about this upgrade, see KB1700704.

New in the Zurich release

Encrypt data using Row Conditions

Use row conditions for Field Encryption to define encryption rules for rows within a specific column, based on dynamic conditions.

Changed in this release

Field Encryption Enterprise API

Use all three Encryption APIs to encrypt on attachments, without needing to use any one specific API.

Deprecations

Prepare your instance for GlideEncrypter deprecation

Encrypted string keys 3DES format is no longer supported. Key Management Framework (KMF) is the supported format.

Activation information

The Platform Encryption subscription bundle is a group commercial entitlement that includes Field Encryption Enterprise and Cloud Encryption.

Field Encryption Enterprise is the unlimited license of Field Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see the Encryption and Key Management subscription bundle.

Related ServiceNow applications and features

Key Management Framework

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Encryption is a cryptographic procedure that converts plain text into cipher text, which helps prevent anyone but the intended recipient from reading that data.

Key Management Framework Reference

The Key Management Framework lets you fully customize and manage how cryptographic operations are performed on your instance.

Code Signing

Code Signing creates digital signatures for the data, which are later checked to confirm the authenticity and integrity of the data. Code Signing is a module licensed as a component of Vault.

Cloud Encryption with Key Management

Cloud Encryption offers encrypted storage for the database by using block encryption, with enhanced key management. Cloud Encryption is available with the Platform Encryption subscription bundle and the ServiceNow Vault subscription bundle.

Encryption Key Management release notes

The ServiceNow® Encryption Key Management application protects your data by using encryption, tightly controlled key access, National Institute of Standards and Technology (NIST) 800-57-based key life-cycle management, and FIPS 140-2-L3 key protection. Encryption Key Management was enhanced and updated in the Zurich release.

Encryption Key Management highlights for the Zurich release

- See the changes to the Key Management and Field Encryption records that are now logged on the Sys Audits [sys_audit] table.
- The GlideEncrypter API has been updated and now uses AES256-GCM encryption via the Key Management Framework.
- Enable or disable GlideEncrypter by using the **glide.security.glideencrypter.allow** system property.

See Key Management Framework for more information.

Important information for upgrading to Zurich

- In previous releases, the GlideEncrypter API used the three-key Triple Data Encryption Standard (3DES) encryption standard, which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the Zurich release in preparation for a full deprecation of GlideEncrypter/3DES in the future:
  - New Zurich instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.
  - if you're upgrading your Zurich instances, you can still GlideEncrypter, which has been updated to use AES256-GCM encryption via the Key Management Framework.
  - Learn more about 3DES deprecation in KB1704481.

New in the Zurich release

Keep track of Field Encryption and Key Management changes

By default, the changes to the records on these tables are now logged to the Sys Audits [sys_audit] table:

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- Encrypted Field Configurations [sys_platform_encryption_configuration]
- Module Access Policies [sys_kmf_crypto_caller_policy]
- Cryptographic Modules [sys_kmf_crypto_module]

For details on accessing the Sys Audits [sys_audit] table, see Viewing Sys Audit and Audit Relationship Change tables.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Updates to GlideEncrypter functionality

The GlideEncrypter API has been updated to use AES256-GCM encryption via the Key Management Framework. If needed, your instance can be changed to use legacy 3DES encryption, but this task can only be done by ServiceNow support.

Disable GlideEncrypter on your instance

GlideEncrypter can be enabled or turned off using the **glide.security.glideencrypter.allow** system property. This property is unavailable on new Zurich instances, but administrators with the security_admin role can edit this property in upgraded instances. When this system property is set to **false**, users see this error when attempting to run GlideEncrypter.

```
Unsupported call to GlideEncrypter. Details:
 GlideEncrypter is deprecated and now returns null,
 please refer KB1320986
```

Activation information

The Platform Encryption subscription bundle is a group commercial entitlement that includes Field Encryption Enterprise and Cloud Encryption.

Field Encryption Enterprise is the unlimited license of Field Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.

Related ServiceNow applications and features

Encryption and Key Management

Encryption is a cryptographic procedure that converts plain text into cipher text, which helps prevent anyone but the intended recipient from reading that data.

Key Management Framework

The Key Management Framework lets you fully customize and manage how cryptographic operations are performed on your instance.

Code Signing

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Code Signing creates digital signatures for the data, which are later checked to confirm the authenticity and integrity of the data. Code Signing is a module licensed as a component of Vault.

Identity release notes

The ServiceNow® Identity application supports mechanisms that let you validate the identity of users. Identity was enhanced and updated in the Zurich release.

Identity highlights for the Zurich release

Zurich Patch 4

- Configure AI Agents or AI users by selecting the `AI` option from the **Identity type** drop-down menu.
- Use the `ai_user_admin` role for creating, editing, and role management of AI users. Using the role you can view, create, edit, assign roles to, and delete users with the identity type as `AI`.
- Use role masking for AI agents and agentic workflows to limit the inherited roles during tool execution, verifying that AI agents run with restricted privileges, minimizing potential security risks and helping prevent unintended actions. To learn more, see Role masking in Now Assist AI agents.
- Access Analyzer v.6 supports agentic workflows and AI agents in the Analyze Permissions feature.

> **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store.

- Use Federated ID to uniquely identify roles across multiple instances. Federated ID provides a unique identifier for roles, making it easier to manage and track them across instances. To know more, see Explore Federated ID.
- View the Inbound API Integration Usage dashboard under the Machine Identity Console's Unique API calls page to access statistics for requestors and their API calls. To know more, see Metrics and View Inbound API Integration Usage dashboard.

Zurich

- Manage your non-human identities (NHIs) using the Machine Identity Console.
- Support security data filter functionality in Applied or Undefined status and Controlled by Refs functionality during access control list (ACL) query.

> **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store.

See Identity for more information.

New in the Zurich release

Machine Identity Console

Use the Machine Identity Console to see what data integration accounts are accessing and how they're configured. This console helps you make smarter security decisions about setting up these accounts.

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UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Access analyzer

Display the Security data filter that is in the **Applied** or **Undefined** status in the Access Analyzer results. Access Analyzer also supports the new criteria in ACLs that is controlled by reference.

> **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store.

Activation information

Identity is a ServiceNow AI Platform product that is active by default.

Related ServiceNow applications and features

Secure your instance

Platform Security is built into all levels of the ServiceNow AI Platform. Implement the security features that are appropriate for your organization. Manage failed log in and encrypted password protection, access control rules, and audit logs.

Security Center release notes

The ServiceNow® Security Center empowers admins to maintain the highest level of security posture for their ServiceNow deployment with ease. Security Center was enhanced and updated in the Zurich release.

Security Center highlights for the Zurich release

- Use the new Identity and Access Management (IAM) section in Security Center to access IAM tools.
- Use the overview summary pages for each IAM tool to get a summary of which utility each tool provides.
- See all the platform security tasks that need your attention in Security Center. You can see notifications outside Security Center so that you're aware of these tasks without having to monitor the task list constantly.

See Security Center for more information.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

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Important: Security Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Security Task management

The new Platform Security Tasks enable administrators to see and manage all their platform security tasks in one place. Use this feature to prioritize, delegate, and monitor progress for tasks related to platform security across your teams. Security tasks can be automatically generated by the platform and manually created by users. Tasks can be assigned to any user who is notified the in app Notifications.

Updated overview summary pages

Use the overview pages for Security Center tools to understand whether you need to act on the security area these tools help you manage. The following overview pages have been updated.

- Security Hardening
- Security Scanner
- Security Metrics
- Best Practices

New information and video overlays

Security Center has been updated to show overlays with short feature introductory videos to help users understand what the tool can do and how to use it. These overlays are tailored to assist both new and infrequent users of Security Center.

New Auditor Suite checks

Added two new auditor checks:

- Review Public Knowledge Bases
- Review Public Knowledge Base Articles

Granular admin role for Security Center

The granular admin role enables developers and administrators to complete administrative configuration tasks for Security Center without requiring the full admin role.

Use the new Access Controls console within Security Center to review and remediate access issues and misconfigurations. The Access Controls console provides enhanced visibility and control of your Access Analyzer findings, and streamlines remediation efforts by enabling you to track, prioritize, and resolve access issues by assigning tasks.

Enhanced IAM Integration in Security Center

Use the new Identity and Access Management (IAM) section in Security Center to access to critical IAM tools. The new section provides a comprehensive view of security metrics. This integration simplifies the administrative experience by bringing essential IAM functionality directly into Security Center, reducing the need to navigate multiple separate tools.

Changed in this release

Auditor checks

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The Review Public Knowledge Bases and Review Public Knowledge Base Articles checks use global API calls, so they've been added in the Global scope.

Security Center **Theming for Security Center**

Security Center banners and Cascading Style Sheets CSS elements have been updated to conform to any instance-wide themes you apply.

Updated first time user experience

Security Center has been updated to provide guidance to understand what the tool can do and how to use it. This redesign is tailored to assist both new and infrequent users of Security Center.

Hardening settings updates

Updated the Security Hardening tool with the latest Instance Security Hardening Settings baseline V6.

Security Hardening tool Updates

The security Hardening tool has been updated to the latest Instance Security Hardening Settings V7.

Activation information

Security Center is a ServiceNow AI Platform application that is installed by default with the Zurich release. In addition, Security Center can be updated from the ServiceNow Store in between family releases for faster adoption of new features.

ServiceNow Vault release notes

The ServiceNow Vault application provides a set of data security tools that protect sensitive information from unauthorized access, corruption, or theft throughout its entire life cycle. ServiceNow Vault was enhanced and updated in the Zurich release.

ServiceNow Vault highlights for the Zurich release

Zurich Patch 4

- Manage and monitor cloud encryption metrics.
- Get AI guidance using the Ask Now Assist panel in Vault console.

- Use guided setup to begin autoclassifying sensitive data within Financial Services and Customer Service Management applications.
- Monitor and review critical sensitive data metrics from the centralized ServiceNow Vault Console dashboard.
- Navigate between security tools efficiently using the ServiceNow Vault Console dashboard.

See ServiceNow Vault for more information.

Important: ServiceNow Vault is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading ServiceNow Vault to Zurich

To install ServiceNow Vault, the following must be installed:

- Data Discovery
- Data Privacy

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- Data anonymization
- Field Encryption
- Zero Trust Access (ZTA)

Note: Field Encryption, Data Discovery, and Data Privacy can be automatically installed using Vault Console.

New in the Zurich release

Zurich Patch 4

ServiceNow Vault console dashboard

- Manage and monitor cloud encryption metrics.
- Get AI guidance using the Ask Now Assist panel.
- Explore more detail for each metric.

Zurich Early Availability

ServiceNow Vault console dashboard

Monitor your sensitive data in ServiceNow Vault with a comprehensive dashboard. The dashboard view shows metrics from each of the ServiceNow Vault tools and provides easy access to them.

Guided Vault

Use guided setup to quickly start using ServiceNow Vault on the following applications:

- Financial Services
- Customer Service Management

Activation information

Install ServiceNow Vault by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Data Discovery

Run a discovery scan to look for data patterns that might be sensitive data. After it's discovered, data can be reviewed or classified for further protection and management.

Data Classification

Create data classes and organize your data into data classes for better data management. After it's classified, data can be protected at the class level.

Data anonymization

Anonymize data by data class with different anonymization techniques to preserve data patterns while removing sensitive data. Data anonymization can help when sanitizing instances for development or removing specific user data because of rights to be forgotten.

Encryption

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Securely protect sensitive data while providing access for authorized users, which helps you increase protections from bad actors.

Zero Trust Access (ZTA)

Use continuous authentication on classified sensitive data in real time.

Now Assist for Vault release notes

The ServiceNow® Now Assist for Vault application generates custom data patterns, checks role access for an encrypted column, and schedules data discovery jobs. Now Assist for Vault can make it easier for admins to run common tasks without going to multiple systems. Now Assist for Vault is a new application in the Zurich release.

Now Assist for Vault highlights for the Zurich release

Zurich Patch 4 The generate custom data pattern skill now uses the Now LLM Service as the default provider. You can switch to another provider as needed.

Zurich release notes The Now Assist for Vault application generates custom data patterns from text descriptions to streamline your workload, checks role access for an encrypted column to monitor your instance's encryption access posture, and schedules data discovery jobs to detect sensitive data.

See Now Assist for Vault for more information.

Important: Now Assist for Vault is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for Vault features

Zurich Patch 4

Generate a custom data pattern by using Now Assist for Vault

The generate custom data pattern skill now uses the Now LLM Service as the default provider. You can switch to another provider as needed.

Zurich release notes

Using Now Assist for Vault

The Now Assist for Vault application generates custom data patterns from text descriptions to streamline your workload, checks role access for an encrypted column to monitor your instance's encryption access posture, and schedules data discovery jobs to detect sensitive data. Enable these skills in Now Assist Admin console:

- Generate custom data pattern
- Check role access for encrypted column
- Schedule Data Discovery job

Activation information

Install Now Assist for Vault by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

ServiceNow Vault console dashboard

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Monitor your sensitive data in ServiceNow Vault with a comprehensive dashboard. The dashboard view shows metrics from each of the ServiceNow Vault tools and provides easy access to them.

Guided Vault

Use guided setup to quickly start using ServiceNow Vault on selected applications.

ServiceNow AI Platform user interface release notes

ServiceNow AI Platform® user interface product enhancements and updates in the Zurich release.

These release notes describe product enhancements for core platform functionality in user interfaces, such as lists and forms.

Next Experience release notes

The ServiceNow® Next Experience application delivers an intuitive, personalized experience that enables your organization to drive productivity, improve engagement, and inspire learning with the ServiceNow AI Platform. Next Experience was enhanced and updated in the Zurich release.

Next Experience highlights for the Zurich release

- Customize the visual experience of the Now Assist menu by using the new toggle to switch between standard or wide view.
- Manage the visibility of page alerts with a new accessibility user preference.
- Access usage analytic data for applications and web pages directly with the new Usage Analytics utility menu.

See Next Experience UI for more information.

New in the Zurich release

Lazy loading of Workspace pages user preference available

Control how your Workspace pages are loaded, either all at once or as needed, by using the new Workspace lazy load user preference. Lazy loading is enabled by default and displays content dynamically, reducing page load times. See the Accessibility information section for additional details.

Use the menu toggle to view the Now Assist menu in wide mode

View the Now Assist menu in wide mode to reduce the need for scrolling and truncating content.

Configure Next Experience accessibility preferences

Use a new accessibility preference to keep page alerts visible. See the Accessibility information section for additional details.

Usage Analytics utility menu available

Obtain usage analytic data for your applications and web pages with the Usage Analytics utility menu. The Usage Analytics menu appears for those users with the analytics_viewer role.

View the number of active calls from the OpenFrame phone icon

View the number of active calls from the numbered badge on the OpenFrame phone icon.

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UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

For existing customers who upgrade to Zurich, use Theme Builder to publish Coral theme to your instance or add Coral theme to the Next Experience UX Parent App Theme table. Once enabled by a system administrator, Coral is available for selection in the user's Theme preference.

Activation information

Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Zurich release. If there are known problems with turning on Next Experience on an instance, an opt-out system property can be created before upgrade.

Theme Builder comes with the Next Experience and is active by default.

Browser requirements

The Zurich release doesn't support Internet Explorer 11. The iOS version of Firefox is also not supported.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

New Accessibility preference added for page alerts

Turn on the **Do not auto-dismiss page alerts** preference to keep page alerts visible until you manually close them.

New Workspace preference added to enhance screen reader output for your Workspace pages

A new Workspace preference lets you turn off lazy loading for workspace pages. When you turn off lazy loading, the entire page loads at once. This action improves compatibility with screen readers and provides a more consistent and reliable reading experience.

Service Portal release notes

The ServiceNow® Service Portal application enables you to build mobile-friendly self-service experiences for your customers and employees with a simple-to-use modular portal framework. Service Portal was enhanced and updated in the Zurich release.

Service Portal highlights for the Zurich release

- Use the support for Service Portal in the iOS Google App.
- As an admin, configure the widget load order on Service Portal pages.
- As an admin, defer the loading of AI Search assets to enhance page performance.

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See Service Portal for more information.

New in the Zurich release

Approval Info Record widget

The Service Portal Approval Info Record widget shows details about the approval request and a full record for an approval including the activity stream.

The Approval Info Record widget and the new Now Assist Approval Assistance AI agent maintain parity. To use the new Approval Info Record widget, activate the Approval Details Page Route Map, and uptake the Approval Info Record widget in your custom page.

The new Now Assist Approval Assistance AI agent allows you to see your pending approvals, as well as the details about your pending approvals. For more information, see Platform Approval assistance AI agent.

Configure Service Portal Approval Configuration record

Configure the Service Portal Approval Configuration record to make the Approval Assistance AI agent and Approval Info Record widget work better for your specific use case.

Configure widget loading order in Service Portal

As an admin, configure the widget loading order to defer their loading. This feature enables faster loading of the page and makes the widgets available for interaction as they load, thus improving the user experience.

Deferred loading of AI Search assets in Service Portal

Enable deferred loading of AI Search assets on the Service Portal page until the main content is loaded. This feature helps the page load faster and improves user experience.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Service Portal is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Sitemap Generator

Define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages.

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AI Search

The ServiceNow® AI Search application provides search capabilities for Service Portal, ServiceNow® Now Mobile, and ServiceNow® Virtual Agent.

User Experience Analytics

After you enable ServiceNow® User Experience Analytics for Service Portal, you can view detailed key performance indicator (KPI) data on a dashboard and in list views.

Authentication

Validate the identity of users who access an instance and enable them to use features that match their role or job function. You can enable portal users to log in without a password by enabling PIV/CAC card authentication.

Theme Builder release notes

The ServiceNow® Theme Builder application enables you to customize the visual experience for your users so that you can update the look and feel to be more like your brand. Theme Builder was enhanced and updated in the Zurich release.

Theme Builder highlights for the Zurich release

Zurich Patch 7

- As of Zurich Patch 7, use Now Assist to automatically create brand-aligned themes, then refine and publish them in Theme Builder.
- Publish the new Next Experience Coral theme from Theme Builder.
- Add custom fonts to your theme for enhanced branding.
- As of Theme Builder version 6.1, configure modal, tile icon, banner, and card colors, and override these default illustrations with your own custom imagery.
- As of Theme Builder version 6.1, enable dark mode to improve usability of Theme Builder in low-light conditions.

See Working with themes in Next Experience for more information.

Important: Theme Builder is available by default and upgrades are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Publish the new Coral theme

Publish or unpublish the new Coral theme directly from Theme Builder. This theme provides a fresh look and feel and features brand-neutral illustrations to enhance your user experience. A dark theme variant is available for web and mobile experiences.

Upload and manage custom fonts in your theme

Use your organization's fonts to maintain a consistent look and feel for your brand throughout your experience.

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- Upload, preview, and edit at most 10 custom font families from the **Global styles** or **Component styles** tabs.
- Add unlimited associated font faces to each font family and apply them individually to components.
- Delete your font family or font face from your theme.

Explore the expanded image categories with color editing and override capability

As of Theme Builder version 6.1, configure the following new image categories to further enhance your theme:

- Edit the colors of banners, modals, tile icons, and cards from within Theme Builder.
- Override each of these default illustrations with your own custom images to uniquely align with your branding style.

Guided tours in Theme Builder

As of version 6.1, learn about additional features and complete tasks through interactive steps by taking guided tours within Theme Builder.

As of Zurich Patch 7, leverage Now Assist to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling. This feature requires Now Assist for Creator.

As of Zurich Patch 7, use AI to generate themes from brand images, preview multiple options, and refine results all within the updated Create a theme wizard. If you prefer, you can skip the AI step and continue creating your theme manually using the existing workflow. This feature requires Now Assist for Creator.

UI changes

Global styles upload and selector modals updated

A more consistent, user-friendly interface is now available for uploading logos, fonts, and shapes. The following changes have been made:

- A larger modal for uploading your company logo with a browse or drag-and-drop capability.
- A larger modal for selecting predefined corner shapes and fonts.
- A preview window within each modal for immediately viewing your selections before they're applied to your theme.

Updated Global styles Overview panel

The Global styles Overview panel has been updated in the following ways:

- The Font section has been renamed Typography.
- The font family field that is listed in the Typography section has been renamed as the Default font family. The Default font family still indicates which font is applied globally across your theme, unless you override it at the component level.

Create a theme wizard color selector updated

As of Theme Builder version 6.1, when you create a theme, the color selector now defaults to Coral theme colors instead of static gray tones. This means your initial color options feature a blue hue for a more vibrant look. Colors can still be customized at any time by selecting a preferred color in the color selector.

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Activation information

Theme Builder is included as a core plugin with the Next Experience application and is available by default. You can update to the latest version of Theme Builder from the ServiceNow Store.

Accessibility information

Upload a custom font to your theme

The ability to upload custom fonts to your theme can help users with disabilities in several ways, including:

- **Improved readability**: Custom fonts can be selected to enhance readability, making text easier to see, understand, and retain. This is beneficial for users with visual impairments, as clear letter forms reduce eye strain.
- **Support for cognitive differences**: Custom fonts can address cognitive accessibility needs. For instance, users with dyslexia or Attention- Deficit/ Hyperactivity Disorder (ADHD) may benefit from fonts that reduce reading strain and improve information processing.
- **Improved globalization support**: Custom fonts tailored to specific languages improve the readability for non-Latin alphabets and ensure consistent, accessible user experiences across global audiences.

Dark mode in Theme Builder

As of version 6.1, Theme Builder is now available in light and dark mode. This option is commonly used to alleviate eye strain and improve readability. Dark mode applies to the Theme Builder interface only and does not affect the appearance of individual themes.

Related ServiceNow applications and features

Build apps using App Engine Studio

Use ServiceNow® App Engine Studio for developing rich web applications to store information, automate business processes, and solve business problems.

UI Builder

Use ServiceNow® UI Builder to build pages for workspaces that are generated with App Engine Studio or custom web experiences by using Next Experience Components and custom web components.

Configurable Workspace release notes

The ServiceNow® Configurable Workspace application provides tools to agents, case managers, help desk professionals, and managers for answering customer questions and resolving customer problems. Configurable Workspace was enhanced and updated in the Zurich release.

Configurable Workspace highlights for the Zurich release

- See who is active within a form with live presence and user avatars that display a contact card.
- Use the Record List component bundle to create lists for all list types and the Predicate Builder component to create conditional statements.
- Create emails, work notes, and comments while working on other tasks with a pop-out, modeless dialog in the Compose editor.

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- Rename and reorder the **Emails**, **Work notes**, and **Comments** tabs in the Compose editor.
- Send emails with a digital signature that verifies you as an authentic sender and an email encryption that certifies authentic recipients.

See Workspace UI for more information.

New in the Zurich release

Activity stream compose with modeless dialog component bundle

Open the Compose editor as a pop-out, modeless dialog to draft comments, work notes, and emails while working on other tasks.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Lists

The following UI changes have been made to lists:

- Change list header organization for responsive experiences.
- Access the filter from the list header.
- Use HTML fields in lists that are scrollable and display formatted text.

Forms

The following UI changes have been made to forms:

- Live presence displays who is viewing the form. Access a user's contact card by selecting their avatar.
- Currency fields display a menu with a search field and currency descriptions.

Activity stream

The following UI changes have been made to the Activity stream:

- The Compose header is hidden when you're not using the stacked view.
- Text area inputs are displayed as a single line.
- Text area and rich text editor resize automatically.
- The line height was set to display the scrollbar.
- In the Activity stream, a post indicates when field changes were made by an AI agent instead of a human agent. When the AI agent updates the fields, the post also displays a message that field changes were made by Now Assist.
- Translate emails in the Activity stream to your system language using the translate button.

Email composer

Email recipient pills display whether the user is online. Select an email recipient pill to view the user's contact card.

Attachments panel

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The following UI changes have been made to the Attachments panel:

- Preview files, change file names, select an encryption module, and remove files individually with a preview modal for attachments. After you select attachments to upload, the modal displays the selected files in a list view. For mobile experiences, the preview modal displays as a carousel with thumbnails.
- Delete selected attachments from the Attachments panel by using the More Actions menu.

Changed in this release

Browser warning for unsaved changes

Configure a browser warning to alert you of unsaved changes when you navigate away from a page using the back or forward buttons.

Record List component bundle enhancements in UI Builder

Configure these enhancements to the Record List component bundle in UI Builder:

- Select **Related** list as a list type option.
- Switch between the standard view and gallery list, which displays list items as cards.

Export lists to Google Sheets

Export your lists to Google Sheets directly from the Export menu.

Live updates for lists

Configure live updates at the list page level without affecting other lists in your Configurable Workspace.

Predicate Builder component enhancements in UI Builder

Configure these enhancements to the Predicate Builder component in UI Builder:

- Use the Predicate Builder for all list types.
- Set up a read-only version of the Predicate Builder to display all conditions without users editing them.

Form component enhancements in UI Builder

Configure these enhancements to the Form component in UI Builder:

- Display Boolean fields as a toggle.
- Add an indicator that marks unsaved fields after any changes.
- Wrap field labels instead of truncating them.
- Change field-level configurations from field context menus displayed as a gear icon beside every field label.
- Choose whether related lists load with the form, after the form, or on demand.
- Hide the related list header when the last record is removed.
- Choose to display field labels beside its value or stacked vertically.
- Suppress special handling notes and notifications from secondary forms on a page.

Personalize Form menu

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Customize which fields display on a form with the Personalize Form menu () in the form header. Use system properties to hide the Personalize Form menu or change the roles with access to the menu.

Format string fields with guidance text and inline validation

Set up guidance text to display in string fields with format requirements such as account ID, SSN, or SIN. Use regular expression inline validation to display an error message if input values are incorrect.

Advanced view rules configuration

Use client scripts to set up view rules configurations.

Activity Stream Compose component enhancements in UI Builder

Configure these enhancements to the Activity Stream Compose component in UI Builder:

- Hide the rich text editor toggle for your workspace without affecting other experiences.
- Rename and reorder Emails, Work notes, and Comments tabs.
- Annotate new activities to make it easier for you to find unread emails and messages.

@mentions for the email composer

Configure @mentions in UI Builder for the Email composer and Email composer (mini) components, enabling you to add an email recipient by using an @mention in the email body.

Digital signature and encryption in the email composer

Send emails with a digital signature that verifies you as an authentic sender and an email encryption that certifies authentic recipients.

Custom attachment layout

Configure a custom layout mode for the Attachments component in UI Builder. Customize the maximum file size, file types, multiple file uploads, and preview modal.

Adding the Now Assist icon to action buttons

Use declarative actions to create buttons with the Now Assist (✦) icon and hover animation.

Removed in this release

- The List, List - Simple, and List - Related components are no longer available in UI Builder are replaced by the Record List component bundle.
- The Condition Builder component is no longer available in UI Builder and is replaced by the Predicate Builder component for all list types.

Activation information

Configurable Workspace is a ServiceNow AI Platform feature that is active by default.

Browser requirements

Configurable Workspace doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge, Chromium or one of the other supported browsers that are listed in Browser support.

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Related ServiceNow applications and features

UI Builder

Use UI Builder to build your Configurable Workspace experience.

ServiceNow AI Platform capabilities release notes

ServiceNow AI Platform® capabilities were enhancements and updates in the Zurich release.

Expand the services your system of action delivers with ServiceNow AI Platform capabilities. Activate and configure these optional features to create custom business logic, manage and secure data, and build alternate user interfaces.

Advanced Work Assignment (AWA) release notes

The ServiceNow® Advanced Work Assignment (AWA) application automatically assigns work items to your agents based on their availability, capacity, and optionally, skills. AWA was enhanced and updated in the Zurich release.

AWA highlights for the Zurich release

Use AWA with an inbox card in Workspace without an existing interaction or work item.

See Advanced Work Assignment for more information.

Important: AWA is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Use AWA without existing interaction or work item

Use AWA with an inbox card in Workspace without an existing interaction or work item.

New interaction record field

A new interaction record field was added to indicate whether this interaction is related to a third-party provider.

Activation information

AWA is a ServiceNow AI Platform feature that is available with activation of the Glide Advanced Work Assignment plugin (com.glide.awa). For details, see Activate Advanced Work Assignment.

To use the External routing functionality on your instance, you must activate the External Routing Support plugin (com.glide.awa-external).

Browser requirements

Advanced Work Assignment doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers that are listed in Browser support.

Related ServiceNow applications and features

The Now Assist application uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Configurable Workspace UI

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The Workspace application provides agents, case managers, help desk professionals, and managers with tools to help answer customer questions and to resolve customer problems.

Automated Test Framework release notes

The ServiceNow® Automated Test Framework enables you to create and run automated tests to confirm that your modified instance works after an upgrade, during application development, or when deploying instance configurations with update sets. Review failed test results to identify the changes that caused the failure and the changes that you should review. Automated Test Framework was enhanced and updated in the Zurich release.

Automated Test Framework highlights for the Zurich release

- Reduce upgrade and development time by replacing manual testing with automated testing.
- Design tests once and reuse them in different contexts and with different test data sets.
- Keep test instances clean by rolling back test data and changes made after each test run.
- Create and schedule test suites to organize and run tests in batches.
- Reduce test design time by copying quick start tests and test suites. You can also create custom test steps to expand test coverage.

See Automated Test Framework (ATF) for more information.

Important: ATF Test Generator and Cloud Runner is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Automated Test Framework to Zurich

Copy and customize quick start tests provided by the ServiceNow AI Platform® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application.

The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.

New in the Zurich release

ATF failure insights

Reduce the time to resolve your ATF test failures with actionable support from the new ATF failure insights feature.

Configurable Workspace

Enable simplified test creation through direct component interaction on Configurable Workspace pages via the Page Inspector.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

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Activation information

Automated Test Framework is a ServiceNow AI Platform feature that is active by default.

Note: By default, the system property that is used to run automated tests is turned off to help prevent you from accidentally running these tests on a production system. To avoid data corruption or an outage, run tests only on development, test, and other non-production instances. For more information, see Enable or disable executing Automated Test Framework tests.

To use the quick start tests for an application, activate the plugin that is associated with the application. For more information, see Available quick start tests by application or feature.

Set the *sn_atf.runner.enabled* property to **True** to activate the content pack for the ATF Test Generator and Cloud Runner store application.

Browser requirements

Automated Test Framework supports running tests only from desktop browsers. You can't run tests or test suites from tablets, mobile browsers, or the mobile UI. Some desktop browsers require additional configuration. For more information, see Browser recommendations for Automated Test Framework.

Automated Test Framework offers limited support for test design on tablets. You can't add new custom UI test steps from tablets because tablets can't retrieve components. Review any existing custom UI test steps that were added from a desktop browser instead.

Configuration Management Database (CMDB) release notes

The ServiceNow® Configuration Management Database (CMDB) application stores data about the infrastructure of your organization. CMDB was enhanced and updated in the Zurich release.

CMDB highlights for the Zurich release

- Access a centralized location with a comprehensive view of the configuration item (CI) details by using the new CI form in CMDB Workspace. You can view and edit the CI attributes, relationships, and data, such as the CMDB Health report for the CI, CMDB 360 data that is associated with the CI, and the CI resources, activities, and related services.
- Access the Data Certification dashboard in CMDB Workspace to gain insights about the data certification activities and progress, examine policies and tasks, and see the reports about the certification instances, charts of the aging certification tasks, and group and individual workloads.
- Add or remove CIs directly from a map in Unified Map. You can also add, modify, or delete CI relationships in CMDB.
- Configure the system to use Identification and Reconciliation Engine (IRE) identification rules to uniquely identify CIs in a payload, instead of using the *source_name* and *source_native_key* attributes.
- In zbooted instances, the itil user role no longer contains the sn_cmdb_editor user role, and the itil_admin user role no longer contains the sn_cmdb_admin user role. However, the sn_cmdb_admin and the sn_cmdb_editor user roles now have full (create, update, delete) access to the Configuration Item [cmdb_ci] class.

See Configuration Management for more information.

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Important information for upgrading CMDB to Zurich

Due to the removal of the **Design** value for the operational status attribute in a CI, after an upgrade, you must review all CIs that have the discovery source attribute set to *Manual via IRE*. Review the operational status attribute of those CIs and set it to a supported value in CMDB for your environment. For example, you can set the attribute to *Non-Operational*. For more information about the operational status values, see Life cycle of tangible/physical CIs.

On an upgraded Zurich instance, to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some CMDB Workspace tasks, you must manually run the scheduled job *Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles*. This scheduled job modifies the user roles as follows:

- Updates the itil user role to no longer contain the sn_cmdb_editor user role, and updates the itil_admin user role to no longer contain the sn_cmdb_admin user role.
- If those permissions don't exist, updates the sn_cmdb_admin and the sn_cmdb_editor user roles with create, update, and delete access to the Configuration Item [cmdb_ci] class. For more information about the *Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles* scheduled job, see Remove sn_cmdb_admin from itil_admin and sn_cmdb_editor from itil, and then add create/update/delete access to cmdb_ci table for sn_cmdb_admin / sn_cmdb_editor [KB2290506].

New in the Zurich release

CMDB Workspace v8.0:

You can now use the Create CI experience in CMDB Workspace to create a CI with a lookup identifier entry that contains mandatory attributes. When you select a lookup identifier entry on the Required attributes page, those mandatory attributes now appear and you can set their values for proper IRE processing. For more information, see Create a CI manually in CMDB Workspace.

CMDB Workspace v7.6:

- Access a centralized location with a comprehensive view of CI details by using the new CI form in CMDB Workspace. The form shows the attributes (key attributes are highlighted on a Summary page), tags, resources, activities, relationships, related services, health state, performance indicators, and CMDB 360 data that is associated with the CI. While viewing, you can also modify many of those CI details. For information about all the details on a CI form, see Manage CI details in CI Form.
- Access the Data Certification dashboard in CMDB Workspace. The Data Certification dashboard provides the insights about the data certification activities and progress, policies and tasks, reports about certification instances, charts that show the aging certification tasks, and group and individual workloads. For more information, see Data Certification Dashboard.
- Create or manage a shared preset. Save Unified Map filter settings as shared presets that any user on the team can access. This task requires the sn_cmdb_admin, sm_admin, or admin role.
- Access Unified Map from the main navigation panel. Access Unified Map from the main navigation panel by navigating to **All** > **CMDB Workspace** > **Unified Map**.
- Archival and destroy processes of certification policy related records, are now separated from those processes for records of all other policy types. This separation facilitates the extension of the retention period of certification policy records as follows:

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- The table cleanup rule for the CMDB Data Management Policy Executions [cmdb_data_management_policy_execution] table, which is stored in the Auto Flushes [sys_auto_flush] table, now excludes certification policy execution records from recurring cleanups.

  Retaining certification policy execution records instead of deleting them after 7 days is useful in situations where those records are needed for audits and are also useful for the Data Certification Dashboard, which is populated by these records.

- The Archive CMDB Data Management Tasks archive rule, that applied to all CMDB Data Manager policy execution records, now excludes certification policy records. At each archive run, this archive rule is configured to also automatically archive its related records in the CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] table (Archive Related Records).
- The archive rule, Archive Certification Instances, is added to specifically archive certification policy execution records from the CMDB Data Management Policy Execution [cmdb_data_management_policy_execution] table. This new archive rule is configured to archive certification policy execution records 2 years after creation, and to destroy those records 7 years after they are archived.
- The archive rule, Archive Certification tasks, is added to specifically archive the certification task records from the CMDB Data Management Task [cmdb_data_management_task] table.
- The archival of related records in the CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] table is now moved as an Archive Related Records entry from the Archive CMDB Data Management Tasks archive rule to the new Archive Certification tasks archive rule.

The Zurich release includes an installation of CMDB Workspace. However, you can download a newer version of CMDB Workspace so that you can use its latest features in your Zurich instance. For more information, visit the ServiceNow Store.

Quick start tests for CMDB

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

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

CMDB Workspace v7.6

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- On the Published policy tile on the Data Manager policies page, the policies list view now shows the scheduled job that is associated with the policy and the user that the policy runs as.

  For more information, see Create a CMDB Data Manager policy.

- Instead of the system automatically setting the *run as* attribute of the scheduled certification and attestation jobs to be the user that authored the policy, you can now set a specific user that adheres to the policies and regulations in the organization. Configure the default values for the run as user and user accounts available for run as assignees for auditing purposes when it's important to know who initiated the changes.

  For more information, see Components related to CMDB Data Manager.

- For certification and attestation policy tasks, choose how to assign tasks in cases where a specified task assignment field is empty for a target CI. Specify a user or a user group to assign such tasks to, or create the tasks without assigning them. An administrator can later review and assign those tasks.

  For more information, see Create a CMDB Data Manager policy.

- View the closed tasks in the My Work view in CMDB Workspace. Select the Closed card in the Task status tile to review the (in read-only mode) details for tasks that are in the Closed Complete, Closed Canceled, Closed Incomplete, or Rejected state.

  For more information, see My Work view in CMDB Workspace.

- New CIs in the Create CI experience no longer have their *Operational status* attribute set. The new *CI Operational state* attribute appears on the Additional attributes page of the Create CI experience. Setting it to any value is optional.

  For more information, see Create a CI manually in CMDB Workspace.

- The itil user role now contains the sn_cmdb_user user role and no longer contains the sn_cmdb_editor user role. As a result, the following functions that were accessible to itil users now require the sn_cmdb_editor user role:
  - Create and delete the operations that are related to CMDB 360 queries.
  - Access the CMDB Retirement Definitions module by navigating to **All** > **Configuration** > **CMDB Retirement Definitions**.
  - Access the Create CI quick link on the Home view of CMDB Workspace.

Containment in the itil user role

In zBooted instances, the itil user role no longer contains the sn_cmdb_editor user role and the itil_admin user role no longer contains the sn_cmdb_admin user role. However, the sn_cmdb_admin and the sn_cmdb_editor user roles now have full (create, update, delete) access to the Configuration Item [cmdb_ci] class.

Constraints when deleting a CMDB Data Manager retirement definition

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The same constraints that exist when deleting a retirement definition in CMDB Workspace now apply when directly accessing the CMDB Retirement Custom Definitions [cmdb_retirement_custom_definitions] table:

- The retirement definition that you want to delete must be in an inactive mode (**Active** = **false**).
- The retirement definition for the Configuration Item [cmdb_ci] class can't be deleted.

Prioritize using IRE identification rules for uniquely identifying CIs

Configure the system to prioritize the use of IRE identification rules to uniquely identify CIs in a payload, instead of using the **source_name** and **source_native_key** fields. For more information about using the *glide.identification_engine.skip_sys_object_source_matching* system property to control this behavior, see Properties.

Run a query in an enhanced execution mode

Set the execution mode for a saved CMDB Query Builder query to run using an enhanced query execution engine, which is designed for improved performance and scalability.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected roles* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

New role required for the Create configuration item agentic workflow

The sn_cmdb_admin role is now required to use the Create configuration item agentic workflow (was sn_cmdb_editor).

Removed in this release

- Common Service Data Model no longer provides **Design** as a value for the *Operational status* attribute in CIs.

Deprecations

- The Data Certification plugin (com.snc.certification_v2) is now deprecated and no longer supported or available for new activation. The latest experience for this functionality is included with CMDB Workspace.

Activation information

CMDB is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Common Service Data Model (CSDM)

Common Service Data Model (CSDM) provides prescriptive guidelines for service modeling within CMDB and is the standard for all ServiceNow products that use

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CMDB. CSDM provides a framework for mapping data from your IT services and other products to CMDB. Following the CSDM framework helps confirm that the required data for your ServiceNow application maps correctly to the appropriate CMDB tables.

Service Graph Connectors

Use predefined ServiceNow® Service Graph connectors to import data from third-party applications, such as Microsoft SCCM, into your CMDB. In addition, you can use the IntegrationHub ETL store app to create and manage custom ETL transform maps so that you can integrate third-party data into CMDB without compromising its integrity.

CMDB Workspace store app

Use the CMDB Workspace store app to search, explore, and gain insights into CMDB. The CMDB Workspace is a store app that provides a central place for working with CMDB. In CMDB Workspace you can examine the health and recent activity related to CMDB, and access various CMDB dashboards and tools to support the tasks in your organization.

Now Assist for Configuration Management Database (CMDB)

Use ServiceNow® Now Assist for CMDB to improve the quality of CMDB data, to get help as you search the CMDB, troubleshoot issues with Service Graph Connector import sets, remediate duplicate CIs, manually create CIs, and view the comprehensive summaries for CIs. For release notes, see Now Assist for CMDB release notes.

Now Assist for CMDB release notes

The Now Assist for CMDB application enables you to improve the quality of CMDB data, search the CMDB quickly, find and remedy issues with Service Graph Connector import sets, view comprehensive summaries for configuration items (CIs), accelerate the process of remediating duplicate CIs, and manually create CIs. Now Assist for CMDB was enhanced and updated in the Zurich release.

Now Assist for CMDB highlights for the Zurich release

Zurich Patch 7

- Get AI-powered answers your questions on CI classes and attributes to help you work in CI forms, dashboards, home pages, and other views on the workspace.
- Search queries can now span multiple tables and relationships between CIs.

Zurich Patch 5

- Review changes to Now Assist usage measurement

Zurich Patch 4

- Some Now Assist skills and agentic workflows are now turned on by default.
- Agentic workflows and AI agents included with Now Assist applications now require additional security configuration.
- Reduce the debugging time and effort when you resolve issues with Service Graph Connector import sets.
- Find and resolve de-duplication tasks.
- Speed the process of manually creating CIs.
- Methodically work through the process of improving CMDB data governance.

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- Search for CIs by specifying any of several attributes of the CI of interest.
- View a concise summary of the key CI data on a CI form in a workspace page or on any list view.

Zurich Patch 3

Zurich Patch 2

Zurich Patch 1

See Now Assist for Configuration Management Database (CMDB) for more information.

Important: Now Assist for CMDB is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for CMDB to Zurich

The installation (activation) process has changed for the Now Assist for CMDB v2.1 plugin. See Configuring Now Assist for CMDB for the new instructions.

Changed in this release

Zurich Patch 7

The skill answers your questions on CI classes and attributes to help you work in CI forms, dashboards, home pages, and other views on the workspace. You can submit similar queries on the Explore CI view.

CMDB searches can include relationships

Search queries can depend on relationships between CIs and can span multiple tables. For example, you might ask: "Search for servers that depend on databases - only Linux servers running Redhat".

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

New role required for the Create configuration item agentic workflow

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The sn_cmdb_admin role is now required to use the Create configuration item agentic workflow (was sn_cmdb_editor).

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected roles* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Create a CI using Now Assist

Verbal interaction with this feature has improved. Occasionally, you might need to create a CI manually. To help you, the CI creator agentic workflow accepts your natural language request and verifies that it understands which class the new CI should belong to. The workflow then checks Identification and Reconciliation engine (IRE) rules to determine the required attributes for the CI and requests that information. After you provide sufficient data, the workflow ensures that the proposed CI includes the attributes that you requested, complies with IRE rules, and is not a duplicate. The workflow then creates the CI.

Getting advice from Now Assist on CMDB governance

To help users understand the value of each step in the process, responses now include richer context. The CMDB Governance agentic workflow supports administrators and service owners by improving CMDB data governance. Before starting in on each governance task, the workflow presents the reasons for the task to help you better understand the importance and benefits of the activity. The objective is to ensure that CMDB data is accurate and complete so that users can trust the data.

Use Now Assist to search the CMDB for CIs

Verbal interaction with this feature has improved. Users can now select the CI inline when multiple CIs are returned as matches. A summary of the CI now appears in the conversation. The CMDB search agentic workflow enables you to search for CIs by specifying any of several attributes of the CI of interest. The workflow accepts your natural language request, verifies your search goal, and then generates a keyword search, a single-table search with dot walks, or a multi-table search, depending on the information that you provided. The workflow can infer CI relationship data to generate an appropriate query.

View CI information with the Now Assist CI summarization skill

Verbal interaction with this feature has improved. You can now view a concise summary of the key CI data by selecting the CI on a CI form, in a workspace page, or on any list view. The summary can include discovery data, ownership, and key related items such as open incidents, alerts, problems, upcoming change requests, and security vulnerabilities. Additionally, the summary lists the service instances that the CI is part of.

Resolve de-duplication tasks with support from the Now Assist Manage duplicate CIs skill. CMDB administrators follow step-by-step guidance to perform remediation, and can preview remediation results before applying a template.

Fix SGC import set issues with the Now Assist SGC diagnosis skill

Verbal interaction with this feature has improved. You can now diagnose a failed import set that is associated with a Service Graph Connector to get a summary of the errors and recommendations for resolving the issues.

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Activation information

Now Assist for CMDB is a ServiceNow AI Platform feature that is available with activation of plugins that you get from the ServiceNow Store. For details, see Configuring Now Assist for CMDB.

Related ServiceNow applications and features

Service Graph Connectors

Use a Service Graph Connector to import and integrate third-party data into CMDB and non-CMDB tables.

Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use the conversational interface in Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Document Services release notes

The ServiceNow® Document Services application provides a broad range of services that are related to document management, such as creating, maintaining, and converting documents, as well as integrating with third parties like Microsoft SharePoint. Document Services was enhanced and updated in the Zurich release.

Document Services highlights for the Zurich release

- Compare any two document versions and track changes by using document comparison.
- Connect and manage external cloud documents by uploading files, storing URLs, and syncing metadata with your records.
- Authenticate with your personal accounts on an external cloud, Microsoft OneDrive, or Google Drive.
- Control public sharing by using document classification to ensure document security.
- Accelerate documents insights with instant summaries for highlights and quick insights, interactive Q&A, and FAQs.

See Document Services for more information.

Important: Multi Provider Document Services Framework is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Document comparison

Compare two versions of the document side by side.

Guardrails for PDF generation and accessibility

Use static and dynamic guardrails to help maintain stability during PDF generation and accessibility.

Smart Documents

Accelerate insights with quick summaries, dynamic Q&A, and FAQs that reduce time spent searching for information

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Upload to provider button

The **Upload to provider** button was changed to **Upload to cloud** button within the Connect with external cloud dialog box.

Sync button

The **Sync** button was changed to the **Download from Cloud** button.

Upload to cloud button

The **Upload to cloud** button has been added for versions.

External Provider Settings tab

The **External Provider Settings** tab was changed to the **External Cloud Settings** tab.

Summarize button

The **Summarize** button was changed to the **Ask Now Assist** button.

Changed in this release

Connect documents on external cloud

Upload your files directly to an external cloud (including multiple versions of the document).

Permissions for external cloud files

Set the sharing permissions on your external cloud files.

Authenticate personal accounts on external cloud

Implement personal token-based authentication for an external cloud so that you can verify user-specific access, audit trails, and compatibility with existing and future integrations.

Connect file extensions

Link any Google Drive file to a document record by selecting a provider and entering the file URL All file extension are now supported.

HTML to PDF Conversion

Specify an image retrieval timeout for HTML to PDF conversion.

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Document classification

Limit public sharing based on a document's classification.

PDF generation

Generate a PDF with accessibility for regulated markets.

Property value for digital signature using CAC or PIV smart cards

Specify the method used to identify and validate the user who has signed the PDF using the property value.

Document summarization

Use AI to generate summaries for feedback, disclaimers, and usage tracking in PDFs and Microsoft Word files.

Document Services Framework for Microsoft OneDrive

Retrieve the list of files and folders based on the given search query from Microsoft OneDrive.

Document Services Framework for Google Drive

Retrieve the list of files and folders based on the given search query from Google Drive.

Activation information

Document Services is a ServiceNow AI Platform feature that is active by default.

Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For more details, see Activate Document Management .

Multi Provider Document Services Framework needs to be installed by requesting it from the ServiceNow Store. For more information, see Multi Provider Document Services Framework. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Guardrails for PDF generation and accessibility

Added static and dynamic guardrails for accessibility support for PDF document generation

PDF generation and accessibility

Added support for PDF document generation with accessibility for regulated markets.

Hermes Messaging Service release notes

The ServiceNow® Hermes Messaging Service application enables you to integrate your Apache Kafka environment with your ServiceNow® instance. Hermes Messaging Service was enhanced and updated in the Zurich release.

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Hermes Messaging Service highlights for the Zurich release

- Monitor Hermes data usage over time.
- Verify that topics are synchronized between Hermes clusters.

See Hermes Messaging Service for more information.

New in the Zurich release

Monitor Hermes data usage

Monitor data usage by application and track data usage by topic using the Hermes Usage Dashboard.

Synchronize topic partition count

Verify that the partition count is synchronized between topics in Hermes clusters.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Hermes Messaging Service is a ServiceNow AI Platform feature that is available with activation of the ServiceNow Stream Connect Installer (com.glide.hub.stream_connect.installer) plugin or installation of the Log Export Service application. For details, see Activating the Hermes Messaging Service.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Using Stream Connect for Apache Kafka

Produce Apache Kafka messages from your ServiceNow instance using Workflow Studio, and then consume the messages in an external application. You can also produce Apache Kafka messages from an external application and then consume the messages in your ServiceNow instance using a variety of consumers with Stream Connect.

Exploring Log Export Service (LES)

Export log data securely to your external data lake for reporting, auditing, or regulatory purposes using Hermes Messaging Service with the Log Export Service.

Instance Data Replication

Improve the performance and processing efficiency of Instance Data Replication by upgrading the replication sets that you created before the Washington DC release to use Hermes Messaging Service.

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Instance Data Replication release notes

The ServiceNow® Instance Data Replication (IDR) application simplifies the data replication process between instances. Instance Data Replication was enhanced and updated in the Zurich release.

Instance Data Replication highlights for the Zurich release

- Monitor the progress of all your scheduled replication sets.
- Track the progress of scheduled replication requests within a scheduled replication set.
- Access details of scheduled replication requests within a scheduled replication set.

See Instance Data Replication for more information.

Important information for upgrading Instance Data Replication to Zurich

- Improve the performance and processing efficiency of Instance Data Replication (IDR) by upgrading your replication sets to V2, which uses Hermes Messaging Service. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication.
- Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is composed of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.

New in the Zurich release

Monitor scheduled replication sets

Monitor the progress your scheduled replication sets in the IDR Monitoring Dashboard.

Track scheduled replication requests

Track the progress of scheduled replication requests in the Scheduled Replication Requests related list.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Removed in this release

- The Key Management Service test has been removed from the IDR Diagnostics page.
- The VAULT Service Status test has been removed from the IDR Diagnostics page.

Deprecations

Legacy replication sets have been deprecated in the Zurich release and are no longer supported.

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Activation information

Instance Data Replication is a ServiceNow AI Platform feature that is available with activation of the IDR (com.glide.idr) plugin, which requires a separate subscription. For details, see Request an Instance Data Replication subscription.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Hermes Messaging Service

Hermes Messaging Service is a multi-tenant, multi-cluster data transport and queuing service built on Apache Kafka that enables your instance to produce and consume large volumes of Kafka events reliably.

Knowledge Management release notes

The ServiceNow® Knowledge Management application enables you to share Knowledge articles that provide users with information for self-help, troubleshooting, and task resolution. Knowledge Management was enhanced and updated in the Zurich release.

Knowledge Management highlights for the Zurich release

- Experience seamless navigation and viewing experiences across various devices, with the incorporation of responsive design in the workspace that enables pages to adapt to different screen sizes and orientations.
- Upgrade your Knowledge and article viewing experience with an enhanced view and access to key components on the workspace.
- Enhance operational efficiency with migration from legacy Knowledge Management workflows to the latest low-code flow designers.

See Knowledge Management for more information.

New in the Zurich release

Boost efficiency and simplify operations by replacing the existing Knowledge Management processes built on workflow with the latest and innovative, simple-to-use visual flow designers.

UI changes

Next Experience preferences Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Enjoy a better reading experience with the enhanced Knowledge view page in the workspace featuring improved article displays, and effortless access to

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essential resources. The new responsive design enables smooth navigation and effortless viewing on any device. It automatically adapts to different screen sizes and orientations.

Activation information

Knowledge Management is a ServiceNow® feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

CSM Configurable Workspace

The ServiceNow® CSM Configurable Workspace and ServiceNow® CSM Agent Workspace enable customer service agents to read Knowledge articles attached to their cases and gain additional information that helps them resolve cases more efficiently.

Field Service Management

Enable field service agents to read Knowledge articles that are attached to their work order tasks while they're offline through the Now Mobile Agent app. For more information, see Knowledge articles on ServiceNow Agent.

Communities

Harvest Knowledge information from posts on a Community site. Create structured Knowledge articles from unstructured discussions around a question.

Problem Management

Create structured Knowledge articles from information generated from a problem form that could be useful to solve similar issues.

Incident Management

Resolve issues by searching for Knowledge articles from an incident. Flag issues with an article, edit articles from incidents, and report knowledge gaps while resolving an incident. Formalize tacit knowledge by creating articles from an incident using article templates.

Employee Service Management

Use Knowledge blocks with HR Knowledge Management to simplify both HR Knowledge authoring for writers and Knowledge consumption for readers. Enable an HR agent to identify cases that have insufficient knowledge coverage and to report knowledge gaps using the Demand Insights for HR Cases dashboard. For more information, see Demand Insights for HR Cases dashboard.

Service Catalog release notes

The ServiceNow® Service Catalog application provides a requester view of the available services and products offered by the departments within your organization. Service Catalog was enhanced and updated in the Zurich release.

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Service Catalog highlights for the Zurich release

- Enable catalog item creators to create complex catalog items in Catalog Builder with ease. They can create, edit, or delete client scripts, or create advanced reference qualifiers.
- Help requesters complete catalog item forms faster on portals and Next Experience UIs using caller-provided key-value pairs that pre-fill catalog item forms.
- Ease the work of catalog item requesters by letting them drag one or more attachments directly onto the form for faster submissions.
- Use the Catalog browse component for an enhanced catalog item browsing experience on the Next Experience UI for catalog users.

See Service Catalog for more information.

New in the Zurich release

Create complex catalog items in Catalog Builder

Enable catalog item creators to create complex catalog items effortlessly in Catalog Builder.

They can create, edit, or delete client scripts to build a complex catalog item. Creators can also configure questions, set dynamic and advanced reference qualifiers, and scripted default values.

Use Catalog browse component

Use the Catalog browse component in UI Builder to add catalog item browsing in your custom pages. Drag it onto the Next Experience UI page to use the Catalog browse component.

The component enables requesters to explore and request items from various catalogs and categories, providing a hierarchical view to sort by catalog, category, or subcategory. The component provides a grid or list view for items and a search function to search for items as needed.

Changed in this release

A property to delete a draft of catalog item

Use the property *glide.sc.delete_draft_item_on_version_change* to determine whether to delete a saved draft of a catalog item on its modification.

Dynamic Lookup Choices and Enhanced Table Sourcing

Lookup questions are now more flexible and user-friendly. You can effortlessly display choices directly from a specific table field, offering similar ease for select box configurations. Additionally, create dynamic dependent lookups where the choices refresh automatically based on the values selected in other fields on the same form, guiding users to more relevant selections.

Enhanced Sorting Control for Lookup Fields

Customize the display order in lookup select boxes, look up multiple choice, and list collector fields with the new *ref_ac_order_by* attribute. This attribute enables options to be sorted primarily by a specified data column, and then by their display label, providing a more logical and predictable presentation for users.

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Activation information

Service Catalog is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Catalog Builder

You can create or edit a catalog item (catalog item or record producer) using a visual and guided experience along with specified restrictions. The Catalog Builder experience enables you to delegate the creation and maintenance of the catalog.

Now Assist in Catalog Builder

Use ServiceNow® Now Assist in Catalog Builder to create catalog items of your choice in Catalog Builder by giving text inputs.

MID Server release notes

The ServiceNow® MID Server application enables communication and data transfers between a ServiceNow instance and external applications, data sources, and services. MID Server was enhanced and updated in the Zurich release.

MID Server highlights for the Zurich release

- MID Server smart workload manager continuously evaluates load and assigns jobs in a cluster to ensure that no server is overloaded.
- MID Server logging has been improved with log backups that are preserved in a compressed format on a local host with an option to fetch to the instance.

See MID Server for more information.

Important information for upgrading MID Server to Zurich

For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 17.0.12.

If you have installed your own JRE, the upgrade process takes the following actions to verify that the MID Server uses a supported JRE:

- If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.
- If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.

All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.

Only one Windows MID Server service is permitted according to the executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information.

For more information about MID Server upgrades, see the following topics:

- MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.
- Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.

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New in the Zurich release

ITOM Infra Services Workspace

The ITOM Infra Services Workspace provides a concise overview of MID Server activity. The dashboard integrates several previously disparate tables so that issues can be monitored and resolved. The workspace provides real-time monitoring, proactive alerts, automation of common tasks, and centralized diagnostics to reduce downtime and support tickets.

MID Guardian Agent

The MID Guardian Agent is an advanced AI feature within the MID Server ecosystem/ITOM Infra Services workspace, designed to proactively assist users in diagnosing and resolving issues related to configuration, connectivity, upgrades, and operations. By intelligently analyzing logs, signals, and runtime behaviors, it offers guided troubleshooting steps, automated fixes, and predictive insights. This significantly reduces Mean Time to Repair (MTTR) and enhances the reliability and operational efficiency of the MID server.

Changed in this release

Smart Workload Manager in clusters

MID Servers in a cluster now assign jobs based on the true load, using a variety of criteria. The smart workload manager continuously evaluates the queue size, execution time, CPU usage, and buffer size. The manager then assigns tasks to ensure that no server is overloaded.

Enhancements to MID Server logging and JFR

MID Server logging has been improved with log backups that are preserved in a compressed format on local host with option to fetch to the instance. You can enable JFR logs every four hours and backup JFR files for a set time.

MID Server has improved performance during heavy discovery load

MID Servers no longer have performance degradation due to script include cache misses when using large amounts of worker threads.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

MID Server is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Discovery

ServiceNow® Discovery uses the MID Server to launch probes and patterns that return information to the CMDB about devices and applications running in your environment. Discovery schedules select appropriate MID Servers based on their configured capabilities and assigned IP ranges.

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Orchestration

ServiceNow® Orchestration uses the MID Server to do work on internal and external systems. Orchestration selects MID Servers based on their capabilities and the applications that they're allowed to use.

Service Mapping

ServiceNow® Service Mapping uses the MID Server to launch patterns that return information about business services running in your environment.

Event Management

ServiceNow® Event Management uses the MID Server to receive and process events, collect data for root cause analysis (RCA), and collect SNMP traps.

Cloud Management

ServiceNow® Cloud Management uses the MID Server to collect and process VMware events.

Operational Intelligence

ServiceNow® Operational Intelligence uses MID Server clusters to capture operational metrics data from external data sources and analyze them for anomalies.

Health Log Analytics

ServiceNow® Health Log Analytics uses the MID Server to collect log data streaming into your instance and helps you identify the root cause of issues.

Notify release notes

The ServiceNow® Notify application adds support for SMS and voice channels on the ServiceNow AI Platform® to communicate with customers. Notify was enhanced and updated in the Zurich release.

Notify highlights for the Zurich release

- Build Notify subflows according to your requirements by using the default subflows provided in new instances.
- Coral is the new default theme for Next Experience and Core UI, offering a user-friendly experience.

See Notify for more information.

Important information for upgrading Notify to Zurich

Starting with the Zurich release, Notify uses subflows instead of workflows. For existing users in Zurich, your current workflows are still supported. For new users, your Notify plugin installations use subflows.

As part of this transition, the following workflow activities are available as flow actions and can be used when creating subflows:

- Join conference call
- Call
- Send SMS
- Forward call

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- Input
- Hangup
- Play
- Record
- Reject
- Say
- Forward to notify client
- Queue

Maintain, build, and modify your own custom subflows in Workflow Studio with subflows for new instances. The following base system workflows have been migrated to subflows:

- (Re)join Conference Call
- Join Conference Call with muting
- Join Conference Call with SMS

Your existing workflows continue to function after the upgrade.

Note: All workflow-related artifacts have been moved to a new plugin, which is maintained in a support-only mode and isn't available for new installations.

New in the Zurich release

Notify workflow activities

Manage the subflows for Notify use cases with the following actions.

- Input - Advanced: This action is intended for advanced scenarios where the *Say and Play* activity must be repeated multiple times.
- Get Notify Number: This action generates a Notify number by accepting the required type as input—*Voice*, *SMS*, or *both*.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Notify is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Password Reset release notes

The ServiceNow® Password Reset application enables you to set up your end users to reset and change their passwords either using self-service or with the help of a service desk agent. Password Reset was enhanced and updated in the Zurich release.

Password Reset highlights for the Zurich release

Coral is the new default theme for Next Experience and Core UI, offering a more modern experience.

See Password Reset for more information.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Password Reset is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Knowledge Center release notes

The ServiceNow® Knowledge Center helps you manage your knowledge articles from a single interface. It consists of dashboards that provide metrics of articles and facilitate swift actions. Knowledge Center is introduced in the Zurich release.

Knowledge Center Knowledge Center highlights for the Zurich release

- Use Knowledge Center to manage and distribute organizational knowledge through a centralized and organized interface.
- Enhance productivity, reduce redundant work, and help ensure that users have access to the latest and most accurate information.
- Format your content within a knowledge article using editing tools in the article editor.
- Improve the quality and health of knowledge articles with article optimization, ensuring that the information is latest and relevant.

See Knowledge Center for more information.

Important: Knowledge Center is available in the ServiceNow Store. For details, see the **Activation information** section of these release notes.

Knowledge Center features

Search knowledge article

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Build a complete and accurate knowledge base, focus on continuous improvement by discovering and filling content gaps, removing redundant information, and optimizing existing articles for better quality.

Knowledge Center Article Optimization

Improve the quality and health of your knowledge articles by using the Article Optimization tool in the Knowledge Center to scan the articles, and get instant, actionable feedback.

Generate and edit articles using Now Assist in the Knowledge Center article editor

Use the editing tools in the Knowledge Center to format knowledge article content such as text, images, and media.

Potential knowledge gaps

Proactively identify and fill potential knowledge gaps. Identify missing knowledge articles and recurring issues that have incomplete or no knowledge article to refer to.

UI changes

Knowledge Center Home Page

The Knowledge Center home page comes equipped with dashboards. New features like article optimization, identify knowledge gaps and, manage duplicate articles improve productivity. The enhanced article editor is integrated with article optimization support to generate high quality content effortlessly.

Activation information

Knowledge Center would be available by default to all the roles of Knowledge Management.

Plugin information

New plugin

The following plugin is new in Zurich:

Knowledge Center (com.snc.knowledge_center): Knowledge Center helps you manage your knowledge articles from a single interface.

Related ServiceNow applications and features

CSM Configurable Workspace

The ServiceNow® CSM Configurable Workspace and ServiceNow® CSM Agent Workspace enable customer service agents to read Knowledge articles attached to their cases and gain additional information that helps them resolve cases more efficiently.

Field Service Management

Enable field service agents to read Knowledge articles that are attached to their work order tasks while they're offline through the Now Mobile Agent app. For more information, see Knowledge articles on ServiceNow Agent.

Communities

Harvest Knowledge information from posts on a Community site. Create structured Knowledge articles from unstructured discussions around a question.

Problem Management

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Create structured Knowledge articles from information generated from a problem form that could be useful to solve similar issues.

Incident Management

Resolve issues by searching for Knowledge articles from an incident. Flag issues with an article, edit articles from incidents, and report knowledge gaps while resolving an incident. Formalize tacit knowledge by creating articles from an incident using article templates.

Employee Service Management

Use Knowledge blocks with HR Knowledge Management to simplify both HR Knowledge authoring for writers and Knowledge consumption for readers. Enable an HR agent to identify cases that have insufficient knowledge coverage and to report knowledge gaps using the Demand Insights for HR Cases dashboard. For more information, see Demand Insights for HR Cases dashboard.

Source-to-Pay Operations release notes

Source-to-Pay Operations has new and updated features in the Zurich release.

Accounts Payable Operations release notes

The ServiceNow® Accounts Payable Operations application enables accounts payable specialists to automate cost allocations in the invoice lines using distribution sets. The AI-powered agent provides business owner recommendations for non-PO invoices based on historical patterns. The Accounts Payable Operations was enhanced and updated in the Zurich release.

Accounts Payable Operations highlights for the Zurich release

- Leverage Accounts payable document classification skill to classify email attachments into invoice, credit memo, or supporting documents based on the AI recommended confidence score resulting in error free invoice data extraction.
- Validate supplier provided tax against a system-calculated tax by integrating an enterprise-grade tax engine resulting in straight-through processing of invoice while improving accuracy, compliance, and operational efficiency.
- Process your invoice more effectively and accurately with the new missing tax code invoice exception and currency mismatch.
- Handle various AP related inquiries and tasks through a single entry point by using the Universal Request (UR) as a multi-purpose request form.
- Leverage AI-powered agentic workflow to recommend the appropriate business owner for non-PO invoices based on historical patterns.
- Automate cost allocations in the invoice lines using distribution sets.

See for more information.

Important: Accounts Payable Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

The tax engine integration framework validates supplier-provided tax against system tax at invoice line level, maintains compliance with regional and global tax regulations. This integration triggers automatic tax validation, handles exceptions

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for tax variance and missing data, enables manual revalidation and rolling up of system tax.

Enable your accounts payable specialist to manually change the invoice type, which results in improved accuracy and compliance. For example, changing a non-purchase order (PO) invoice to a PO invoice type.

Process your invoices more efficiently, adhere to compliance, and provide financial accuracy across processes by using new exceptions such as the Missing tax code invoice and currency mismatch between invoices and purchase orders.

Confirm that ITAM receipts are available and the received quantity is updated in the purchase orders through the integration between the IT Asset Management and Accounts Payable Operations applications.

The recommend invoice owner AI agent auto-suggests and fills in the appropriate business owner based on historical patterns. This process sets up auto-confirmation from suppliers, resulting in shorter invoice processing cycles.

Employees and suppliers can raise general case requests and track case activity updates from their respective portals by using the ServiceNowUniversal Request (UR) application. Universal requests eliminate confusion about which department to contact for assistance.

Apply predefined distribution sets to split invoice amounts across multiple cost centers or GL accounts without having to do manual entry for each invoice line in PO invoices and non-PO invoices. This process helps distribute costs to multiple cost centers automatically, reducing manual work for Accounts Payable specialists.

Changed in this release

The Insufficient goods receipt exception has been enhanced to validate line-level quantities accurately when multiple invoices are submitted against a single purchase order even if a sufficient goods receipt exist.

The Insufficient Funds (Line Amount) functionality has been enhanced to perform validation of available funds at the invoice line level, matching each invoice line against its respective purchase order line when multiple invoices are generated for the same purchase order line.

The Insufficient Funds (Header Amount) logic has been enhanced to validate available funds at the invoice header level against the corresponding purchase order when multiple invoices are created for the same purchase order.

Activation information

Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Localization information

Accounts Payable Operations supports multiple languages. However, the current DocIntel model is trained to extract invoices in the English language only. If you want to process an invoice in the multiple languages supported by DocIntel, you must train the DocIntel model.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Now Assist for Source-to-Pay Operations release notes

The Now Assist for Source-to-Pay Operations application includes improved AI search, enhanced AI agents, and Summarization skills for fulfillers on the ServiceNow AI Platform. The Now Assist for Source-to-Pay Operations were updated in the Zurich release.

Now Assist for Source-to-Pay Operations highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Some Now Assist skills are now turned on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Some Now Assist skills are now turned on by default.
- Create purchase requisitions faster by uploading vendor quote files directly through Now Assist's AI-powered chat interface in the Employee Center.
- Use the improved AI search in Shopping Hub, powered by the Retrieval Augmented Generation (RAG) framework, to get more accurate and relevant results.
- The Help fulfill procurement requests agentic workflow has been renamed to Conversational intake for sourcing and procurement to better reflect its expanded scope and capabilities.
- Use enhanced AI agents for the Conversational intake for sourcing and procurement agentic workflow in Now Assist for SPO to improve usability and operational efficiency.
- Use enhanced AI agents for the Coordinate supplier onboarding agentic workflow in Now Assist for SLO to automate the registration of external suppliers and companies and streamlines the onboarding process.
- Use the Field extractor skill to automate the extraction of invoice number or supplier invoice number from the inquiry case generated through various channels (emails, virtual agent chats, or web content). Automating the extraction of invoice and supplier numbers enhances Accounts Payable agents' efficiency, leading to faster and more accurate resolutions.
- The Enhanced Inquiry resolution provider AI agent uses more data sources to suggest resolution to supplier inquiries.

See for more information.

New in the Zurich release

Now Assist for FSC Common

The Field Extractor skill extracts the invoice number and supplier invoice number from the inquiry case that is generated through different channels (emails, virtual

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agent chats, or web content). The access control lists (ACLs) confirm that only authorized agents can activate or configure the skill.

The Supplier summarization skill in Source-to-Pay Operations workspace provides unified view of supplier-related inquiries and pending actions. This feature helps specialists and supplier managers to quickly view a concise summary of supplier-related cases, tasks, and exceptions.

The Inquiry classifier skill auto-populates the subcategory of an invoice inquiry case by analyzing its description and short description in the Accounts Payable Operations.

Now Assist for Sourcing and Procurement Operations (SPO) skills in a Virtual Agent chat

Requesters can leverage contextual generative AI by using Now Assist for SPO in a Virtual Agent chat to complete self-service tasks, such as purchasing products.

Now Assist for Sourcing and Procurement Operations (SPO)

Upload quotes from vendors to request a purchase using the Procurement product recommendation AI agent. Now Assist automatically extracts supplier information, item descriptions, quantities, and pricing from uploaded vendor quotes to pre-fill purchase requisition forms, eliminating manual data entry and accelerating request submission.

Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls.

The Help fulfill procurement requests agentic workflow has been renamed to Conversational intake for sourcing and procurement to better reflect its expanded scope and capabilities.

Employees can initiate sourcing and procurement requests conversationally, with the agent automatically applying organizational policies, routing logic, and pre-filling request details for faster completion.

To enhance performance and simplify maintenance, the Conversational intake for sourcing and procurement agentic workflow now includes three core AI agents. The Procurement purchasing plan and Procurement sourcing plan AI agents have been consolidated into a single, unified Procurement product recommendation AI agent.

- **Procurement request tracking AI agent**: Finds and summarizes request status details to answer employee inquiries.
- **Procurement product recommendation AI agent**: Recommends products based on organizational buying criteria, creates purchasing or sourcing plans, and guides employees through the checkout or request process.
- **Procurement inquiry analysis AI agent**: Analyzes employee inquiries to determine next steps, routes tasks to the appropriate agent, provides knowledge-based answers, and manages fallback handling for unsupported requests.

Now Assist for Supplier Lifecycle Operations (SLO)

Now Assist for SLO includes the Coordinate supplier onboarding agentic workflow to streamline the supplier onboarding process by automating supplier registration. AI agents automate the supplier onboarding process by validating profile data and banking details, checking for duplicate suppliers, task generation, communication with suppliers, and final approvals, streamlining the entire process for faster time-to-activation.

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To make the workflow more dynamic, the Supplier document strategy generator AI agent creates tasks by referring to a KB article which has all the details about the regions and industry related tasks and documents required for onboarding. The KB article is available as a part of demo data, however, the admin can edit and configure this KB article as required.

The following AI agents in the Coordinate supplier onboarding agentic workflow perform the supplier onboarding tasks:

- **Supplier data steward AI agent**: Validates supplier data and checks for duplicate records, creates an invitation case for the supplier contact and assigns the necessary supplier tasks. Also, if required, communicates to the supplier about missing information that must be updated.
- **Supplier data validator AI agent**: Validates supplier-provided profile information and banking details (like account name, account ID, and bank name) in real time.
- **Supplier approval AI agent**: Manages approval or rejection of the supplier onboarding.
- **Supplier document strategy generator AI agent**: Generates a plan to create tasks after referring to the dedicated KB article which includes all the details about the tasks required for onboarding based on the region and industry.

For more information, see .

The Now Assist for APO includes Inquiry resolution provider agent and Recommend invoice owner which resolves invoice inquiries autonomously and recommends business owner for invoices (Non-PO, Non-PO type credit memo).

- The Inquiry resolution provider AI agent processes high volumes of repetitive invoice inquiries through various channels (web, email, virtual agent, mobile and manual entry) to significantly reduce the workload of human agents.
- The Recommend invoice owner AI agent identifies the missing business owner through semantic matching or by creating tasks. The Recommend invoice owner agent triggers when a Missing or invalid business owner exception is raised. For more information on the AI agents, see

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed features

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic .

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Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Activation information

Install Now Assist for Source-to-Pay Operations by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Sourcing and Procurement Operations release notes

The ServiceNow® Sourcing and Procurement Operations application provides your employees with a simple automated tool that they can use to shop for goods and services that they need at work. Sourcing and Procurement Operations was enhanced and updated in the Zurich release.

Sourcing and Procurement Operations highlights for the Zurich release

- Enable shoppers to view and select their local currency throughout the Shopping Hub experience, including supplier cards, product detail pages, cart, checkout, my purchases, and request tracker.
- Enable procurement admins to configure and render unique question types for quick and full checkout experiences for each product or service line.
- Use dashboards and tabs in the Source-to-Pay Workspace to view spend, savings, and pipeline projects, identify savings opportunities, and create pipeline projects directly from filtered lists.
- Enable requesters to submit sourcing requests with multiple products in a single sourcing intake form, automatically generating individual sourcing events for each product.
- Allow requesters to view and manage third-party RFx tasks in the Employee Center and navigate to the third-party sourcing tool to review, publish, and award RFx.
- Initiate catalog and off-catalog procurement workflows from the IT Asset Management (ITAM) workspace using the ITAM-SPO better together feature.
- Enable decimal quantities for service items when creating purchase requisitions using quick or full checkouts in Shopping Hub and Employee Center.
- Enable requesters to accept or reject case resolutions through email or Employee Center before closure, reducing premature case closures.

See Sourcing and Procurement Operations for more information.

Important: Sourcing and Procurement Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Multi-currency support in Shopping Hub

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Enable multi-currency display across approval-related views, including To-Dos, tasks, email notifications, and the Bundles page. Currency values are shown in both the approver's local currency and the original supplier currency where applicable. The local currency is displayed as the primary value, with the original currency shown as a secondary reference. This display format provides consistent currency visibility for approvers during review.

Enable requesters to enter and edit decimal quantities for service-based purchase requisitions and purchase orders without validation errors. Decimal quantities are supported only for services to maintain data integrity. Decimal quantities for goods are not supported and return a clear validation message. This validation logic is consistent across Shopping Hub and Employee Center.

Automatically classify service requests, purchase requisitions, and purchase orders into the correct spend categories using the Spend categorization agent. This classification process reduces manual classification effort and improves consistency across procurement workflows.

Enable users to purchase on behalf of others without requiring delegate configuration in Shopping Hub. Users can manage individuals they are authorized to purchase for, directly within the buying experience. Purchases made on behalf of others are visible through filtering by business owner in the My Purchases view.

Purchase requisition line-level questions in Shopping Hub

Create configurable, line-level questions during checkout in Shopping Hub. These questions are defined in Catalog Builder and are specific to certain products or product categories.

Multi-currency support in Shopping Hub

View and select your local currency while shopping for products in Shopping Hub to provide a seamless multi-currency experience.

Category management tab

Access a unified, filter-based view of category performance across spend, savings, pipeline projects, contracts, purchase orders, and suppliers.

Category analytics

View savings opportunities across the sourcing pipeline using the Savings dashboard in the Category Analytics module of the Source-to-Pay Workspace.

Pipeline management tab

Gain insights into savings and pipeline projects to enhance visibility, tracking, and collaboration across teams.

Report savings when awarding multiple suppliers

Enter the spend and savings data for the sourcing event associated with the pipeline project when awarding multiple suppliers.

Create a pipeline project from an expiring contract

Create a pipeline project directly from an expiring contract using a guided, decision-based workflow.

Submit multi-product sourcing requests

Submit sourcing requests with multiple products in a single sourcing intake form, and the third-party sourcing solution will automatically create separate sourcing events for each product.

Manage third-party RFx tasks in Employee Center

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View and manage third-party Request for anything (RFx) tasks in the Employee Center and navigate to the third-party sourcing tool to review, publish, and award RFx.

Sourcing and Procurement Operations integration with IT Asset Management

The Asset Management Integration for Sourcing and Procurement Operations plugin (com.snc.sn_spend_asset) provides an integration between IT Asset Management (ITAM) and Sourcing and Procurement Operations (SPO) applications, enhancing operational efficiency. This integration enables asset managers to access catalog items, including those items without assigned prices, directly within the ITAM workspace. By enabling procurement actions without switching platforms, it streamlines workflows and improves the user experience.

Sourcing Pipeline Management

Sourcing Pipeline Management introduces a centralized approach to managing sourcing projects, enabling you to create, track, and manage sourcing activities in one place. It includes workflow automation to reduce manual effort, improves visibility into sourcing activities, and supports tracking and forecasting of cost savings.

Using Shopping Hub

Enter decimal quantities when creating purchase requisitions for service items using quick or full checkout flows in Shopping Hub. Edit service acknowledgments with decimal values to enable more precise tracking of service consumption.

Purchasing tasks and procurement cases

Review and respond to proposed case resolutions based on conditions defined in the decision tables before the case is permanently closed. When a fulfiller marks a case as resolved, the system now automatically transitions the case status to Awaiting Acceptance, pausing closure until the requester takes action. Requesters are notified via email with actionable buttons and can also accept or reject the resolution directly through the Employee Center. This notification helps to ensure that unresolved issues are addressed before a case is closed, improving resolution accuracy and customer satisfaction.

UI change

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Components installed with Sourcing and Procurement Operations

The Negotiation event table label has been renamed to Sourcing event. This change affects the label only. The underlying table name, [sn_shop_negotiation_event], remains unchanged.

Activation information

Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Now Assist for Sourcing and Procurement Operations (SPO)

Use the ServiceNow® Now Assist for SPO application to simplify request creation with conversational intake and summarize records to help fulfillers act promptly.

Source-to-Pay Workspace

Provide experiences and tools to support key activities, such as procuring goods and services, onboarding high-performing suppliers, and processing invoices.

Purchase Order Management release notes

The ServiceNow® Purchase Order Management application helps identifying, tracking, and resolving anomalies or irregularities in the purchase order execution process. Purchase Order Management is a new application in the Zurich release.

Purchase Order Management highlights for the Zurich release

- Use a collaborative workspace to coordinate with suppliers and relevant stakeholders simultaneously.
- Receive automatic notifications, automatically prioritize them, and assign them to the appropriate person.
- Utilize resolution tools to automatically update orders and review order plans for the affected material and location.

See Purchase Order Management for more information.

Important: Purchase Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Purchase Order Management features

Reporting delivery plan issues

Suppliers can report delivery plan issues related to purchase order line through the Supplier Collaboration Portal, ensuring prompt visibility for the appropriate buyer. Suppliers can also track and collaborate with the buyers on the purchase order exception on the related record in Supplier Lifecycle Operations.

Centralized interface for purchase order exceptions

The Purchase Order Management page provides operational buyers with a centralized interface to monitor and review purchase order exceptions. Users can quickly identify urgent issues, view recent tasks, and take approval actions, improving workflow visibility and exception handling.

Resolving purchase order exceptions

Enables buyers to resolve purchase order exceptions directly from the exception page, with options to accept supplier proposals or make custom edits. It also allows

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buyers to find alternative suppliers with open orders for the same materials and request order expediting or increased quantities.

Activation information

Install Purchase Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

New plugins

The following plugins are new in Zurich:

Purchase Order Management (com.snc.sn_poem_core): Purchase Order Management is a plugin that identifies, tracks, and resolves anomalies or irregularities in the purchase order process.

Related ServiceNow applications and features

Source-to-Pay Operations

ServiceNow® Source-to-Pay Operations unifies sourcing, procurement, and payments into a single experience. It automates transaction processes, integrates with ERP systems, and accelerates implementation, enabling teams to optimize spend, reduce risk, and achieve their organizational ESG goals through sustainable sourcing.

Supplier Lifecycle Operations

ServiceNow® Supplier Lifecycle Operations empowers suppliers with self-service to simplify operations and improve productivity. You can effectively collaborate with suppliers, manage supplier relationships, monitor risk, compliance, and performance across the supplier life cycle.

Source-to-Pay Operations Integrations release notes

The ServiceNow® Source-to-Pay Operations extends its capabilities by integrating with third-party applications. The Source-to-Pay Operations integration with SAP, Oracle EBS, Coupa, and SAP Ariba are new applications in the Zurich release.

Source-to-Pay Operations Integrations highlights for the Zurich release

- Send purchase orders, receipts, and invoices created in SAP ECC and SAP S4 HANA from your ServiceNow instance using the Source-to-Pay integration with SAP ECC and S4 HANA.
- Handle sales orders, procurement, finance, and so on, in Oracle EBS from your ServiceNow instance using the Source-to-Pay integration with Oracle EBS.
- Handle business spends and automate approvals, contracts, inventory, purchase orders, requisitions, suppliers, and user management in Coupa from your ServiceNow instance using the Source-to-Pay integration with Coupa.
- Handle sales orders, procurement, finance, and so on, in SAP Ariba from your ServiceNow instance using the Source-to-Pay integration with SAP Ariba.

See Source-to-Pay integration with third-party applications for more information.

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Important: Source-to-Pay Operations Integrations with third-party applications ares available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important upgrade information for Source-to-Pay Operations Integrations

Important: Due to a performance issue identified with the upgrade fix script, the sourcing fix script has been modified. This script will no longer execute automatically during the upgrade process. Instead, it is now delivered as an on-demand job. Administrators must manually execute this job outside of business hours after the upgrade is complete.

Source-to-Pay Operations Integration features

Source-to-Pay integration with SAP

- You can use this integration to perform Integration Hub actions for purchase requisition, purchase order, receipt, and invoices.
- You can also perform the following:
  - Create, update, or cancel purchase orders in SAP ECC and SAP S4 HANA.
  - Create good receipts in SAP ECC and SAP S4 HANA.
  - Create invoices in SAP ECC and SAP S4 HANA.

Source-to-Pay integration with Oracle EBS

- You can use this integration to perform Integration Hub actions for Invoices, cost centers, product models, payment terms, purchasing organizations, departments, GL accounts, currencies, FX rates, invoice payment details, suppliers, plant addresses, and legal entities.
- You can also perform the following:
  - Create, update, or cancel purchase orders in Oracle EBS.
  - Create good receipts in Oracle EBS.
  - Create invoices in Oracle EBS.

Source-to-Pay integration with Coupa

You can use this integration to perform Integration Hub actions for loading primary data, supplier management, purchase requisition, purchase order, receipt, invoice, and sourcing. You can also look up Legal Entity, Currency, and Supply details respectively.

Source-to-Pay integration with SAP Ariba

You can use this integration to perform Integration Hub actions for invoices, cost centers, payment terms, purchasing organizations, departments, GL accounts, currencies, FX rates, invoice payment details, suppliers, and legal entities. You can also create good receipts in SAP Ariba.

Activation information

Install Source-to-Pay Operations with third-party applications by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Integrate Sourcing and Procurement Operations with other applications

Extend the capabilities of Sourcing and Procurement Operations and connect with other departments by integrating with other applications.

Integrate Supplier Lifecycle Operations with other applications

Extend the capabilities of Supplier Lifecycle Operations by integrating with other applications.

Extend the capabilities of APO by integrating with other applications.

Supplier Lifecycle Operations release notes

The ServiceNow® Supplier Lifecycle Operations application enables you to quickly onboard and collaborate with suppliers, manage supplier relationships, monitor risk, compliance, and performance across the supplier life cycle. Supplier Lifecycle Operations was enhanced and updated in the Zurich release.

Important Supplier Lifecycle Operations highlights for the Zurich release

- The plugin Supplier Operations (com.snc.sn_so) **must** be installed after upgrading to Supplier Lifecycle Operations Zurich release. For more information, see Install Supplier Operations.
- The Supplier Lifecycle Operations plugin (com.snc.sn_supplier_mgmt) is renamed to Supplier Case Management. For more information, see Supplier Case Management.

See Supplier Lifecycle Operations for more information.

Important: Supplier Lifecycle Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Supplier Operations

Supplier Operations provides support for advanced case management capabilities to handle key supplier lifecycle events such as onboarding, offboarding, and ongoing operations. It includes the ability to resolve cases via Playbooks for a structured and consistent approach.

Supplier Payment Optimization

Supplier managers can identify, prioritize, and track suppliers with high potential for accepting credit card payments.

- Supplier Managers can initiate credit card enablement cases, enabling suppliers to use credit card payments as their preferred payment method.
- They can initiate credit card enablement journey for new or existing suppliers after checking their propensity scores (currently requires manual updates).
- They can view the saving estimates associated with the card for a given supplier using the **Savings calculator** tool. They can also view the calculation details of the savings estimator formulas.

Relish Integration for Supplier Lifecycle Operations

Supplier managers can conduct sanction screening, validate banking details change requests, and supplier location change requests via Relish integration.

Automated KPI data collection

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This feature enables automated data collection, KPI template modifications, and calculation at supplier and contract levels. The automated KPI system integrated into action plans can be used for comprehensive performance monitoring.

Mapping multiple internal stakeholders to a supplier

This feature enhances supplier governance in SLO by enabling the mapping of multiple internal stakeholders such as legal, business, technical, and risk teams to suppliers, improving visibility and management of supplier relationships.

Universal Request

Supplier contacts can create generic cases by selecting **Request Help** in the Supplier Collaboration Portal, if they can't find the relevant search results or are unsure of which department to contact for help. These cases are triaged and routed internally to appropriate case types. Universal requests remove ambiguity and improve efficiency for both suppliers and internal operations.

Overall supplier dashboard

The overall supplier performance dashboard provides detailed information about overall supplier scores, count of all active suppliers, their all-time spend, and overall risk ratings. It also includes the Supplier Insights section and the Action plans section showing relevant details.

Supplier managers can use the segmentation rules and assessment templates to create smart assessments in bulk for users. Smart assessments provide a survey-like experience with enhanced UI capabilities for both internal and external users. This feature utilizes the capabilities of the Smart Assessment Engine application.

Supplier managers can access their emails within the Source-to-Pay Workspace from the **Emails** tab in the case, task, and supplier details pages respectively. Email actions are reflected, incomplete email errors are handled, and email-related activities can be summarized from the workspace.

Supplier contacts receive the emails and they can perform the assigned tasks directly via email without logging in to the Supplier Collaboration Portal.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Strategic Portfolio Management release notes

Strategic Portfolio Management (formerly IT Business Management) has new and updated features in the Zurich release.

Collaborative Work Management release notes

The ServiceNow® Collaborative Work Management (CWM) application provides a central hub to plan, visualize, and collaborate on work with team members across your organization. CWM was enhanced and updated in the Zurich release.

Collaborative Work Management highlights for the Zurich release

- Plan, track, and manage team work in Agile methodology with sprint planning in the CWM workspace.
- Streamline task management for teams by integrating various work items across ServiceNow applications into CWM Boards.
- Filter and group work by vertical and horizontal swimlanes in the Kanban view for a specific work item type.

See Collaborative Work Management for more information.

Important: Collaborative Work Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Enterprise Agile Planning (EAP) integration with CWM

Enhance visibility and streamline planning for your teams with EAP integration into CWM.

For Agile teams managing non-agile work items like incidents and change tasks, this integration bridges the gap by automatically creating a dedicated Space and Board in CWM. Agile work is seamlessly brought over via Connected Work, while EAP sprints are reflected directly in CWM's Sprint planning view, thus enabling unified planning across all work types. Teams can plan work for their sprints and update work status directly from the CWM Board, with performance reports in EAP dynamically reflecting these changes. This integration enables teams to manage their full scope of work from a single, connected workspace.

Board preferences

Reduce cognitive load and focus on the most relevant and actionable tasks by filtering work items on CWM boards based on their last updated date and hiding those items marked as Closed complete. From the Board preferences menu on the Board header, you can choose to show items last updated within 7 days, 30 days, 90 days, 120 days, or 1 year.

Kanban card layout settings

Surface the information that's most relevant to you using Card Layout settings for Kanban view of a CWM Board. You can now personalize Kanban cards by selecting up to five fields to display on them. For a cleaner, distraction-free view, you can enable the Compact layout, which shows only the work item name on the card. Alternatively, the Full view shows all selected fields, offering better context directly on the card. Based on your workflow needs, tailor your workspace to enhance the way you track tasks.

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Dynamic data linking in CWM Docs

Keep record information in your documentation always current and reduce manual effort with the Dynamic data linking feature in Docs. You can now reference any ServiceNow application record and Docs will automatically reflect the latest updates from those records. For example, if you add a reference to a Project record, the reference will show the latest field information of the project in Docs without requiring manual edits. Clicking the project reference opens up the project form so that you can view the full details of the project record and make any necessary changes. Dynamic linking also enables adding references to a particular field of a record, such as Assigned to of an Incident record.

You can add references from any ServiceNow table you have access to, with no setup or configuration needed, thereby eliminate the hassle of switching between applications to copy and paste data from various records into Docs.

Agile sprint planning in CWM

Plan, track, and manage work for your teams by using Agile sprint planning in the CWM workspace. You can use CWM to manage tasks in multiple methodologies including ad hoc, waterfall, and Agile practices.

- View such details as the backlog, current sprint, and future sprints at a glance from the Sprint planning view of the CWM Board.
- Add Agile item types, such as stories, with other CWM tasks to the backlog.
- Create sprints with a custom duration and sprint capacity.

Connected work in CWM

Streamline team collaboration and planning by enabling your teams to view and plan all their work in one place by connecting work across multiple ServiceNow applications. By defining the type of work you want to connect to CWM, you can bring in records from other applications into CWM Boards.

After the records are added to a CWM Board, your teams can update their status and other details from within CWM, or perform sprint planning for all the work on the Board. This unified experience improves efficiency because your teams don't have to switch between multiple workspaces.

Navigation panel enhancements

Move Spaces, Boards, and Docs around in the navigation panel of the workspace by using the drag and drop functionality.

Enhancements to Kanban view

- Quick filters: Filter the tasks based on the work type that you would like to see in the Kanban view of a CWM Board. You can select single or multiple work item types based on the swim lanes selected. Any filters that you apply to the Kanban view are specific to this view and aren't applied to List or Gantt views.
- Horizontal lanes: Group the cards on the Kanban view by using a vertical and horizontal lane for improved visibility into the type and progress of work. You can save horizontal lane preference into Board views and templates.

Copying and pasting content within Docs

Copy and paste the content such as text, images, lists, and tables from one Doc page to another. The following content is supported for the copy and paste action:

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- Text blocks with existing formatting
- Bulleted and numbered lists
- Tables
- Images
- Single and multiple paragraph blocks into a table cell
- Lists into a table cell
- Images into a table cell

New keyboard shortcuts

- Create Space:
  - macOS: Option + S
  - Windows OS: Alt + S
- Create Board:
  - macOS: Option + B
  - Windows OS: Alt + B
- Create Doc:
  - macOS: Option + D
  - Windows OS: Alt + D

Keyboard shortcut enhancements within CWM Docs

- Insert a URL in the Doc:
  - macOS: Cmd + K
  - Windows OS: Ctrl + K
- Insert a new row in a table after the last row: Enter
- Move to adjacent cells within a table: Arrow keys
- Create a new list item within an existing list in a table or paragraph: Enter
- Create a new line in the same bullet point: Shift + Enter
- Indent a list item: Tab

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

My Work enhancements

Track all your work from one place using the enhanced My Work in CWM. My Work now supports all ServiceNow task records-such as incidents, changes, and requests-whether they originate in CWM or outside, giving you a unified view of

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everything assigned to you. This helps you stay on top of overdue or open tasks and improves on-time delivery.

Additionally, the Item type filter has been refined to show all CWM tasks (including custom ones) grouped under a single category, instead of listing every CWM task type individually. You'll also only see task types in the filter that you're actually assigned to, reducing clutter and making it easier to filter what matters.

Enhancements to tables in Docs

- Resize the column width of a table per your preference.
- Add color to single or multiple table cells.
- Select multiple cells of a table using the mouse device or by pressing **Shift+ one of the arrow keys** on the keyboard.
- Delete content from multiple cells using the **Backspace** or **Delete** keys.
- Copy and paste cell content:
  - Copy content from one cell and paste it to multiple cells.
  - Copy content from n number of cells and paste it to another set of n number of cells.
  - Copy content from multiple cells and paste it as a new table in an empty block on the page.

Enhancements to CWM Board templates

- Save template: While saving a Board as a template, choose between saving the current view or all shared views. You can see the number of Board views and custom task types that are included in this template.

  These details are displayed in the Template Center, where you can select a template that best meets your team's needs.

- Apply template: While applying a Board template, you can see the number of Board views and custom task types that you get if you apply this template. The Board views drop-down list lets you switch between views and provides information on the type of views that are enabled in this template.

  Only those custom columns that are part of these views are brought over when you apply this template.

Collaborating with Spaces in CWM

When a user is added to the **Assigned to** field of a CWM task but doesn't yet have access to the Space, the email notification requesting access is sent only to the Space owners. This way, there's less email clutter for all the Space users because notifications are sent to only those users who need to know this information.

New columns for CWM tasks

Every task within a CWM Board has new columns called Sprint and Story points. You can use these columns if you choose to plan any task into Sprints. These columns are available on every type of work item, including the items that are brought into the Board through Connected work.

Changes within CWM Docs

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- Open the keyboard shortcut panel:
  - macOS: Cmd + Option + K
  - Windows OS: Ctrl + Alt + K
- Images can be resized after inserting them within a table cell.
- The page name can be updated by editing the name and clicking anywhere on the Doc.
- Moving content blocks to within a numbered list or deleting a list item from a list automatically adjusts the list numbering.

Activation information

Install Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Now Assist for Collaborative Work Management (CWM)

The ServiceNow®Now Assist for CWM application uses generative AI skills to save time and improve efficiency for the actions you perform within the CWM workspace.

Strategic Planning

Prioritize, roadmap, and track work when using traditional, Agile, or hybrid methodologies with the ServiceNow® Strategic Planning application. Align strategy to execution by defining and tracking goals across your organization. Strategic Planning is available with an SPM Professional license.

Goal Framework for SPM release notes

The ServiceNow® Goal Framework for SPM application enables you to automate the actual value of your targets for the goals that are defined using the ServiceNow® Goal Framework application. Goal Framework for SPM was enhanced and updated in the Zurich release.

Goal Framework for SPM highlights for the Zurich release

Use the sn_gf_goal_admin role to update the goal-specific system properties.

See Goal Framework for SPM for more information.

Important: Goal Framework for SPM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Goal system properties

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Users with the sn_gf_goal_admin role assigned can update goal-specific system properties:

- *sn_gfa.weeklyCheckInDayToMapMonth* - Defines the end day of the week used for mapping weekly target breakdowns to a month. The default value is Friday.
- *glide.ui.sn_gf_goal_target_activity.field* - Enables activity stream for fields of the targets.
- *sn_gfa.target_breakdown_decimals* - Sets the number of decimal places displayed for target values when generating target breakdowns. The default value is 2.

Activation information

Install Goal Framework for SPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Strategic Planning

Use the Goal Framework for SPM application in the ServiceNow® Strategic Planning application to automate the progress of your targets.

Important: You can install Goal Framework for SPM only when you own the ServiceNow® Strategic Portfolio Management (SPM) Pro license. When you own the SPM Pro license and install Strategic Planning, the Goal Framework for SPM application is installed automatically.

Goal Framework

The ServiceNow® Goal Framework application helps you create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes.

The Goal Framework for SPM application is an extension to the Goal Framework application. When you install Goal Framework for SPM, you get all the features of Goal Framework along with the target automation feature.

Goal Framework release notes

The ServiceNow® Goal Framework application enables your business to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes. Goal Framework was enhanced and updated in the Zurich release.

Goal Framework highlights for the Zurich release

- Categorize your strategic priorities and goals as Artificial Intelligence to track and monitor their progress from the AI Control Tower workspace.
- View only active goals in reference fields when creating a goal relationship or defining a parent goal.

See Goal Framework for more information.

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Important: Goal Framework is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Goal Framework and AI Control Tower

Categorize your strategic priorities and goals as Artificial Intelligence to track and monitor strategy progress from the AI Control Tower workspace.

Use the **Type** field for strategic priorities and the **Category** field for goals to classify them as Artificial Intelligence and monitor their progress in the AI Control Tower workspace.

Role enhancements

With the sn_gf.goal_admin role, you can edit any goal and target as needed, even when you aren't the owner or contributor of a goal or target.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Active goals

By default, only active goals—those goals with the **Active** field set to **true**—are displayed in the **Goal** and **Parent goal** reference fields across all applicable tables.

Activation information

Install Goal Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

AI Control Tower

ServiceNow AI Control Tower enables you to track and monitor all your strategies and goals that are categorized as Artificial Intelligence using the Goal Framework application.

Goal management in Strategic Planning

Use the Goal Framework application in the ServiceNow® Strategic Planning application to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes.

Goal Framework for SPM

Use the ServiceNow® Goal Framework for Strategic Portfolio Management (SPM) application to automate the actual value of your targets for the goals that are

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defined using Goal Framework. The Goal Framework for SPM application is an extension to the Goal Framework application.

Project Portfolio Management

ServiceNow® Project Portfolio Management provides a simplified, team-oriented approach to managing project portfolios and IT development by combining several individual applications. In combination with the Goal Framework application, you can create a goal relationship with the Project and Demand work items and the Program strategic item.

Now Assist for Collaborative Work Management (CWM) release notes

The ServiceNow® Now Assist for Collaborative Work Management (CWM) application uses generative AI skills to improve the time to value for tasks you perform in CWM. Now Assist for CWM is a new application in the Zurich release.

Now Assist for CWM highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- In Zurich Patch 4, some Now Assist are now turned on by default.
- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
- Help increase the efficiency of your teams using the generative AI capabilities of Now Assist for CWM.

See Now Assist for Collaborative Work Management (CWM) for more information.

Important: Now Assist for CWM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Generate acceptance criteria for stories in CWM

Generate clear, consistent acceptance criteria for user stories with the acceptance criteria generation skill. By using story details as context and predefined templates, the skill helps you generate acceptance criteria in a format that aligns with your organizational requirements.

Generate and improve content using open-text prompts

Help improve your content and productivity with the ability to enter custom prompts directly in the Docs, alongside the Summarize, Elaborate, and Shorten options.

Generate content with Now Assist for CWM directly in your Docs. In addition, summarize existing sections, elaborate where needed, and refine drafts.

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

Changed in this release

Zurich Patch 5

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Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills are turned on by default

The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

Activation information

Install Now Assist for CWM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Collaborative Work Management

Collaborative Work Management (CWM) provides a central hub to plan, visualize, manage, and collaborate on work with your teams.

The Now Assist for CWM application uses generative AI skills to help save time and improve efficiency for actions you perform within CWM.

ServiceNow® Now Assist uses generative AI to help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use the Now Assist panel conversational interface in CWM to generate tasks from Docs and add them to CWM Boards.

Now Assist for Strategic Portfolio Management (SPM) release notes

The ServiceNow® Now Assist for Strategic Portfolio Management (SPM) application introduces generative AI skills into Strategic Portfolio Management. You can summarize feedback or content in Docs, create stories for epics, generate project insights, create demands through conversations, and quickly gain updates into projects. Now Assist for Strategic Portfolio Management (SPM) was enhanced and updated in the Zurich release.

Now Assist for SPM highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

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Zurich Patch 4

- All Now Assist for SPM skills are activated by default.
- Use the identify similar records skill to find similar demands based on contextual similarity.
- Enable the project task monitor AI agent to autonomously monitor project tasks on the critical path of a project.
- Use the **Send preview** button to share a project insights email instantly.
- Generate measurable targets from goals information and optional context with the target generation skill.

Zurich Patch 1

- Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

New in the Zurich release

Zurich Patch 4

Schedule project insights email

- Schedule project insights email in the Configure project insights modal. The project email is emailed to the project managers and users and continues on the selected schedule that you select until the project is inactive or paused.
- Schedule and instantly send the project insights email to your project managers by selecting the **Send preview** button.
- Track important updates such as the delayed end dates, the status turning red, or the state updates of your projects and receive project insights email on the schedule that you select.
- Select the email frequency that works for you: weekly, bi-weekly or monthly.
- Monitor critical elements such as milestones, resources, projects, and project tasks.
- Receive proactive, AI-based notifications when project milestones or critical tasks could lead to delays using Monitor project task agent. Use the Enable critical task alerts option from planning page to enable the project task monitor AI agent.
- Choose the recipients to whom you want to send the project insights email.

Identify similar records using Now Assist

Detect similar existing demand records when creating or editing a demand using the identify similar records skill. The skill compares the **Name**, **Description**, and **Business Case** fields for contextual similarity.

Accelerate target creation with the target generation skill

Generate measurable targets from goals information and optional context with the target generation skill. The skill automatically populates key fields in the target creation form, helping teams define clear, measurable outcomes and create targets quickly.

Generate acceptance criteria for stories

Generate clear, consistent acceptance criteria for user stories with the acceptance criteria generation skill. By leveraging story context and predefined templates, the skill helps you align with requirements.

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Enhancements to Story generation

Use the upgraded agile story generation skill to convert epics into actionable user stories quickly. Powered by an agentic workflow, the skill analyzes epic details to recommend the optimal number of stories, enables adjustments, refines story content, and creates story records.

Zurich Patch 2

Improve efficiency and quality using refine records skill with Now Assist Context Menu

Simplify record creation and updates by using the refine records skill with Now Assist context menu. Improve record quality by enabling AI-assisted text refinement in the text fields of Product idea, Demand, Epic, Projects, Capability, Feature, Stories, Project tasks, Risks, Strategic priorities, Goals, Targets, Initiatives, Feedback, Milestones, and Story forms.

Zurich Patch 1

Configure ACLs for custom roles

Update the ACLs for custom roles that require access to Now Assist skills.

Generate and improve Docs content

Help improve your content and productivity with the ability to enter custom prompts directly in the Docs, alongside the Summarize, Elaborate, and Shorten options.

Generate content with Now Assist for SPM directly in your Docs. In addition, summarize existing sections, elaborate where needed, and refine drafts to help improve your productivity.

You can interact with Now Assist directly in your Doc to create content, add context, or improve existing sections.

New third-party AI model provider options available for Now Assist

Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini.

UI changes

More actions context menu UI enhancements

- Email project summary option has been renamed to Configure project insights.
- Enable critical task alerts option has been added.
- Disable critical task alerts option has been added.

Configure project insights modal UI enhancements

- Email project summary modal has been renamed to Configure project insights modal.
- **Disable email summary** check box has been renamed to **Pause cadence** check box.
- Choose topics, personalize content, and set frequency setup have been added.
- **Project tasks**, **Milestones**, and **Resources** check boxes have been added.
- **Include critical path task changes** check box has been removed.
- **Schedule and send** button has been renamed to **Schedule** button.
- **Send preview** button has been added to send an email instantly.

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Skill name updates

The email project summary skill has been renamed to the project insights generation skill.

Demand Management UI changes

- The **Identify similar demands** button has been added to the demand form to identify and view any similar demands with the identify similar demands skill.
- The Similar Demands related list has been added, which displays the list of similar demand records identified by Now Assist.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Email project summary modal UI changes

- The **Enable AI Agents to monitor task changes on the critical path** check box has been added.
- The **Users** option has been added under Recipients to add recipients or users for the project summary email.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Some Now Assist skills, agents, and agentic workflows are turned on by default

The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows:

- New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically.
- Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.

Zurich Patch 1

ppm.ai_project_manager_agent user role

The agentic workflow, agents, and scheduled jobs are configured to run under the new ppm.ai_project_manager_agent user role instead of the administrator account.

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Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see .

Related ServiceNow applications and features

ServiceNow® Now Assist uses generative AI to help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use the Now Assist panel conversational interface in the Enterprise Agile Planning workspace to get story recommendations, split or combine stories, and create stories for your epics with the help of generative AI.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including feedback summarization, content summarization in Docs, demand creation, and epic to story generation.

Portfolio Planning release notes

The ServiceNow® Portfolio Planning application helps you enhance traditional product and portfolio management by visualizing the alignment of work with organizational objectives. Portfolio Planning was enhanced and updated in the Zurich release.

Portfolio Planning highlights for the Zurich release

- View the planned costs of your planning items for the past fiscal periods.
- Use **Display mode** to switch between different views of the financials record page.
- Experience consistent roadmap bar colors for choice list attribute values across all portfolio plans. View the roadmap-level milestone row while scrolling down the Roadmap page. Use different icons to distinguish item-level milestones.
- Apply filters using string-type and Boolean field values to view the desired data.
- Customize and apply a theme to your roadmap to match your organization’s standards.
- Create and manage monetary benefit plans to capture and track projected and actual benefits.
- Manage and run projects in various global currencies besides the functional currency using multicurrency.
- Generate labor cost on sub-projects based on the resource assignments.

See Portfolio Planning for more information.

Important: Portfolio Planning is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Roadmap enhancements

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- Create custom themes for your roadmap bar colors to align with your organization's standards.
- Experience consistent roadmap bar colors for choice list attribute values across all portfolio plans.
- View the roadmap-level milestone row while scrolling down the Roadmap page.
- Use different icons to distinguish item-level milestones.

Dynamic data linking in Docs

Keep record information in your documentation always current and reduce manual effort with the Dynamic data linking feature in Docs. You can now reference any ServiceNow application record and Docs will automatically reflect the latest updates from those records. For example, if you add a reference to a Project record, the reference will show the latest field information of the project in Docs without requiring manual edits. Clicking the project reference opens up the project form so that you can view the full details of the project record and make any necessary changes. Dynamic linking also enables adding references to a particular field of a record, such as Assigned to of an Incident record.

You can add references from any ServiceNow table you have access to, with no setup or configuration needed, thereby eliminate the hassle of switching between applications to copy and paste data from various records into Docs.

Scenario planning enhancements

With the sn_align_core.apw_admin role, you can enable or disable the scenario planning feature. The *sn_align_ws.is_scenario_planning_disabled* system property allows you to enable or disable the scenario planning feature.

Quick filters enhancements

Apply filters using string-type and Boolean field values across the Planning page to view the required dataset. These filters are saved as part of your user preferences, enabling you to access the same filtered data when you log back in and continue your planning seamlessly.

Financial enhancements

- View only the planned costs of your planning items to track the total cost of projects or demands.
- Use **Display mode** to switch between focused views to better plan and track the financials of your planning items.
- Manage the planned and actual monetary benefit plans for your projects to identify the financial performance of your project using the Cost and benefits screen.
- Use multicurrency to view and manage financial records of the project in Investment currency, which can be different from your functional currency. Manage multiple financial records such as planned and actual expenses, planned and actual benefits, and so on.
- Generate and track labor cost for sub-projects, based on the resource assignments of your sub-projects and planning items such as features and capabilities.

UI changes

Coral theme

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Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Financials in Portfolio Planning

- Use the new **Display mode** in the Financials record page to select and view forecast, compare planned vs actual costs, planned costs, or allocate budget.
- Renamed **Cost** tab as **Costs and benefits** to manage cost plans and benefit plans in one view.
- Renamed **Baselines** as **Baseline comparison** to create and compare financial baselines.
- Renamed **Time scope** as **Filter time scope** to adjust the time scope to view a focused and customized financial snapshot.
- New **Generate labor costs** button to generate labor costs based on the resource assignments.
- New **Currency** list option to switch between functional and investment currency.
- New **Edit investment currency** option to define investment currency for your projects.
- **New monetary benefit plan** option to create new forecast benefit plans.
- New **Planned Benefits** widget displays the total forecasted benefits.
- New **Total Return** widget displays the total actual benefits form the projects.
- New **Record type** column to classify the financial records between benefits and costs.
- Renamed **Estimate At Completion** widget to **EAC Cost**.
- Renamed **Actual Cost To Date** to **Actuals (Incl. current fiscal period)**.

Activation information

Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Strategic Planning

Prioritize, roadmap, and track work when using traditional, agile, or hybrid methodologies with ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization.

Project Portfolio Management release notes

The ServiceNow® Project Portfolio Management application enables you to create and manage a wide range of planning items from a few small tasks to large portfolios of projects. Project Portfolio Management was enhanced and updated in the Zurich release.

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Project Portfolio Management highlights for the Zurich release

- Synchronize resource assignment dates with the project end dates, and end resource assignments automatically when a project reaches its end date.
- Manage all project-specific resource assignments in one place by accessing the resource page directly from Project Workspace.
- Identify similar demand records based on contextual similarity in the name, description, and business case content using the identify similar records Now Assist skill.
- Convert demands to Enterprise Agile Planning (EAP) entities, such as Epic, Feature, or Capability, directly from Demand Management.

See Project Portfolio Management for more information.

New in the Zurich release

Managing projects with Project Workspace

- End resource assignments when a project ends, view assignment details, and synchronize assignment dates with project dates.
- Access and edit the resource details directly from the Resource page without switching between views.

Identify similar records using Now Assist

Detect similar existing demand records when creating or editing a demand using the identify similar records skill. This skill compares the **Name**, **Description**, and **Business Case** fields for contextual similarity.

Convert demands to EAP entities

Convert your demand records quickly to Enterprise Agile Planning (EAP) entities, such as Epic, Feature, or Capability. When you convert a demand, the system generates a new record of the selected entity type, replicates common fields from the demand, and moves the demand to the Approved state.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Project Workspace UI changes

The following items were added to Project Workspace:

- Resource page to access and manage resource assignments.
- **Sync all** button to synchronize project dates for all the resource assignments.

Demand Management UI changes

- The Artificial Intelligence value has been added to the **Investment Type** field of the Demand form so you can choose AI as an investment type.
- Three values, EAP Epic, EAP Feature, and EAP Capability, have been added to the **Type** field in the Demand form. These options are available only when the value in the **Category** field is set to **Strategic**.

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- An option to create the selected type of EAP entity has been added under Related Links in the Demand form. This option is available when the demand is in the Draft state and until an EAP entity is created.
- The EAP Details section has been added to the Demand form. This section is displayed after the demand is in the Draft state and includes two fields:
  - **Team**: Choose a team for the EAP entity.
  - **Converted to**: Name of the created EAP entity after it's generated.

  After the EAP entity is created, both fields are set to read only.
- The following items have been added to the demand form and are available if you have the identify similar records Now Assist skill activated:
  - The **Identify similar demands** button, which identifies and displays similar demands.
  - The Similar Demands related list, which displays the list of similar demand records identified by Now Assist.

Deprecations

Resource Management reports

Starting with the Zurich release, Resource Management reports are deprecated. You can start using the interactive Overview dashboard in Resource Management Workspace to work on reporting.

For more information on the Overview dashboard, see Using Resource Management Workspace.

Resource Management classic

Starting with the Zurich release, the Resource Allocation workbench and Capacity planning overview are removed from the product navigation of Resource Management for new customers.

Activation information

Project Portfolio Management is available with activation of the PPM Standard (com.snc.financial_planning_pmo) plugin. For more information on activation, see Activate PPM Standard (Project Portfolio Management).

Install Strategic Spend Tracking for PPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Project Workspace

See the Project Workspace documentation for more details about using ServiceNow Workspace in Next Experience.

Use Resource Management Workspace

You can use Resource Management Workspace to manage resource assignments as a replacement for Allocation workbench.

Capacity Planning

Use the Capacity in Strategic Planning Workspace to generate user capacity as a replacement for Capacity planning overview.

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Now Assist for Strategic Portfolio Management (SPM)

Now Assist enables you to use generative AI skills in multiple SPM apps. With Now Assist for SPM, identify similar demand records to avoid duplication and redundancy.

Project Workspace release notes

The ServiceNow® Project Workspace application provides an intuitive user experience that enables project managers to plan and manage their projects. Project Workspace was enhanced and updated in the Zurich release.

Project Workspace highlights for the Zurich release

- Guide teams through predefined stages and actions for each process using Playbooks.
- Track, modify, and synchronize all resources assignment for a project from the resource assignment list page, which displays all assignments associated with that specific project.
- Create and manage monetary benefit plans to capture and track projected and actual benefits.
- Manage and run projects in various global currencies besides the functional currency using multicurrency.
- Generate labor cost on sub-projects based on the resource assignments.

See Project Workspace for more information.

Important: Project Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Use Playbooks in Project Workspace

- Playbooks provide structured stages and activities to keep projects on track.
- Added two playbooks for Project Workspace: Project Default and Stage-gate Default.
- Use one of the two out-of-box playbooks or create your own to match your project process.

Monitor and update project report status

- Track the status of project reports using the Status drop down, and change the status from Draft to Published once updates are complete.
- Status changes are restricted to the Project Manager role.

Copy and edit status report enhancements

- Simplified workflow for copying and editing status reports. Duplicate a status report directly without opening a form modal.
- The duplicated report automatically refreshes with the latest project updates (for example, overall status, milestones, or metrics).

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- Any static or manually added data from the original report is retained in the duplicated version.
- When editing is disabled, all fields in the status report are read-only. When editing is enabled, only dynamic fields remain read-only. You can edit the status report in both the scenarios using the Edit Status Report action in the context menu.

Resource assignment updates

- Access and modify resource details directly from the Resource page without having to navigate to Resource Management Workspace.
- End resource assignments when a project ends. View the resource assignments and synchronize the resource assignment dates with the project dates.
- Move resource assignments to a new start and end date to align with task dependencies or resource availability.

Status report properties

- Updates made on the status report form are reflected in the Status Report document when the `sn_pw.status_report_doc_read_only` property is set to `true`.
- Updates made on the status report form are not reflected in the document content when the property is set to `false`.

Project financials

- View only planned costs of your planning items to track the total cost of your projects.
- Use **Display mode** to switch between focused views to better plan and track the financials of your projects.
- Manage the planned and actual monetary benefit plans for your projects to identify the financial performance of your project using the Cost and benefits screen.
- Use multicurrency to view and manage financial records of the project in Investment currency, which can be different from your functional currency. Manage multiple financial records such as planned and actual expenses, planned and actual benefits, and so on.
- Generate labor cost for sub-projects based on the resource assignments of your sub-projects.

UI changes

Status report

- A Status drop down is added in the Project Status Report with two options Draft and Published.
- Renamed the **Copy** button to the **Duplicate status report** button.
- Added the Playbooks page to define structured stages for projects.
- Added the **Create from template** button on homepage.

RIDAC UI changes

Filter, Personalize columns, Settings, and Item details icon are moved to panel.

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Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Project Workspace UI changes

- A Resource page is added to access and manage resource assignments.
- **Sync all** button is added to synchronize project dates for all resource assignments.
- A new value, Artificial Intelligence, has been added to the Investment Type field in details section of Project form to allow users to choose Artificial Intelligence as an investment type.

Managing financials for your projects

- Select and view forecasts, compare planned vs. actual costs, and view planned costs or the allocated budget through a new display mode on the Financials record page.
- Renamed **Cost** tab as **Costs and benefits** to manage cost plans and benefit plans in one view.
- Renamed **Baselines** as **Baseline comparison** to create and compare financial baselines.
- Renamed **Time scope** as **Filter time scope** to adjust the time scope to view a focused and customized financial snapshot.
- New **Generate labor costs** button to generate labor costs based on the resource assignments.
- New **Currency** list option to switch between functional and investment currency.
- New **Edit investment currency** option to define investment currency for your projects.
- **New monetary benefit plan** option to create new forecast benefit plans.
- New **Planned Benefits** widget displays the total forecasted benefits.
- New **Total Return** widget displays the total actual benefits form the projects.
- New **Record type** column to classify the financial records between benefits and costs.
- Renamed **Estimate At Completion** widget to **EAC Cost**.
- Renamed **Actual Cost To Date** to **Actuals (Incl. current fiscal period)**.

Activation information

Install Project Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Portfolio Management

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Use a simplified, team-oriented approach to Project Management and IT development by combining several individual applications.

Resource Management Workspace release notes

The ServiceNow® Resource Management Workspace application provides resource managers with a more efficient way to work with a dedicated workspace to view and manage resource assignments. Resource Management Workspace was enhanced and updated in the Zurich release.

Resource Management Workspace highlights for the Zurich release

- Move an assigned or unassigned resource assignment to a different start date to align the work with your organization's prioritization cycle.
- View the type of operational work assigned to a resource in the resource board drill-down view.
- Allocate effort from unassigned resource assignments using the following ways — auto-assign work among all the available resources, or partially assign work among for selected resources.

See Resource Management Workspace for more information.

Important: Resource Management Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Resource Management Workspace features

Move a resource assignment

Move any assigned resource assignment without actuals or an unassigned resource assignment to a different date to align the work with your project realignment, prioritization, or resource availability. You can move individual resource assignments based on your project or organizational priorities.

Using Resource Management Workspace

- View the type of operational work that is assigned to a resource using the resource board drill-down view.
- Filter your resource board using data grid filters to easily navigate and modify the resource assignments in the top tray.
- Sync the resource assignments to align them with change in planning item dates.
- Override resource rate for each assignment from the assigned work in the top tray.
- Apply filters using string-type and boolean field values across the resource card top tray to view the required dataset.

Assign resource assignments

Allocate effort from unassigned resource assignments using the following ways:

- Auto-assign work among all the available resources.
- Partially assign work among for selected resources.

UI changes

Using Resource Management Workspace

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- Added the new **Move** option in the row context menu in the top and bottom tray of the resource board view.
- Added sub-labels for the row context menu options in the resource board to better estimate the actions.
- Updated **Assign modal** with options to auto-assign and manually assign the available resources
- New **Preview** button in the Assign modal to see the real-time simulation of allocations for an assignment.
- Added **Resource not synced** icon to identify and sync the resources assignments which are not aligned with the changes to planning item timelines.
- New **Rate override** field to enable editing of resource rate using the inline editing feature.
- New **Resource rate** field to edit resource rate from the workspace view for each resource.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Resource Management Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Planning user capacity in Strategic Planning Workspace

Capacity Planning gives you insights about resource availability, allocation details, availability, and operational work assignments. Resource managers can use this information to approve requested resource assignments and allocate work.

Strategic Planning release notes

The ServiceNow® Strategic Planning application helps you accomplish end-to-end planning using a single workspace. Strategic Planning was enhanced and updated in the Zurich release.

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Strategic Planning highlights for the Zurich release

- Categorize your strategic priorities, goals, planning items, and execution items—projects and demands as Artificial Intelligence to track and monitor their progress from the AI Control Tower workspace.
- Experience consistent roadmap bar colors for choice list attribute values across all portfolio plans. View the roadmap-level milestone row while scrolling down the Roadmap page. Use different icons to distinguish item-level milestones.
- Apply filters using string-type and boolean field values to view the desired data on the Planning and Scoring pages.
- Work on financial planning for various planning items such as Capabilities, Features, and so on.
- View the planned costs of your planning items for the past fiscal periods.
- Use Display mode to switch between different views of the financials record page.
- Create and manage monetary benefit plans to capture and track projected and actual benefits.
- Manage and run projects in various global currencies besides the functional currency using multicurrency.
- Generate labor cost on sub-projects based on the resource assignments.

See Strategic Planning for more information.

Important: Strategic Planning is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Strategic Planning to Zurich

After upgrading to Strategic Planning v4.8.0, the existing **Investment type** and **Investment class** fields will appear as **Investment type (Deprecated)** and **Investment class (Deprecated)** respectively across the Planning page including in the Prioritization and Roadmap views and in the Scenario Planning page. The values from these deprecated fields will be automatically copied to the new **Investment type** and **Investment class** fields.

If you previously applied filters or personalized your view using the deprecated fields, you must update those configurations to use the new **Investment type** and **Investment class** fields across the workspace—including in the Prioritization and Roadmap views on the Planning page, as well as in the Scenario Planning page.

New in the Zurich release

Strategic Planning and AI Control Tower

Categorize your strategic priorities, goals, planning items, and execution items —projects and demands as Artificial Intelligence to track and monitor strategy progress from the AI Control Tower workspace.

Use the **Type** field for strategic priorities, the **Category** field for goals, the **Investment type** field for planning items - to classify them as Artificial Intelligence and monitor their progress in the AI Control Tower workspace.

Integrate Enterprise Agile Planning (EAP) with Atlassian Jira

Facilitate execution of the work planned in EAP and executed in Jira. With this integration, enable seamless tracking of work across tools with bidirectional sync between Jira and EAP. Key updates made in one system, such as a status change

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or field update for Epics and Stories, will automatically reflect in the other. This integration ensures your team can collaborate and track development efforts without switching contexts, reducing manual effort and improving visibility across platforms.

Enterprise Agile Planning (EAP) integration with CWM

Enhance visibility, planning, and execution for your teams with seamless integration between EAP and CWM.

For Agile teams managing non-agile work items such as incidents and change tasks, this integration bridges the gap by automatically creating a dedicated Space and Board in CWM. Agile work is seamlessly brought over via Connected Work, while EAP sprints are reflected directly in CWM's Sprint planning view, thus enabling unified planning across work types. Teams can plan work for their sprints and update work status directly from the CWM Board, with performance reports in EAP dynamically reflecting these changes. This integration enables teams to manage their full scope of work from a single, connected workspace.

Dynamic data linking in Docs

Keep record information in your documentation always current and reduce manual effort with the Dynamic data linking feature in Docs. You can now reference any ServiceNow application record and Docs will automatically reflect the latest updates from those records. For example, if you add a reference to a Project record, the reference will show the latest field information of the project in Docs without requiring manual edits. Clicking the project reference opens up the project form so that you can view the full details of the project record and make any necessary changes. Dynamic linking also enables adding references to a particular field of a record, such as Assigned to of an Incident record.

You can add references from any ServiceNow table you have access to, with no setup or configuration needed, thereby eliminate the hassle of switching between applications to copy and paste data from various records into Docs.

Portfolio plan enhancements

- Create portfolio plans for AI-related items by applying a filter on the planning item tables, setting the **Investment type** field value to **Artificial Intelligence** during portfolio plan creation. This allows you to focus exclusively on AI-related items.
- With the sn_align_core.apw_admin role, you can update the following system properties:
  - *sn_align_core.planning_item_types_allow_list* - Defines the planning item types that can be configured and allowed for a portfolio plan.
  - *glide.ui.sn_align_core_dependency_activity.fields* - Enables activity stream for the dependency formatter fields.
  - *sn_align_ws.gantt_show_higher_planning_upper_entities* - Enables display of entire hierarchy of lens structure from top to bottom in prioritization hierarchy view for high-level portfolio plans.
  - *sn_align_ws.portfolio_plan_items_limit* - Defines the number of planning items to be loaded on the planning page.

Roadmap enhancements

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- Create custom themes for your roadmap bar colors to align with your organization's standards.
- Experience consistent roadmap bar colors for choice list attribute values across all portfolio plans.
- View the roadmap-level milestone row while scrolling down the Roadmap page.
- Use different icons to distinguish item-level milestones.
- Match milestone colors with their status labels across the roadmap, milestone popover, and side panel. For example, a missed milestone displays the same color in all locations.
- With the sn_align_core.apw_admin role, you can define the number of milestone items to be loaded in the Roadmap tab. The *sn_align_ws.item_milestone_limit* system property allows you to define the number of milestone items to be loaded in the Roadmap tab.
- With the sn_align_core.apw_admin role, you can define the list of planning item types that can be created in a free-form roadmap. The *sn_align_ws.freeform_planning_items_creation_list* system property allows you to define the list of planning item types that can be created in a free-form roadmap.

Scenario planning enhancements

With the sn_align_core.apw_admin role, you can enable or disable the scenario planning feature. The *sn_align_ws.is_scenario_planning_disabled* system property allows you to enable or disable the scenario planning feature.

Quick filters enhancements

Apply filters using string-type and boolean field values across the Planning page and Scoring page to view the required dataset. These filters are saved as part of your user preferences, enabling you to access the same filtered data when you log back in and continue your planning seamlessly.

Investment type and Investment class fields on the Planning item table

The **Investment type** and **Investment class** fields have been added to the Planning item [sn_align_core_planning_item] table to enable these attributes to be defined at the parent planning item level.

A new value, **Artificial Intelligence**, has also been added to the **Investment type** field to categorize a planning item as an Artificial Intelligence initiative.

Goal management enhancements

- With the sn_gf_goal_admin role, you can update goal-specific system properties:
  - *sn_align_ws.goal_hierarchy.max_records* - Defines the number of targets to load on the Hierarchy tab in the Targets view. The default value is 250.
  - *glide.ui.sn_gf_goal_activity.fields* - Enables activity stream for fields of the goals.
- Experience faster loading of goals data, even when large volumes of data are present.
- With the sn_gf.goal_admin role, you can edit any goal and target as needed, even when you aren't the owner or contributor of a goal or target.
- With both the sn_gf_goal_admin and sn_apw_advanced.spw_goal_user roles, you can edit target breakdowns as needed.

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Financial enhancements

- View only the planned costs of your planning items to track the total cost of your planning items.
- Use Display mode to switch between focused views to better plan and track the financials of your planning items.
- Manage the planned and actual monetary benefit plans for your projects to identify the financial performance of your project using the Cost and benefits screen.
- Use multicurrency to view and manage financial records of the project in Investment currency, which can be different from your functional currency. Manage multiple financial records such as planned and actual expenses, planned and actual benefits, and so on.
- Generate and track labor cost for sub-projects, based on the resource assignments of your sub-projects and planning items such as features and capabilities.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Financials UI changes

- New Display mode in the Financials record page to select and view forecast, compare planned vs actual costs, planned costs, or allocate budget.
- Select and view forecasts, compare planned vs. actual costs, and view planned costs or the allocated budget through a new display mode on the Financials record page.
- Renamed **Cost** tab as **Costs and benefits** to manage cost plans and benefit plans in one view.
- Renamed **Baselines** as **Baseline comparison** to create and compare financial baselines.
- Renamed **Time scope** as **Filter time scope** to adjust the time scope to view a focused and customized financial snapshot.
- New **Generate labor costs** button to generate labor costs based on the resource assignments.
- New **Currency** list option to switch between functional and investment currency.
- New **Edit investment currency** option to define investment currency for your projects.
- **New monetary benefit plan** option to create new forecast benefit plans.
- New **Planned Benefits** widget displays the total forecasted benefits.
- New **Total Return** widget displays the total actual benefits form the projects.
- New **Record type** column to classify the financial records between benefits and costs.

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- Renamed **Estimate At Completion** widget to **EAC Cost**.
- Renamed **Actual Cost To Date** to **Actuals (Incl. current fiscal period)**.

Changed in this release

Investment type and Investment class fields

The **Investment type** and **Investment class** fields have been deprecated from the Project and Demand planning item tables. These fields are now created at the parent level in the Planning item [sn_align_core_planning_item] table.

Goal management

By default, only active goals—those goals with the **Active** field set to **true**—are displayed across the workspace. This change applies to the **Dashboards** and **Goals and targets** tabs on the Goals page, the **Goal**/**Parent goal** reference fields in all applicable tables, and all relevant dashboards.

Default related list view changes for Stories

In the Stories list for an Epic, Feature, or Capability in the Enterprise Agile Planning workspace, the Assignment group and Sprint columns in the default related list view are replaced with the EAP team and Iteration columns.

Enhancements to tables in Docs

- Resize the column width of a table per your preference.
- Add color to single or multiple table cells.

Deprecations

The **Investment class** and **Investment type** fields have been deprecated from the Project [sn_align_core_project] and Demand [sn_align_core_demand] tables.

Activation information

Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

AI Control Tower

ServiceNow AI Control Tower allows you to track and monitor all your strategic priorities, goals, targets, planning items, and execution items—projects and demands categorized as Artificial Intelligence in the Strategic Planning Workspace.

Now Assist for Strategic Portfolio Management (SPM)

Now Assist enables you to use generative AI skills in multiple SPM apps. With Now Assist for SPM, summarize product feedback, create stories for epics, generate concise project summaries, rephrase content for docs, create demands through a conversational experience, and quickly gain insights into projects.

Digital Product Release Workspace

ServiceNow Digital Product Release Workspace helps product managers track the planning items associated with the product enhancements that are defined in the Strategic Planning Workspace using the Digital Product lens.

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Telecommunications, Media, and Technology release notes

ServiceNow® Telecommunications, Media, and Technology has new and updated applications and features in the Zurich release.

Telecommunications products and applications

The Telecommunications industry solution includes the following applications:

- Telecommunications Service Management connects your entire telecommunications operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Exchange
  - Proactive Service Experience Workflows
  - Customer Success Management
  - Customer Service Problem Management
- Sales and Order Management for Telecommunications. See Sales and Order Management release notes.
- Telecommunications Network Inventory
- Telecommunications Service Operations Management
- Strategic Portfolio Management for Telecom
- Field Service Management for Telecommunications
- Now Assist for Telecommunications, Media and Technology (TMT)

Technology products and applications

The Technology industry solution includes the following applications:

- Technology Service Management connects your entire technology operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Exchange
  - Proactive Service Experience Workflows
  - Customer Success Management
  - Technology Product Support Case
- Sales and Order Management for Technology Providers. See Sales and Order Management release notes.
- Now Assist for Telecommunications, Media and Technology (TMT)

Customer Service Problem Management release notes

The ServiceNow® Customer Service Problem Management application helps customer to identify and resolve service problems. Automatically suggests relevant diagnostic tests, as configured by admin, to check the service quality and troubleshoot the problem effectively. After identifying the root cause, the application helps generate a repair task based on the test outcomes, leading to a successful resolution. Customer Service Problem Management was enhanced and updated in the Zurich release.

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Customer Service Problem Management highlights for the Zurich release

- Run the diagnostics from the contextual panel in the Customer Service Problem Management playbook.
- As an agent, use the Test group to help group test definitions. The Test group contains multiple test definitions.
- Enables your customer to modify the visibility of the **Diagnose** tab and run diagnostics from the contextual panel in the Decisions table.

See Customer Service Problem Management, Setting up a test group, and Setting up test definitions for more information.

Important: Customer Service Problem Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Customer Service Problem Management features

Components installed with Customer Service Problem Management

The granular admin role enables developers and administrators to complete administrative configuration tasks for Customer Service Problem Management without requiring the full admin role.

Setting up a test group

Enables the system to trigger the required tests for service problem cases, incidents, and change request, helping to identify the root cause of the problem. Test group includes test definitions.

Diagnose and resolve a service problem case

Review, diagnose, resolve, and close a service problem case for the service-related issue experienced by the customer.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Customer Service Problem Management and Service Test Management by requesting it from the ServiceNow® Store.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Incident Management

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ServiceNow® Incident Management restores normal service operation while minimizing impact to business operations and maintaining quality. You can record an incident and track it through the entire incident life cycle until service is restored and the issue is resolved.

Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to the business operations.

Process Mining

ServiceNow® Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Create automated business process flows from your data that enable you to monitor and more quickly discover inefficiencies in your processes.

Sales and Order Management

Learn how you can use the ServiceNow® Sales and Order Management (SOM) applications to manage the product sales life cycle in your organization. Your agents can use these applications to generate pre-sales leads and opportunities, provide sales quotes, capture and fulfill orders, work with contracts and entitlements, and manage the customer order workflow for changes.

Customer Success Management release notes

The ServiceNow® Customer Success Management application helps you to streamline your onboarding process, define and track objectives and outcomes, identify and mitigate risks, and increase renewal rates. Customer Success Management was enhanced and updated in the Zurich release.

Customer Success Management highlights for the Zurich release

- Account Lifecycle Events has been renamed to Customer Success Management.
- Enable managers to see a high-level aggregate view of their entire customer portfolio.
- Monitor adoption scores for sold products and track implementation progress for customer engagements.
- View the engagement hierarchy and timeline of events.
- Use the new metrics data source to calculate metric values dynamically based on the weighted sums of other metrics.
- View the detailed information of risk level records in the risk occurrence timeline.
- The activity stream component displays a list of the activities occurring on a risk signal and issue record.
- The **Related Items** tab provides access to the Risk Signal and Issue related lists.
- Determine the engagement health score from the Calculated data source.
- Retrieve data from internal and external tables with the Table type data source.

See Customer Success Management for more information.

Important: Customer Success Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Calculate health score

Starting with Customer Success Management 5.3.11, you can use the **Calculated** metric data source to determine the health score for an engagement. If you are upgrading from Customer Success Management 5.3.10 or earlier versions, you must run the `Set health migration status` script to enable the health score calculation using this data source.

Define a table data source

Starting with Customer Success Management 5.3.11, you can use the **Table** type data source to retrieve and analyze data from internal and external tables. To retrieve data from external sources, you must install the Workflow Data Fabric Hub application and create data fabric tables.

Risk and issues page

Use the risk timeline visualization to manage the risk occurrences.

Granular admin roles

The granular admin role enables developers and administrators to complete administrative configuration tasks for Customer Success Management without requiring the full admin role.

Read-only field enhancements

Read-only field protections have been moved from the client side to the server side. This move prevents users from updating read-only fields through client-side methods.

Success report dashboard

Use the Success report dashboard to see the overall view of all the engagements under your hierarchy and manage your entire customer portfolio. Monitor engagement metrics, risk indicators, and get insights into onboarding and adoption status, risk indicators, onboarding and adoption insights, and expansion and renewal metrics.

Product adoption and usage

Measure product adoption trends and proactively guide users to achieve desired outcomes using products and services that have been purchased. Identify active and power users and areas where additional training or support is required due to low engagement.

Implementation record

Track the progress of a partner or customer implementing a product or a service. Get a centralized view of the implementation status, identify risks, and run playbooks to mitigate issues.

Engagement hierarchy

View aggregate hierarchical data for an engagement. Make informed decisions, improve customer satisfaction through detailed tracking, identify risks early, and help prevent escalations.

Engagement timeline

View a chronological list of critical events related to an engagement. Review timelines to recall past events, customer interactions, and identify any issues.

Contextual color bands

Associate thresholds and visual representations to health metric data. View product adoption and usage information relative to a specific product.

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UI changes

Coral theme

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Activation information

Install Customer Success Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Customer Service Management

The Customer Service Management application enables you to automate your onboarding and case monitoring processes and provides service agents with visibility into the customer systems and tools that you need to deliver proactive services to your customers.

Service Exchange

ServiceNow® Service Exchange connects multiple ServiceNow instances to provide seamless support and service experiences across the ecosystem, from enterprise customers to suppliers and system integrators. Service Exchange provides a frictionless experience that enables efficient collaboration and request processing while giving users the convenience of working in their own ServiceNow instance.

Field Service Management for Telecommunication release notes

The ServiceNow Field Service Management for Telecommunication application enables you to manage the field service workflow for the telecommunication industry. Field Service Management for Telecommunication was enhanced and updated in the Zurich release.

Field Service Management for Telecommunication highlights for the Zurich release

Manage your work order using the TMF 697 Open API.

See Field Service Management for Telecommunications for more information.

Important: Field Service Management for Telecommunication is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Managing work orders for telecommunication services

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Manage the work orders for field services to support the installation, activation, and site assessments that are needed for connectivity services. This feature supports the POST, PATCH, GET, LIST, and DELETE operations for work orders via the TMF 697 Open API.

Activation information

The Telecommunications appointment booking feature is available with activation of the Telecommunications Open API (com.sn_tmf_api) and Field Service Management for Telecommunications (com.sn_fsmt) applications. Install these applications by requesting them from the ServiceNow Store.

Related ServiceNow applications and features

Field Service Management

The ServiceNow® Field Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as install, repair, or maintain equipment.

Now Assist for Telecommunications, Media and Technology (TMT) release notes

The ServiceNow® Now Assist for Telecommunications, Media and Technology (TMT) application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for Telecommunications, Media and Technology (TMT) was enhanced and updated in the Zurich release.

Now Assist for Telecommunications, Media and Technology (TMT) highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Address voice quality issues and validate tickets with RADCOM.
- Summarize the risk signal and issues records along with respective risk solution and occurrence records.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Zurich Patch 1

- Manage and resolve billing inquiry case requests using a team of AI agents.
- Analyze network incidents, correlate associated cases, and provide resolutions.
- Summarize Knowledge Graph service details, success initiatives, internal plays, customer plays, and Zoom meeting details.
- Analyze account health, trigger renewal flows, schedule, and manage touchpoint meetings.
- Use agentic AI to quickly create consumer registrations.

See Now Assist for Telecommunications, Media and Technology (TMT) for more information.

Important: Now Assist for Telecommunications, Media and Technology (TMT) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Zurich release

Zurich Patch 4

Address voice quality issues

Collect customer details about the voice quality issue, open a service ticket with RADCOM (https://radcom.com/), and generate a resolution plan.

Risk signals and issues summarization

Generate summary details including the record and associated risk solutions and risk occurrences for risk signal and issues records.

Zurich Patch 1

Help remediate bill issues

Handle billing inquiry case requests, analyze customer invoices, and recommend better plans based on customer usage patterns.

Analyze network incidents

Identify historic incidents and determine resolution plans. The AI agent also has the capabilities to identify field values, estimate resolution time, and create actionable tasks.

Support renewals and expansion

Streamline customer success management by automatically assessing account health, value realization, and adoption trends. Deliver timely, data-driven insights that guide renewal planning and play recommendations.

Trigger risk mitigation touchpoint

Enable customer success agents to optimize meeting schedules within the customer success workflow by creating and managing meetings. Create and manage meetings based on key details such as invitees, agenda, meeting type, and scheduling preferences.

Success summarization

Generate summary details including overview, current status, and open tasks for success initiatives, internal plays, and customer plays. Enhance Zoom meeting summaries by updating key notes, and enabling sentiment tracking.

Analyze metric data trend

Collect and analyze metric data for engagements, identify patterns, and generate a trend chart.

Service summary generation

Generate a service summary for a product inventory.

Knowledge graph schema generation

Use the Knowledge Graph (KG) to create Knowledge Graph schema.

Customize a summary card for service summary

Customize the summary card of the service summary and UI actions according to your needs.

Register consumers using Agentic AI

Initiate the consumer registration process using agentic AI to receive step-by-step guidance, including error checks during registration and support for resolving those errors.

Configure ACLs for AI agents and agentic workflows

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Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

UI changes

Zurich Patch 0

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see .

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

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Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Now Assist for Sales and Order Management for Telecommunications (SOMT) release notes

The ServiceNow® Now Assist for Sales and Order Management for Telecommunications application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for SOMT is a new application in the Zurich release.

Now Assist for SOMT highlights for the Zurich release

Zurich Patch 5

- Review changes to Now Assist usage measurement.

Zurich Patch 4

- Collects the customer order information, identifies if the order needs enrichment, and creates the enrichment tasks. On closure of the enrichment task, it invokes the order fulfillment agent.
- Uses the historic order tasks to create the order tasks. If the historic data doesn't return any results, the large language model (LLM) is used to get the response.
- Checks the automation flow and fulfill order tasks.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

See Now Assist for Sales and Order Management for Telecommunications (SOMT) for more information.

Important: Now Assist for SOMT is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Now Assist for SOMT features

Zurich Patch 4

Order enrichment agent

Use the order enrichment AI agent to collect the customer order information, identify if the order needs enrichment, and create the enrichment tasks. The AI agent creates a task and triggers the order fulfillment AI agent on its completion.

Order fulfillment agent

Use the order fulfillment agent to identify the tasks for domain orders using historical data from similar orders. After decomposition, the fulfillment AI agent creates and fulfills order tasks by checking the historical and applicable tasks.

Configure ACLs for AI agents and agentic workflows

Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you

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must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

UI changes

Zurich Patch 4

Coral theme

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Changed in this release

Zurich Patch 5

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see .

Related ServiceNow applications and features

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

The Now Assist Admin console provides you with quick and effortless access to the important information that you must set up, configure, and monitor Now Assist applications and features.

Use this conversational interface in the CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide agentic AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Proactive Service Experience Workflows release notes

The ServiceNow® Proactive Service Experience Workflows helps your technical support teams identify your impacted customers, communicate directly with them, escalate a case if needed, and auto-generate cases for faster issue resolution. Proactive Service Experience Workflows was enhanced and updated in the Zurich release.

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Proactive Service Experience Workflows highlights for the Zurich release

- Diagnose the incidents and change requests in the Proactive Service Experience Workflows. Create a resolution task manually to resolve the issue.
- Run the diagnostics from the contextual panel in the Proactive Service Experience Workflows, Incident, Change request, and Product Support for Technology playbook.
- Execute tests for a Configuration Item (CI) in the Proactive Service Experience Workflows, Change request, and Product Support for Technology playbook. For Configuration Items (CIs), run related tests directly from the CI form view.
- Enables your customer to modify the visibility of the **Diagnose** tab and run diagnostics from the contextual panel in the Decisions table.
- Technology Product Support Case application is renamed to Product Support for Technology
- Technology Product Support Case application is renamed to Product Support for Technology.

See Proactive Service Experience Workflows for more information.

New in the Zurich release

Components installed with Proactive Service Experience Workflows

The granular admin role enables developers and administrators to complete administrative configuration tasks for Proactive Service Experience Workflows without requiring the full admin role.

Components installed with Product Support for Technology

The granular admin role enables developers and administrators to complete administrative configuration tasks for Product Support for Technology without requiring the full admin role.

Diagnose and resolve an incident

Diagnose the incident in the Proactive Service Experience Workflows and create the resolution task manually to resolve the issue.

Diagnose and resolve a change request

Review, diagnose, resolve, and close a change request case for the service-related issue experienced by the customer.

Diagnose and resolve a Product Support for Technology case

Review, diagnose, resolve, and close the Product Support for Technology Case.

UI changes

Product Support for Technology application

Technology Product Support Case menu is renamed to Product Support for Technology Case.

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Proactive Service Experience Workflows by requesting it from the ServiceNow® Store.

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Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Field Service Management

The ServiceNow® Field Service Management application helps organizations manage work tasks performed on location. Match tasks to agents based on skills, geographic territory assignments, and available inventory. Agents can record details on assigned tasks like completion status, travel time to jobs, and time spent.

Incident Management

ServiceNow® Incident Management restores normal service operation while minimizing the impact to business operations and maintaining quality. You can record an incident and track it through the entire incident life cycle until service is restored and the issue is resolved.

Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to the business operations.

Process Mining

ServiceNow® Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Create automated business process flows from your data that enable you to monitor and more quickly discover inefficiencies in your processes.

Service Exchange release notes

ServiceNow® Service Exchange will be renamed for the 2026 Australia release and will maintain the same functionality. This application enables providers and consumers to connect and track services directly between instances without having to configure and maintain custom integrations. Service Exchange was enhanced and updated in the Zurich release.

Service Exchange highlights for the Zurich release

- Streamline data replication from provider to consumer instances with foundation data sync.
- Enable seamless collaboration between provider and consumer with enhanced journal entry support.
- Enable consumer users to access linked resources in the provider instance using magic links.

See Service Exchange for more information.

Important: Service Exchange is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Service Exchange to Zurich

- Service Exchange version 2.x.x: Which was first released with the Xanadu release, doesn't support migration of Service Exchange (Legacy) versions.

  Service Exchange (Legacy) version: Before you upgrade to the Zurich release, follow instructions in the Service Bridge for Providers (Legacy) - Migration Utility [KB1499823] article in the Now Support Knowledge Base to migrate your configuration data.

- Service Exchange version 1.x.x: When upgrading, follow the steps in the Upgrade Guide - Service Bridge for Providers and Consumers application (v2.x.x release) [KB1700387] article in the Now Support Knowledge Base to migrate your Service Exchange applications.
- Service Exchange version 2.x.x: Due to the introduction of mismatched version support, new entitlements can't be activated until both the consumers and providers upgrade to Service Exchange version 2.x.x. Older active entitlements continue to work but new ones can't be activated.
- When you upgrade to Service Exchange version 2.0.55 with Sales and Order Management plug-in version 1.0.4, before upgrading the platform to the Zurich release, new Deny ACLs aren't installed. To ensure the Deny ACLs get installed, after upgrading to Zurich, select Repair to reinstall the Service Exchange application.
- When using Service Exchange for Providers and Service Exchange for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility.
- When you install the Service Exchange application, the Service Exchange Global Script Include is automatically installed or updated on the following platform versions:
  - Washington DC patch 9
  - Xanadu patch 4
  - Yokohama
  - Zurich

New in the Zurich release

Foundation data sync

Reduce manual effort, and eliminate the need to share data externally by sharing selected foundational data types with your consumers on a scheduled cadence. This data transfer supports the service life cycle by providing foundational data context for operational workflows. The supported tables are CMDB (CIs), CMDB Relationship, Asset, User, Group, Location, Company, and Department.

Journal field framework

- Write journal entries as a named user instead of using a generic company name to enhance authenticity and accountability.
- Maintain a complete historical record across instances by synchronizing previous journal entries between provider and consumer instances.
- Ensure that all critical operational updates remain current by mapping and synchronizing any journal-type field between provider and consumer instances.

Flow action

Ensure that Remote Tasks and Remote Record Producers continue to function correctly as you adopt newer revisions by maintaining flow compatibility across

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configuration revisions using four new Flow Actions that preserve mapped variable integrity.

Magic links

Convert regular links sent from a provider instance into magic links that enable consumer users to directly access the linked resource in the provider instance without having to manually log in.

UI changes

Coral theme

Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

Activation information

Install Service Exchange by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Dark theme

The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Related ServiceNow applications and features

Sales and Order Management

The Sales and Order Management applications enable you to manage the product sales life cycle in your organization, including pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales engagement.

Supporting information for HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Telecommunications Network Inventory release notes

The ServiceNow® Telecommunications Network Inventory application enables network planners to model physical, logical, or virtual networks, support datacenter infrastructure management, and perform design and assign services. Telecommunications Network Inventory was enhanced and updated in the Zurich release.

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Telecommunications Network Inventory highlights for the Zurich release

- The Logical interfaces (such as VLANs) and physical interfaces (such as Gigabit Ethernet ports) are now related to their parent equipment or card to help prevent duplicate CI creation.
- Get converged experience for Network Inventory workflows using Service Operations Workspace.
- Upload and manage CAD/PNG of floor maps to view the datacenter layout with physical asset placements over the floor.
- Ingest operational data and show time series metrics on the datacenter floor map to monitor health.
- Capture an inventory of operational facilities and define their relationships to respective network hardware such as the power chain.

See Telecommunications Network Inventory for more information.

Important: Telecommunications Network Inventory is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Create a logical connection record using the Design and Assign function

Logical interfaces created are now automatically related to their corresponding cards or parent equipment. This enhancement ensures consistency across systems and helps prevent duplicate CI creation by improving the alignment between logical and physical interfaces.

Visualize your network infrastructure

Use the new L1 menu that consolidates all network visualizations into a single canvas and include a tabular section for each view, such as site, floor, and topology. The following roles are introduced to manage datacenter infrastructure.

- DC Floor Designer (sn_ni_core.dc_floor_designer) – Design floor layout in Map Studio.
- DC Ops Agent (sn_ni_core.dc_ops_agent) – Oversee the operations of the data center floor.
- DC Ops Viewer (sn_ni_core.dc_ops_viewer) – View the Network Inventory Workspace and its components.

Floor map

Use the floor map to view the layout of your datacenter infrastructure. View network asset placement and operational details to monitor power, thermal, and usage data. View the incidents and alerts and take appropriate action.

Geo map

Use the geo map to view the geographical locations of your network sites and data centers. Geo map supports rendering data centers on the map, enabling the relevant persona, such as the DC Ops Viewer, to view connected data centers. You can open a data center floor map directly from the geo map for more detailed insights.

Upload and manage floor map for your datacenter

Upload and manage your datacenter map objects using the Map Studio interface. Enable you to view respective floor plans for a selected building in a campus.

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Service Operations Workspace for TNI

Provides a converged experience for agents to view both incident/alarm details and Network Inventory entities within a single Workspace. Enhances efficiency in retrieving information and significantly improves the overall user experience.

Capacity management

Supports pushing operational data to REST endpoints through an exposed API and store it in the ClothoDB. Overlay time series metrics on the datacenter floor map to monitor overall health and take appropriate action.

Collect operational values for datacenter

Manually record operational values of Configuration Items (CI) and store it in ClothoDB. Use this data for datacenter performance tracking.

Define the datacenter details

Define your datacenter record to view the location-specific attributes for each datacenter, including the campus, buildings, and floors where your network asset is located.

Define the power circuit details

Define the power circuit record to represent the electrical pathway that delivers power within a data center.

Define the facility hardware details

Define the facility hardware record to represent power, HVAC (Heating, Ventilation, and Air Conditioning), network representation, and their connectivity in a data center.

Create a facility model

Create a facility model to define the physical characteristics data of the facility record based on the product manufacturer's recommendations.

Create an equipment record by using design and assign

View datacenter records listed in the Equipment task attribute form.

Define the network interface details

Add **Wavelength** attribute to the Network Interface form and **Port position** attribute to Interface Model form.

Create an equipment holder model

Added **RU numbering direction** attribute to define the numbering sequence of rack units in the Rack view.

UI changes

Coral theme

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Visualize your network infrastructure

The Network Visualization L1 menu is added to the Telecommunications Network Inventory Workspace. The Topology L1 menu has been removed and is available as **Topology** tab within the Network Visualization view.

Geo map

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Network site map L1 menu is removed and repositioned as **Geo map** tab in the Network visualization view.

Define the power circuit details

The **Power Circuits** inventory is added.

Define the facility hardware details

The **All Facilities** inventory is added.

Create a facility model

The **Facility Models** inventory model is added.

Lists view

The **Network site** is renamed to **Site**.

Changed in this release

Define network service instance details

xNF Instance is renamed to **Service Instance**.

Define network function details

xNF is renamed to **Network Function**.

Activation information

Install Network Inventory Advanced plugin (sn_ni_adv) by requesting it from the ServiceNow Store. For installation details, see Install Telecommunications Network Inventory . Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

- You must install Telecommunications Alarm Management Open API (sn_ind_tmf642) and Customer Service Problem Management (sn_sprb_mgmt) plugin to view incident and alert details.
- You must install the Indoor Mapping plugin (sn_map_core) to create and manage floor maps for data centers.

Related ServiceNow applications and features

Configuration Management Database (CMDB)

With the CMDB application, build logical representations of assets, services, and the relationships between them that comprises the infrastructure of your organization. Details about these components are stored in the CMDB, which you can use to monitor the following infrastructure, helping promote integrity, stability, and continuous service operation.

Telecommunications, Media, and Technology (TMT)

The Order Management for Telecommunications, Media, and Technology (TMT) product suite brings together customer care, operations, order management, and partner ecosystems so that service providers can scale their business to capitalize on the fast-growing “everything-as-a-service" opportunity.

Indoor Mapping

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The Indoor Mapping Map Studio provides building visualization and wayfinding capabilities to workplace users within a campus, building, floor, and work spaces. Indoor Mapping Map Studio is the interface where you visualize and design your maps to create digitalized interactive locations within workplaces and buildings.

MetricBase

The MetricBase application stores time-series data, which is data that is sampled at regular intervals. You can graph the stored data or use it with triggers to execute Workflow Studio flows.

Telecommunications Service Operations Management (TSOM) release notes

The ServiceNow® Telecommunications Service Operations Management (TSOM) application provides visibility into network infrastructure and enables service providers to streamline data accuracy across systems. It supports proactive issue detection, reduces downtime risk, and enables faster, data-driven decisions. Telecommunications Service Operations Management (TSOM) was enhanced and updated in the Zurich release.

Telecommunications Service Operations Management (TSOM) highlights for the Zurich release

- Simplify connector build and data transformation by leveraging the reusable, standardized Telecom Discovery Builder Framework across multiple telecom data sources.
- Discover logical network elements from Nokia Altiplano using the enhanced Service Graph Connector for unified network visibility on the ServiceNow AI Platform.
- Detect discrepancies in both logical and physical entities, including attribute value mismatches, and improve audit accuracy using targeted filters.

See Telecommunications Service Operations Management for more information.

Important: Telecommunications Service Operations Management (TSOM) applications and plugins are available in ServiceNow Store. For details, see the "Activation information" section of this release notes.

New in the Zurich release

Telecom Discovery Builder framework

Leverage a standardized Extract, Transform, Load (ETL) framework to streamline the processing and storage of telecom network data on the ServiceNow AI Platform.

This reusable framework simplifies implementation by removing the need to manually build ETLs. It enables you to focus on connectivity logic while confirming consistent and reliable mapping of network elements such as equipment, cards, ports, LAGs, logical ports, and logical connections into predefined CMDB structures.

Use Telecom Discovery Builder Framework to do the following:

- Simplify data transformation tasks by duplicating the common ETL and configuring essential fields and settings for specific connector applications.
- Deploy new Service Graph Connector (SGC) using existing ETLs to maintain consistent data transformation practices.
- Help to ensure data integrity and support the automatic creation of TNI Entities through configured Before and After scripts.

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- The standardized CMDB/TNI data model enables ETL reusability across multiple connectors.
- Allocate predefined storage locations for both physical and logical inventory elements.
- Maintain consistent data model hierarchies across connectors to support unified network inventory management.
- Improve Discovery SGC quality by providing an OOTB Data Source Validation tools.

Telecom Discrepancy Identification and Reconciliation

Use enhanced discrepancy identification and reconciliation features to keep your discovery data accurate and up to date on the ServiceNow AI Platform. These features give you better control over detected changes and improve overall audit performance.

- Identify attribute value mismatches during discovery, such as bandwidth changes on ports (for example, from 10 Mbps to 100 Mbps).
- Display previous and current attribute values, enabling you to decide whether to accept the new value, retain the old one, or manually raise a remediation task.
- Detect discrepancies in logical entities alongside physical entities for comprehensive discrepancy management for newly discovered logical network elements.
- Generate audit results using filtering conditions—such as specific IP ranges, device vendors, or port types—to focus on relevant subsets of data and significantly enhance audit performance and usability.

Fault Management: Events and alerts

You can monitor your SD-WAN network health and resolve issues faster with automated alerts and event detection.

- Detect and resolve SD-WAN network issues faster with automated alerts and event monitoring.
- Configure customizable event rules to detect SD-WAN device issues in real time.

Added Service Graph Connector for Cisco Meraki and Fortinet

The following capabilities have been added to Cisco Meraki and Fortinet:

- Provides a centralized management of physical infrastructure and logical network relationships within the ServiceNow AI Platform®.
- Supports automated, telecom-aware discovery and real-time CMDB synchronization, along with visual network mapping, guided setup, and a dashboard for monitoring integration health.

Granular admin roles

The granular admin role enables developers and administrators to complete administrative configuration tasks for TSOM without requiring the full admin role.

Changed in this release

Telecom Discovery via Nokia Altiplano

Nokia Altiplano SGC enables you to do the following:

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- Discover logical inventory for Nokia Altiplano such as logical ports, LAGs, and logical connections.
- Enable customers to manage both physical infrastructure and logical network relationships on the ServiceNow AI Platform.
- Store logical elements in the CMDB, improving visibility and traceability across the network.
- Use the generic Extract, Transform, Load (ETL) framework provided by ServiceNow to integrate with Nokia Altiplano, significantly reducing development effort.

Discrepancy identification

Use the enhanced audit and reconciliation logic to do the following:

- Detect mismatches in logical elements such as logical ports, LAGs, and connections.
- Filter audit results by IP range, device type, or vendor to focus on relevant subsets of data.
- Enhance audit performance, usability, and customer satisfaction by reducing unnecessary processing.

Deprecations

- The two previous Extract, Transform, Load (ETLs) for Optical Line Terminal (OLT) and Optical Network Unit (ONU) have been merged into a unified ETL that supports both physical and logical data and have been deprecated and phased out.
- The previous Service Operation CMDB Compliance Audit has been deprecated and replaced by the Telecom Discrepancy Audit.

Activation information

Install Telecommunications Service Operations Management applications and plugins by requesting them from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Plugin information

The following plugins are new in Zurich:

- TSOM Event Management Connectors (sn_tsom_em_connectors): TSOM Assurance Connectors for events and metrics
- TSOM Event Management Core (sn_tsom_em_core): TSOM AssuranceCore features
- Service Graph Connector for Fortinet (sn_tsom_fortinet_connector): Service Graph Connector for Fortinet
- Service Graph Connector for Meraki (sn_tsom_meraki_connector): Service Graph Connector for Meraki

Related ServiceNow applications and features

ITOM AIOps

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The ServiceNow® ITOM AIOps application includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

Release notes summaries for Zurich features

Consolidated release notes information for new and updated Zurich features.

Learn about specific themes for multiple Zurich products

In the Zurich family, ServiceNow® features and products were introduced or updated. Every new or updated feature and product has its own individual release notes topic, which includes information such as upgrade tasks, new features, changed features, browser requirements, and other specifications. These product-specific release notes are listed in Features and changes by product.

To help users look over different classes of information at a glance, each release notes section has its own summary topic. For example, the aggregates all browser requirements for features that were introduced or updated in Zurich.

Highlights for all Zurich features and products

Cumulative release notes summary on highlights of Zurich features and products.

Review the product highlights to learn what's new in Zurich.

Application or feature	Details

AI Control Tower	Zurich Patch 7
	• Use new security metrics to monitor your LLM and AI agent output for security policy violations, PII, and other potential threats.
	• Gain visibility into MCP server access by ServiceNow AI agents on the same instance.
	• AI assets—Including AI models, AI systems, prompts, datasets, and MCP servers can be categorized as either managed or unmanaged. Managed assets benefit from AI Control Tower features such as governance, lifecycle management, value assessment, risk classification, security, and privacy. Unmanaged assets, on the other hand, don’t have access to these AI Control Tower capabilities.
	• AI connections are introduced in AI Control Tower using Service Graph Connectors. AI connections are a combination of hyperscalars, AI apps, and agentic AI frameworks. The AI Service Graph Connectors available from March 2026:
	  ○ AWS
	  ○ Microsoft- Azure Foundry and Copilot
	  ○ Google Cloud Platform (GCP) Vertex AI
	  ○ n8n
	  ○ LangGraph
	  ○ Salesforce
	• Manage the end-to-end life cycles of your agentic AI systems.

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Application or feature	Details
	• Define the intended use and purpose of an AI system so that you can determine its benefits and risks. • AI Gateway offers MCP Global Clients, which can be used across all servers. • AI Gateway offers MCP Catalog to choose while adding MCP servers. • MCP server can be added to an AI Asset inventory from AI Control Tower. Zurich Patch 5 Review changes to Now Assist usage measurement. Zurich Patch 4 • Identify ServiceNow® AI assets that impact your security posture using the ServiceNow® AI security score and AI insights. • Access and monitor security for AWS Bedrock agents running as privileged users, autonomous vs. Supervised tools, and dormant agents. • Monitor sensitive data detection, prompt injection, and offensive content metrics to help identify and mitigate AI-driven security and compliance risks before they impact workflows or expose sensitive information. • See more details in the access map about agent access issues to help you troubleshoot quickly. • Audit logs capture configuration changes made on Data, Approvals, and AI model providers categories. • Discover AI assets built and deployed in Google Cloud Platform (GCP) Vertex AI, Copilot Studio, and Azure AI Foundry. • AI Gateway enables enterprises to actively manage, govern, and observe their MCP traffic, ensuring secure operation of agentic workflows across enterprise boundaries. Zurich Patch 1 • Monitor the performance of guardrails enabled through Now Assist Guardian using the **Health** tab. • Measure and improve the quality of interactions with virtual agents using the **Evaluation** tab. • Display data based on the chosen allowed model providers and the status of the fallback in the Impact Summary table on the AI model providers section. • Synchronize AI agents automatically when an AI asset is synchronized.

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Application or feature	Details
	• Enhance the Product Owner experience with a personalized home page, value management tools to manage AI investments, and enhanced visibility into AI assets to simplify task management. • Evaluate AI productivity and adoption across the enterprise using defined value metrics and performance indicators to drive data-informed decisions and maximize AI impact. • Access and security monitoring for ServiceNow® AI agents, especially around access issues, agents running as privileged users and dormant agents. • Discover AI assets built and deployed in AWS Bedrock and Azure Foundry. • Enable choice for third-party model providers powering ServiceNow® skills and agents. • Access to aggregated risk scores to improve decision-making, manage risks, and help to promote ethical and transparent AI practices. • Monitor performance, track progress, and make informed decisions related to your AI strategies, goals, targets, and the associated work from the **AI strategy** tab. • Track costs of your AI projects, epics, demands, and track key project risks, issues, decisions, actions, and changes from the **AI strategy** tab. See AI Control Tower for more information.
AI Risk and Compliance	• Use entity-based access to limit AI asset data access to authorized users, maintaining core entity visibility. • Perform assessment on multiple risks for an AI asset by creating a risk assessment project. • Activate and manage pre-configured content packs using the unified content hub. • Report AI cases or raise AI inquiries by emailing a dedicated address, which automatically creates a new, trackable record in the system. • Retire and replace AI assets with structured workflows that prevent compliance gaps and security risks. • Aggregate system-level AI risk scores by embedding heatmaps and residual score widgets within your AI asset overview records. You get visibility into your cumulative risk across the AI inventory and support for continuous risk monitoring. • Get the dedicated AI risk and compliance views for your AI models and dataset records. With these views, you have a centralized interface where you can assess, monitor, and manage the risk and compliance attributes that are specific to your AI assets. • Enforce role-based access controls, enable employee-initiated AI asset requests, and maintain consistent life-cycle state tracking across all your AI assets and dashboards. This capability helps you

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Application or feature	Details
	to ensure security, transparency, and governance throughout the asset life-cycle. • View and manage your AI asset's risk and compliance cases more efficiently by accessing the new **AI cases** tab on the AI Risk and Compliance home page. • Monitor and track the risk and compliance posture of your AI assets to ensure that your organization aligns with organizational and regulatory standards. You can also gain real-time insights into the emerging risks and compliance gaps across your AI portfolio. See AI Risk and Compliance for more information.
AI Search	Zurich Patch 4 • Improve search precision and contextual relevance with hybrid search, available for customers with Now Assist in AI Search installed. • Gain insights into search behavior with a refreshed and updated Search Preview UI. Zurich Patch 1 • Search more intuitively with an updated, consumer-grade user experience in search portals, global search, and workspace search. Zurich Early Availability • Improve search precision by displaying external content search results in languages configured for the user's search session. • Increase search recall by indexing searchable content and metadata from Multiple Choice and Select Box variables in records on the Catalog Item table and its child tables. See AI Search for more information.
AIOps LEAP	Use Google Gemini, Azure OpenAI, and Anthropic LLM in AIOps LEAP in addition to Now LLM Service. See AIOps Learning Enhanced Automation Platform (LEAP) for more information.
API	• Use server-side JavaScript APIs in scripts to change the application functionality. • Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes. • Use inbound REST APIs to interact with various ServiceNow functionalities within your application. • Client Next Experience APIs include client APIs compatible with the Next Experience UI. See API implementation and reference for more information.

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Application or feature	Details
Access Management	• Enforce access to data via REST or SOAP endpoints using the Machine Identity Access Controls, which helps improve security, governance, and auditability. • Target all table columns of a given data type with a single ACL using Datatype ACLs. • Govern scripting permissions with the Scripting Governance tool, a new base system deny-by-default behavior. See Access Control List Rules for more information.
Accounts Payable Operations	• Leverage Accounts payable document classification skill to classify email attachments into invoice, credit memo, or supporting documents based on the AI recommended confidence score resulting in error free invoice data extraction. • Validate supplier provided tax against a system-calculated tax by integrating an enterprise-grade tax engine resulting in straight-through processing of invoice while improving accuracy, compliance, and operational efficiency. • Process your invoice more effectively and accurately with the new missing tax code invoice exception and currency mismatch. • Handle various AP related inquiries and tasks through a single entry point by using the Universal Request (UR) as a multi-purpose request form. • Leverage AI-powered agentic workflow to recommend the appropriate business owner for non-PO invoices based on historical patterns. • Automate cost allocations in the invoice lines using distribution sets. See for more information.
Advanced AI Search Management Tools	Zurich Patch 4 • Review performance metrics and trends more easily with an updated and refreshed dashboard UI. • Analyze performance metrics and trends for search applications used in Recommended Actions. Zurich Patch 1 • Analyze search trends from the preceding six months using the AI Search Analytics dashboard's **Date range** interactive filter. • Understand your mobile search traffic with support for the Mobile Platform search application in the AI Search Analytics dashboard's **Search application** interactive filter. See Platform Analytics Solution for Advanced AI Search Management Tools for more information.

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Application or feature	Details
Advanced Risk	**Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive. • Use the Risk Suggestion AI Agent to discover potential risks for an entity, giving risk managers better insights for informed decision-making. • Use the risk reporting view to view all assessments under a specific Risk Assessment Methodology (RAM), including factor responses, scores, issues, and risks. • Use generative AI to generate risk event summary to quickly understand the risk event key details for faster decisions. • Assess multiple risks and controls side-by-side, make bulk edits, and prioritize entries efficiently using the spreadsheet-style layout. • Use matrix report in the Risk Workspace to assess and analyze the risk posture of your organization. • Use large language models (LLMs) from the third party providers to generate the risk assessment summary. See Advanced Risk Assessment for more information.
Advanced Work Assignment (AWA)	Use AWA with an inbox card in Workspace without an existing interaction or work item. See Advanced Work Assignment for more information.
Agent Chat	Integrate and use Agent Chat with third-party chat apps. See Using Agent Chat for more information.

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Application or feature	Details
Agent Client Collector	• Discover TLS/SSL certificates using Agent Client Collector for Visibility - Content certificate Discovery. • Enhance data collection by disabling only those checks with high resource usage, allowing data collection to continue for other checks. • Improve troubleshooting capabilities by viewing errors that occur before and after the registration process in the ServiceNow instance. • Use file-based Discovery in a macOS environment. See Agent Client Collector for more information.
Agent experience for CSM	• Provide front-line agents with an updated chat interaction user experience that puts the chat component front and center. • Use the callback component to return customer calls and create interaction records at the time of the callback. • Provide agents with visibility to all previous customer activity and the ability to filter and search to find specific activities. • Initiate a comment, work note, or email in the activity stream in CSM Configurable Workspace and then open the text in a modeless dialog. See CSM Configurable Workspace for more information.
Agentic Desktop	Zurich Patch 7 • Execution workspace now supports smart sizing with **Fit to window** and **Original resolution** options. • Enable AI agents to securely access SSH parameters by setting up Parameter records in the ServiceNow instance. • Test specific screens within desktop actions without running the entire flow. • The recorder toolbar is now floating, making it easier to access application controls during recording. • Improved Agentic Desktop installer experience for configurations that are essential for seamless execution of desktop actions. Zurich Patch 4 • Desktop actions now run reliably on machines with different screen resolutions. • Design desktop actions of type UI block (UI actions) by capturing user interactions, adding details, and activating them in Design workspace. • Use default desktop actions of type non-UI block (non-UI actions) that include pre-built connectors to interact with various applications and system components.

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Application or feature	Details
	• Add desktop actions as tools to AI agents in AI Agent Studio. • Enable AI agents to interact with legacy systems, thick client applications, and business applications on Windows operating system to perform repetitive tasks. • Monitor desktop actions being executed by AI agents in Execution workspace in the Desktop-in-Desktop session. See Agentic Desktop for more information.
Alumni Center	• The application name Alumni Service Center is now called Alumni Center. • As an alumni, you can see the revamped Alumni Center with Employee Center Pro experiences such as My Active Items, Proactive Prompts, and Content Widgets. • As an alumni, you can use improved alumni services available out-of-the-box. • As an alumni, you can securely access your documents directly from your profile. • As an alumni, use the **Register as alumni** option to create an account with the Alumni Center and login to the Alumni Center website. • As an alumni registering in the Alumni Center portal, you can enter details like first name, last name, personal email address and employee number which can be used to verify and match the ex-employee records. • As an alumni, you can maintain and update your personal details directly within your profile. • As an alumni, you can enter your legacy employment details and latest employment details to maintain your employment history. • As an alumni, your can enable or disable notifications for recommended job opportunities, and news/event updates in your profile. • As an alumni admin, you can configure the customer specific termination conditions using the HR profile fields to trigger alumni creation process automatically on employee termination. • As an alumni admin, you can configure the Alum Self-registration form based on the organization needs. • As an alumni admin, you can highlight and showcase the recommended job opportunities. See for more information.
App Engine Management Center	• Manage deployments using the new ReleaseOps integration in AEMC. ReleaseOps enables the deployment of update sets via a pipeline and leverages the automation capabilities of ServiceNow Playbooks for deployments that are less manual and error-prone.

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Application or feature	Details
	• Migrate your existing App Engine pipelines to ReleaseOps. • Oversee application development, deployment, and insights using AEMC. See App Engine Management Center for more information.
Applicant Center	• As an applicant, log in with a magic link without the hassle of a password. • Learn more about the role that you've applied for, the company, and its culture even before the interview stage, helping you better understand the opportunity from the start. • View the hiring team, job description, and track multiple applications in one place. Communicate seamlessly with your recruiter for updates, questions, or support during the hiring process. • Manage your interviews and related activities, such as selecting your preferred time slot or submitting reschedule requests, all within the portal. • Experience a connected pre-hire journey by receiving and reviewing key notifications that keep you informed and aligned at every step of the application process. See Applicant Center for more information.
Application Manager	Zurich patch 4 • Reduce potential runtime errors by installing and updating Now Assist applications with suites of interdependent versions. • View all ServiceNow Store applications that are licensed or available for procurement from the **Available for you** tab. • Gain insights about application installation requirements and blockers with application state indicators. See Application Manager for more information.
Application Vulnerability Response	• If you are currently using Application Vulnerability Response and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management release notes for more information about USEM and the Unified Security Exposure Management migration. • Monitor your penetration test requests and findings, as well as your team's overall progress in the Penetration Test Workspace. • Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a specific set of application vulnerable items in the Vulnerability Manager Workspace. • Integrate with supported third-party scanners to import vulnerability data.

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Application or feature	Details
	• Compare application vulnerability-related data and determine if application vulnerabilities are found in an application. • Prioritize, remediate, and manage application vulnerable items (AVIT)s. Each application vulnerability represents a vulnerability entry in the Common Weakness Enumeration (CWE) or third-party libraries. • With the sn_vul.app_sec_manager role, create application remediation tasks manually in the Vulnerability Manager Workspace. • With the sn_vul.app_sec_manager role, create application remediation tasks manually in the Vulnerability Manager Workspace. See Application Vulnerability Response for more information.
Asset Audit Response	• Enable asset managers to fulfill evidence requests for your financial regulatory audits through the Asset Response Guided Experience. • Track and manage responses to evidence requests for your financial regulatory audits in the Asset Governance Workspace. • Manage financial regulatory audit engagements and create corresponding evidence requests in the Audit Workspace. • Help asset managers respond to financial regulatory audits more accurately and efficiently by accessing predefined reports and financial regulatory context. • Identify gaps in your asset data by using remediation rules and tasks. See Asset Audit Response for more information.
Audit Management	• Set audit time frames within engagements using new audit date fields. Filter indicator results by specific periods, independent of the overall engagement time frame. • Access pre-configured content packs through the new Content Accelerator icon in the Audit Workspace. This includes the Digital Operational Resilience Act (DORA) pack with citations and authority documents. • Create evidence responses quickly with a simplified process. • Access engagements, add existing entities to an engagement, and create activities in the Lite Audit workspace, which is a simplified version of the Audit Management workspace. If the advance core store app is installed, evidences can also be associated with the engagement. See Audit Management for more information.
Authentication	Zurich Patch 7 **Knowledge-based factor enhancement for AI voice service**

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Application or feature	Details
	Following are the knowledge-based authentication (KBA) enhancements: • Voice input support for KBA questions: Configure KBA questions to support Voice as an input type, allowing users to provide spoken responses during identification and authentication. When Voice input is enabled, you can configure the expected format, provide examples, and optionally define a validation pattern using regular expressions. • Script-based validation for external systems: Configure KBA answers to validate that are created against external systems using custom scripts through the Script Configuration field. When set to Identification mode, you can write scoped scripts that validate caller identity against external authentication systems instead of internal ServiceNow AI Platform tables. **OAuth enhancements** Following are the OAuth enhancements: • Use **Opaque** or **JWT** token option for your inbound integration endpoints. • Use the **Allow access only to APIs in selected scope** option to enable access to the APIs that are explicitly listed in the selected scopes for your inbound integrations. • Use the OAuth Entity Resource tab for outbound integrations to configure resource parameters so they flow into the OAuth token request and are reflected in the token from your OAuth provider. Zurich Patch 4 **Authentication factors for AI voice service** Enable caller access to AI voice agents by configuring the required identification and authentication factors. **OAuth enhancements** Following are the OAuth enhancements: • Use **Opaque** or **JWT** token option for your inbound integration endpoints. • Use the **Allow access only to APIs in selected scope** option to enable access to the APIs that are explicitly listed in the selected scopes for your inbound integrations. • Use the OAuth Entity Resource tab for outbound integrations to configure resource parameters so they flow into the OAuth token request and are reflected in the token from your OAuth provider. Zurich Patch 3 **Provider name for Inbound integrations**

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Application or feature	Details
	Use the Provider name field to enter the details of your inbound integrations to distinguish between different inbound integrations on your ServiceNow AI Platform®. Update the Provider name in your API integrations to improve monitoring capabilities: • For OAuth integrations, update the provider name using the Provider name field. To know more, see OAuth inbound. • For Basic authentication integrations, update the Provider name in the integration registration form. To know more about the integration registration form, see View Inbound API Integration Usage dashboard. Zurich Patch 1 **OAuth token enhancement** Use Opaque or JWT token option for your inbound integration endpoints. Zurich • Experience the new Inbound integration configuration in the Machine Identity Console. • Use the new MFA Dashboard to understand insights such as MFA user enrollment, privileged admins who haven't opted in to MFA, and compliance. • Use the FIDO factor policy to enforce FIDO-based authentication. • Use the enhanced SSO login and logout experience. • Configure the authentication policies to restrict access, reduce roles, or enforce MFA based on Identity Provider (IdP) attributes that are received from the OIDC response. See Authentication for more information.
Automated Test Framework	• Reduce upgrade and development time by replacing manual testing with automated testing. • Design tests once and reuse them in different contexts and with different test data sets. • Keep test instances clean by rolling back test data and changes made after each test run. • Create and schedule test suites to organize and run tests in batches. • Reduce test design time by copying quick start tests and test suites. You can also create custom test steps to expand test coverage. See Automated Test Framework (ATF) for more information.

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Application or feature	Details
Business Continuity Management	• Set up phases in recovery tasks and event tasks for recovery event management. • Calculate more accurate RTO and RPO with the finalized RTO and RPO columns in BIAs, BCPs, and events. • View plans from the enhanced BCM Mobile application. • Manage templates and generate Microsoft Word reports for business impact analyses (BIAs), business continuity plans (BCPs), and events by using the Document designer add-in. • Avoid duplicate event tasks by identifying and grouping similar tasks in exercises and crises. • Create action items and send out threat assessments by leveraging Smart Assessment during exercises and crises. See Business Continuity Management for more information.
CPQ Configurator	• Provides sales agents and customers with an intuitive interface for attribute-based configuration in addition to product-based configuration of customizable products. • Enables agents and customers to select valid product options during product configuration and view real-time updates that show how their selections affect associated pricing. • Enables product catalog admins to generate and update product offering blueprints that guide the accurate configuration of customizable products by agents and customers. See CPQ Configurator for more information.
Card data security	• Ensure Payment Card Industry (PCI) compliance and the secure handling of sensitive card data with an integrated tokenization solution for Financial Services Operations disputes. • Integrate with major core systems and third-party systems, including (but not limited to) Visa, Mastercom, Mastercom Extended, Ethoca, Verifi, and Visa Stop Payment Service. Visa and Mastercom are predefined integrations. See Card Data Security for more information.
Care Team Mobile	• Create support requests based on installed Healthcare Operations case types directly from your mobile device. • Scan asset tags on IT and medical assets and be redirected to the asset's record, where you can view its history, status, and associated cases.

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Application or feature	Details
	• View requests for specific locations, such as patient rooms or supply closets. • Access relevant details and preconfigured workflows for reporting issues like sanitation requests or facility repairs. See Care Team Mobile for more information.
Care Team Operations for Biomed	Assign roles and responsibilities more efficiently with an updated user configuration process. See Care Team Operations for Biomed for more information.
Care Team Operations for Environmental Services	• Automate healthcare operations by enabling environmental support request creation and fulfillment. • Create environmental services support requests from directly within the Care Team Portal or Care Team Mobile. • Gain full visibility into reported environmental services support cases while enabling environmental service support teams to manage and fulfill them as work orders or work orders tasks when Field Service Management is installed. • Assign roles and responsibilities more efficiently with a streamlined user configuration processes. See Care Team Operations for Environmental Services for more information.
Care Team Operations for Facilities	• Automate healthcare operations by enabling facilities support request creation and fulfillment. • Create facility support requests from directly within the Care Team Portal or Care Team Mobile. • Gain full visibility into reported facilities support cases while enabling facilities teams to manage and fulfill them as work orders or work orders tasks when Field Service Management is installed.] • Assign roles and responsibilities more efficiently with a streamlined user configuration process. See Care Team Operations for Facilities for more information.
Care Team Operations for Healthcare IT	Assign roles and responsibilities more efficiently with an updated user configuration process. See Care Team Operations for Healthcare IT for more information.
Career Conversations	Zurich Patch 7

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	• As an admin, create reusable feedback templates using the ServiceNow AI Platform Surveys tool. • As a manager, select and preview feedback templates when requesting feedback. • As a manager, review a summarized view of an employee's recent feedback on the feedback page in Manager Hub. Zurich Patch 2 • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. • Make career conversations easy to create and track using the growth conversations agentic workflow. • As a manager, find and share relevant resources to conduct meaningful conversations using the Manager resource recommendation AI agent. • As a manager, you can now edit a series, and also specify when a series should end while creating the growth conversation. See Career Conversations for more information.
Case management for CSM	• Sharing task plan templates ensures that only authorized users can access, edit, or share templates based on their role and location, preventing misuse and maintaining operational integrity. • View the most relevant services that are available for customers when creating customer service cases. • View and select from the available entitlements that are associated with the customer, product, and contract information to associate multiple entitlements with customer service cases. • Filter the service definitions that are displayed to agents based on such criteria as the assigned role or group, or entity criteria. See Case management for Customer Service Management for more information.
Change Management	• Review and authorize change requests and review recently implemented changes in the Change Advisory Board Workbench in the Service Operations Workspace (SOW). • Track conflict detection using the Change - Conflict Detection flow and the Change Management Worker table instead of Progress Workers. • Limit the number of conflict records for each conflict type through the *change.conflict.max_count* system property. • Coral is the new default theme for Next Experience and Core UI, offering a more modern experience.

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Application or feature	Details
	See Change Management for more information.
Classic Workflow	• Added the snc_required_script_writer role to all Workflow tasks. • Deprecated support of Workflow. • Removed the legacy workflows created and published by ServiceNow, Inc. from new customer installations. See Classic Workflow for more information.
Clone Admin Console	• Configure the update set preservation up to 12 minutes before the clone executes. • Preserve your in-progress update sets, regardless of when the scope was created in the specified time frame. See Clone Admin Console for more information.
Cloud Cost Management 9.0	• Retrieve cost and usage data faster from the Azure billing download by using the Azure Export method. • Leverage Azure Microsoft Customer Agreement (MCA) to optimize spend reporting and recommendations for potential savings. See Cloud Cost Management for more information.
Cloud Exposure View	• Monitor and act on all your cloud-related security findings from multiple vendors across your cloud environments. • Configure widgets that display interactive visualizations and filter assets by category for findings, assets, and exceptions. • View panels that link you to lists for more details about your findings. • View aggregated security data imported from third-party vendors. • Aggregated data from the Cloud Exposure View can be viewed in the Unified Cloud workspace that is supported by ITOM Cloud Accelerate. See ITOM Cloud Accelerate release notes for more information. See Exploring Cloud Exposure View for more information.
Code Signing	Zurich Patch 4 **Code Signing OOB Apps Signatures plugin** Use this plugin (`com.glide.code_signing.oob_apps_signatures`) to install build time signatures for all relevant records in trued-up ServiceNow® Store application versions.

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Application or feature	Details
	• Use Code Signing Guardrails to improve checks during the signing process to create more secure workflows. • Use the Code Signing Migration workflow to identify the signatures that are created with expired or inactive certificates and re-assign them to the appropriate records automatically. • Revoke Code Signing certificates securely using a quorum-based approval policy to prevent unauthorized use. • Monitor and manage your Code Signing environment with the new Health and Status dashboard. • The restructured navigation panel and the renamed pages provide improved accessibility and streamlined functionality.
Collaborative Work Management	• Plan, track, and manage team work in Agile methodology with sprint planning in the CWM workspace. • Streamline task management for teams by integrating various work items across ServiceNow applications into CWM Boards. • Filter and group work by vertical and horizontal swimlanes in the Kanban view for a specific work item type. See Collaborative Work Management for more information.
Common Core	• Use the report a GRC issue AI agent in the Employee Center to report issues through a guided conversational experience. • Ensure seamless access for users and groups referenced in user fields on records by leveraging entity-based access restrictions through record attribute user access configuration. Minimize manual effort, reduce administrative overhead, and enable entity-based access with minimal disruption. • Configure which task and tab settings appear in My Tasks by marking them Active or Inactive in the applicable table for easier management. Use the Active/Inactive flag in the GRC choice table to control visibility. • Automatically sync and maintain entity names in GRC with associated CI names to improve data consistency and reduce manual effort. • Authenticate users with the MCP Server to add a Model Context Protocol tool to AI agents using the Model Context Protocol Client. • Create ACLs for AI agents and agentic workflows to customize who can discover and trigger AI agents and agentic workflows. • Generate control recommendations for each regulatory alert to address compliance requirements. Use these suggestions to save time, minimize manual effort, and ensure a consistent response to regulatory changes. • Apply access restrictions at the record level by using the record access update utility in guided assistance. You can also preview the impacted record counts before updating and review the results and execution logs after the update.

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Application or feature	Details
	• Apply access restrictions automatically to newly created or modified records using entity-based record access rules. • Deactivate the entity-based access configurations. • Enable entity-based access on custom GRC tables. For detailed documentation, see Common Governance, Risk, and Compliance features.
Configurable Workspace	• See who is active within a form with live presence and user avatars that display a contact card. • Use the Record List component bundle to create lists for all list types and the Predicate Builder component to create conditional statements. • Create emails, work notes, and comments while working on other tasks with a pop-out, modeless dialog in the Compose editor. • Rename and reorder the **Emails**, **Work notes**, and **Comments** tabs in the Compose editor. • Send emails with a digital signature that verifies you as an authentic sender and an email encryption that certifies authentic recipients. See Workspace UI for more information.
Configuration Compliance	• If you are currently using Configuration Compliance and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management release notes for more information about USEM and the Unified Security Exposure Management migration. • Import Wiz issues and configuration test results from the Wiz scanners into test results in the Configuration Compliance application with the Vulnerability Response Integration with Wiz. • With the sn_vulc.remediation_owner role, create remediation tasks manually in the IT Remediation Workspace. • With the sn_vulc.admin role, create remediation tasks manually in the Vulnerability Manager Workspace. See Configuration Compliance for more information.
Configuration Management Database (CMDB)	• Access a centralized location with a comprehensive view of the configuration item (CI) details by using the new CI form in CMDB Workspace. You can view and edit the CI attributes, relationships, and data, such as the CMDB Health report for the CI, CMDB 360 data that is associated with the CI, and the CI resources, activities, and related services. • Access the Data Certification dashboard in CMDB Workspace to gain insights about the data certification activities and progress, examine policies and tasks, and see the reports about the

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Application or feature	Details
	certification instances, charts of the aging certification tasks, and group and individual workloads. • Add or remove CIs directly from a map in Unified Map. You can also add, modify, or delete CI relationships in CMDB. • Configure the system to use Identification and Reconciliation Engine (IRE) identification rules to uniquely identify CIs in a payload, instead of using the *source_name* and *source_native_key* attributes. • In zbooted instances, the itil user role no longer contains the sn_cmdb_editor user role, and the itil_admin user role no longer contains the sn_cmdb_admin user role. However, the sn_cmdb_admin and the sn_cmdb_editor user roles now have full (create, update, delete) access to the Configuration Item [cmdb_ci] class. See Configuration Management for more information.
Container Vulnerability Response	• If you are currently using Container Vulnerability Response and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management release notes for more information about USEM and the Unified Security Exposure Management migration. • Import container image vulnerability data from the Wiz scanners into container vulnerable items (CVITs) with the Vulnerability Response Integration with Wiz. • With the sn_vul_container.vulnerability_analyst or sn_vul_container.vulnerability_admin role, create container remediation tasks manually in the Vulnerability Manager Workspace. • With the role sn_vul_container.remediation_owner, create container remediation tasks manually in the IT Remediation Workspace. See Container Vulnerability Response for more information.
Continual Improvement Management	See Continual Improvement Management for more information.
Continuous Authorization and Monitoring	• Simplify Governance, Risk, and Compliance processes by enabling admins to create, version, and manage custom workflows, define state models, configure approvals, assess risks, and standardize with NIST RMF migration. • The CAM workspace homepage now features card-based containers with headers, sidebars, and overviews for a more organized and modern experience. • Authorization boundaries and package layout are now vertical. New **Boundary Type** and **Classification** records are included in OSCAL export file. • Add a **Child Boundaries** to create one-to-many relationships between boundaries. You can view the parent-child boundary

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Application or feature	Details
	mapping of a authorization boundary in the **Highlighted details** panel under the **Boundary hierarchy** section. • Select the **Dynamic Filter** option to make boundary filters update system elements automatically based on conditions, enhancing filter flexibility. • Boundary operational status now automatically syncs with the package life cycle. • Generate and download Open Security Controls Assessment Language (OSCAL) System Security Plans (SSP) and Plan of Action and Milestones (POA&M) files directly from within a package. • The OSCAL import playbook now supports importing single POA&M JSON files, automatically maps users and groups by exact names to ServiceNow, and populates package roles and responsibilities for a streamlined import experience. • CAM overlays new capability has been introduced to perform various operations like addition, subtraction, custom while applying a policy overlay to an authorization package. • Import OSCAL models using a user-friendly playbook that guides you through preview and customization steps. See Continuous Authorization and Monitoring for more information.
Contract Management Pro	• Send contracts for signature using Adobe Sign without having to sign in to the electronic signature portal. • Compare two revisions of the contract document and view the redlined compared document. • Initiate and manage amendment requests for existing contracts. • Generate summaries, FAQs, or retrieve specific information from contract documents, supporting documents, and signed contracts. • Link parent contracts during drafting and negotiation phases to inherit parent contract terms. • Pause and resume an in-progress signature process when updates to the signatory list are required. See Contract Management Pro for more information.
Contract Management Pro for Legal Service Delivery	• Initiate and manage amendment requests for existing contracts. • Record producer to initiate an amendment request from the Employee Center. See Contract Management Pro for Legal Service Delivery for more information.

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Application or feature	Details
Conversation Improvement Themes	• Use automated theme detection with a domain-specific large language model (LLM) theme classification framework to tag Knowledge Base articles, catalog items, Virtual Agent (VA) topics, and agents into themes. • Receive thematic insights by breaking down poor and good-quality conversations into top underlying themes. • Compare themes based on whether they lead to good or bad conversations. See Conversation Improvement Themes for more information.
Conversation Insights	• Augment conversations with insights based on the Inferred CSAT score. The Inferred CSAT framework provides an estimated score computed using AI in real time by analyzing the entire sequence of the conversation. • Use underlying factors like Resolution, Confusion, Effort, Empathy, Next Steps, Frustration, Transfers, and Escalations to provide explainability to the Inferred CSAT scores. • Leverage the Inferred CSAT framework and Conversation Insights [sn_aci_insights] table linked to the Conversation [sys_cs_conversation] table to create adhoc dashboards and workflows for conversational analytics applications. See Conversation Insights for more information.
Creator Studio	• Create customized email notifications that are sent by the apps that you build. • Add playbooks with a new activity that automatically updates some fields on the app's generated record. • Augment forms with the new Duration and Attachment question types. See Creator Studio for more information.
Customer Contracts and Entitlements	• Initiate renewals from contracts at the contract or contract line level. • Add new line items to an existing contract. • Initiate modification from the contract header. • Add or reduce quantities on a contract line. • Define pricing and quantity schedules in contracts across specific time periods. See Customer Contracts and Entitlements for more information.

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Application or feature	Details
Customer Engagement Sequences	• Design sequences to initiate workflows from multiple record-based events, with outcome-based decision nodes between stages, and runtime permissions. • Control access to various features and capabilities using the new granular roles. • Enable click-to-call for agents by configuring the Schedule Call activity and integrating with platforms such as Amazon Connect. • Automate and personalize customer journeys with a no-code playbook interface and guided task flows. • Drive high-impact telesales scenarios such as product surveys, lead qualification, and proactive engagement campaigns. See Customer Engagement Sequences for more information.
Customer Service Problem Management	• Run the diagnostics from the contextual panel in the Customer Service Problem Management playbook. • As an agent, use the Test group to help group test definitions. The Test group contains multiple test definitions. • Enables your customer to modify the visibility of the **Diagnose** tab and run diagnostics from the contextual panel in the Decisions table. See Customer Service Problem Management, Setting up a test group, and Setting up test definitions for more information.
Customer Success Management	• Account Lifecycle Events has been renamed to Customer Success Management. • Enable managers to see a high-level aggregate view of their entire customer portfolio. • Monitor adoption scores for sold products and track implementation progress for customer engagements. • View the engagement hierarchy and timeline of events. • Use the new metrics data source to calculate metric values dynamically based on the weighted sums of other metrics. • View the detailed information of risk level records in the risk occurrence timeline. • The activity stream component displays a list of the activities occurring on a risk signal and issue record. • The **Related Items** tab provides access to the Risk Signal and Issue related lists. • Determine the engagement health score from the Calculated data source. • Retrieve data from internal and external tables with the Table type data source.

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Application or feature	Details
	See Customer Success Management for more information.
Customer self-service for Sales and Order Management	• Enable B2B customers to request for quotes (RFQ) from the Business Portal, improving customer autonomy and reducing sales cycle time. • Provide a persistent shopping cart experience to your B2B customers. • Enable your customers to download and share their cart summary with other stakeholders. • Provide seamless order checkout and an easy order creation process to your customers. See Self-Service for Sales and Order Management for more information.
Data Loss Prevention Incident Response	• Improved response to Data Loss Prevention (DLP) incidents through the initiation of SLA triggers. • Introduced SLA Definition functionality that outlines the conditions and duration for responding to data breaches. • Configured DLP Proofpoint to generate Client ID and Client Secret to enable secure access to proofpoint. See Data Loss Prevention Incident Response for more information.
Data Management	• View insights into storage consumption on your instance and manage data usage in the redesigned Data Management Console. • Monitor data usage in a logical table view. • View data usage for individual tables and their associated tables. • View a summary of the data management rules on a table. See Data Management for more information.
Data Management for CSM	• Simplify your experience in viewing and applying protections to sensitive data by identifying, categorizing, and securing sensitive customer relationship management (CRM) data. • Streamline access management through an enhanced UI-based configuration, using the declarative framework enhancements in Customer Access Management (CAM). • Integrate Service Model Foundation with Order Management and Quote Management to enable enterprises to track orders and quotes that are generated by channel partners. • Add pricing fields based on sales agreements to capture base prices for sold products and verify consistent pricing.

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Application or feature	Details
	• Improve traceability with serial numbers on Install Base items and direct links to model categories for industry-specific configurations. • Enable partial sync using `allowedContextTypes` to sync specific sections with preserved structure and recursive filtering, and deliver clear, actionable error messages with consistent API responses. See Data management for Customer Service Management feature for more information.
Data Privacy	• Use a revamped Data Discovery interface, enhancing your Data Discovery experience with intuitive widgets, a streamlined user experience, and a guided setup for first-time users. • Target scans on specific table columns for discovery using column-level discovery and expanded support for Field Encryption. • Discover PII in Microsoft Excel and CSV files with expanded file support. • Generate regex patterns using prompts with the text-to-regex feature, which leverages Now Assist and supports all large language models (LLMs) approved by ServiceNow. See Platform Privacy for more information.
DevOps Change Velocity	• Improve instance efficiency by skipping step-level pipeline processing. • Improve load balancing and failover protection by selecting a MID Server cluster during tool connection. See DevOps Change Velocity for more information.
Developer Sandboxes	• Enable your administrators and delegated developers to request, access, and manage the isolated development environments on top of the same underlying development instance. • Provide developer isolation and parallelism for customer development environments and instances. • View the total, available, and allocated sandboxes in your instance by using the Sandbox Management home dashboard. The dashboard also displays information about each sandbox, including the status, data utilization, owner, when it was last accessed, and when the sandbox was allocated. See Developer Sandboxes for more information.

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Application or feature	Details
Digital End-User Experience	• Track and analyze call performance for a particular user in Microsoft Teams with DEX for Microsoft 365. • View the consolidated alerts related to devices and applications in the Alerts section of the Device health page. • View the new DEX landing page, which includes an updated Devices world map and an enhanced Impacted Devices card. • View real-time data for alerts, change requests, and incidents that are impacting a device in the Device events section of the Device health page. • Create a remedial action from a check definition, link an existing remedial action to a check definition, and execute a remedial action on multiple impacted devices for a DEX alert simultaneously. • Manage device and application configurations and monitor key DEX components in the new DEX Administration workspace. • Gain deeper visibility into performance with enhanced metrics analysis and non-persistent Virtual Desktop infrastructures (VDIs) monitoring, including device, application, and web page insights for faster troubleshooting. • Use the Metrics analyzer to view metrics collected for a given device or application during a specific period. • Monitor non-persistent VDIs with Digital End-User Experience (DEX) to track performance issues and troubleshoot efficiently. • Gain insights into Zoom call quality and Zoom rooms performance across your organization with DEX for Zoom. • Empower service desk agents to diagnose and resolve incidents on DEX monitored devices quickly and efficiently by using the#DEX issue diagnosis and resolution agentic AI workflow. • Enable service desk agents to diagnose and resolve issues on DEX monitored devices directly from the Investigation tab in incident records within the Service Operations Workspace. See Digital End-User Experience for more information.
Digital Portfolio Management (DPM)	• Configurable Info tab allows customers to configure the Info tab of the solutions pages, similarly to how they can configure the Plan, Build, and Run tabs. ○ This includes showing or hiding sections of the tab. • DPM users with the dpm_admin role can now create and edit portfolios directly within DPM, and three portfolio templates are included ("EDUCAUSE", "IT Service Portfolio", and "Sample Organization Structure"). • DPM users can now send an email to any users with the dpm_manager role that includes the first key performance indicator (KPI) group data and a link back to the solution they're sending an email from.

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Application or feature	Details
	○ This feature is off by default and can be activated in the DPM Admin Center under a new 'Email properties' section. • DPM admins can turn on a scheduled job that will automatically send the top KPI group data in an email to the solution owners. ○ The schedule is configurable and will only send KPI data for the 'top level objects' that a user owns. For example, if they own a taxonomy node, it won't send data on sub nodes or services. ○ DPM users can now view more than one KPI group in the Enterprise Portfolio preview. • DPM users with the dpm_admin role can use the Active flag to hide or show the portfolio and taxonomy node branches in the Enterprise Portfolio Module. ○ DPM admins can set an enterprise portfolio's **Status** to Active or Inactive. ○ DPM managers will only see enterprise portfolios that are active. See Digital Portfolio Management for more information.
Dispute Rules Content Pack for Mastercard	• Developed and refined chargeback eligibility rules to validate dispute cases against Mastercard core rules. • Updated the intake questionnaire for various dispute categories. See Dispute Rules Content Pack for Mastercard for more information.
Dispute Rules Content Pack for Nacha	• Run chargeback eligibility rules and derive ACH dispute categories and reason codes based on Nacha guidelines. • Determine chargeback eligibility using an integrated KB article that contains rules and conditions. See for more information.
Dispute Rules Content Pack for Visa	Applied Visa Resolve Online (VROL) release 25.2 revision changes to Dispute Rules Content Pack for Visa questionnaire. See Dispute Rules Content Pack for Visa for more information.
Document Intelligence	• Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. See Document Intelligence for more information.

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Application or feature	Details
Document Services	• Compare any two document versions and track changes by using document comparison. • Connect and manage external cloud documents by uploading files, storing URLs, and syncing metadata with your records. • Authenticate with your personal accounts on an external cloud, Microsoft OneDrive, or Google Drive. • Control public sharing by using document classification to ensure document security. • Accelerate documents insights with instant summaries for highlights and quick insights, interactive Q&A, and FAQs. See Document Services for more information.
Domain Separation	• Changes to the domain table are queued sequentially and batched into a single background job. This helps simplify domain table updates. • Domain Admins can delete by domain to efficiently manage domains and reduce storage overhead. See Domain separation for service providers for more information.
Dynamic Translation	With the new Test Exclusion Rule module you can check what your exclusion pattern matches during a test translation, then create an exclusion rule based on the pattern you tested. See Dynamic Translation and Exclusion Framework in Dynamic Translation for more information.
ERP Semantic Mining	The name of the ERP Customization Mining application has been changed to ERP Semantic Mining. See ERP Semantic Mining for more information.
Employee Center	Zurich Patch 1 • Enable employees to check their latest company news and upcoming events using Now Assist in Virtual Agent with the **Company News & Events AI Agent** in the Now Assist for Employee Experience. The AI Agent displays a list of all the latest news and planned events in the company. For more information, see Check latest company news and events. • Employees can check all their to-do tasks and pending approvals using Now Assist in Virtual Agent for Microsoft Teams. • Enable a summary of the request, requested item, or case for approval task using Now Assist for Employee Experience. The skill provides a summary of the selected item from the available list that you want to work on. For more information, see Now Assist for Employee Experience Summarization skill.

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Application or feature	Details
	Zurich Early Availability • Use the Now Assist for Employee Experience application so that your employees can have a seamless conversational interaction with Now Assist in Virtual Agent. • View and manage content and other company resources through the Browser Extension for Employee Center. • Improve the My Requests experience with adoptive and scalable enhancements. See Employee Center for more information.
Employee Center Pro	• Configure features flexibly and submit detailed feedback using enhancements for the Integrated experience and Service feedback. • Get the Notifications in Employee Center feature in Content engagement for improved employee involvement while engaging with news content. • Experience an enhanced performance with improvements to calender widgets, news and events, and publishing communications to browser websites. See Employee Center Pro for more information.
Encryption	• Use row conditions for Field Encryption to define encryption rules for rows within a specific column, based on dynamic conditions. • Use any of the three Field Encryption APIs to encrypt attachments. See Encryption for more information.
Encryption Key Management	• See the changes to the Key Management and Field Encryption records that are now logged on the Sys Audits [sys_audit] table. • The GlideEncrypter API has been updated and now uses AES256-GCM encryption via the Key Management Framework. • Enable or disable GlideEncrypter by using the **glide.security.glideencrypter.allow** system property. See Key Management Framework for more information.
Enterprise Architecture	• Define and track data certifications using the Data Certification workflow in the Enterprise Architecture Workspace to ensure the accuracy, completeness, and reliability of critical data within your organization. • Design the future-state cloud modeling using the standardized AWS components in the Enterprise Modeling and Visualization to reflect AWS infrastructure and services.

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Application or feature	Details
	• Perform end-to-end modeling with full alignment to CSDM (Common Service Data Model)5.0 standards including standardized shapes, colors, and relationships. • Group business application bubbles on the Application Rationalization Bubble chart page whose X and Y-axis values are within the value range of +/-0.25 of each other. • Export the TRM catalog data and Business Portfolio data to Microsoft Excel or CSV format. • Apply filters to the Application Rationalization bubble chart and list views pages, using the new filter options to filter for specific business applications. Also, select a fiscal period on the Application Rationalization pages using the new fiscal period filter option. • Evaluate the technical debt score for business applications using the Technology Reference Model (TRM) technical debt indicator. This helps you to identify high-risk business applications and enables you to prioritize modernization and rationalization. See Enterprise Architecture (formerly Application Portfolio Management) for more information.
Enterprise Asset Management	• Organize related assets into hierarchical asset groups and subgroups to enable consolidated reporting, streamline maintenance workflows, and provide clear dependency mapping. • Create scalable templates to evaluate the condition of enterprise assets, which helps to detect issues early, optimize maintenance planning, and maximize asset lifespan. • Achieve operational efficiency by evaluating how effectively your assets are functioning and being used, through reports based on asset key performance indicators in the Asset analytics view. • Manage supply and demand originating from service locations or other stockrooms through local stock or distribution channels using the Inventory insights tab in the stockroom record. You can also compare multiple stockrooms at the same time. • Gain insights into asset failure reasons and resolution actions using the failure and resolution codes in the Enterprise Asset Workspace. See Enterprise Asset Management for more information.
Event Management	• Combine the strengths of CMDB-based and tag-based strategies to create mixed alert groups that reduce noise and reveal clearer, actionable insights. • Effortlessly extract event field content into alert fields with automated regex generation, reducing manual effort and improving accuracy. • Gain actionable insights with AIOps 360-degree overview dashboard to showcase product value.

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Application or feature	Details
	• Accelerate integration setup with seamless installation via the Unified Launchpad store app, guided support for creating integrations, and enhanced observability with the new Service Observability filter. See Event Management or Service Operations Workspace for ITOM for more information.
External Content Connectors	Zurich Patch 7 • Expand your search experience with external content connectors for Adobe Acrobat Sign, Aha! Roadmaps, Cornerstone, Fluid Topics, ManageEngine, and Workvivo source systems. • Retrieve content and links from URLs found in sitemaps defined for your web source system when running content crawls for the Webcrawler external content connector. • View a content crawl's start point via links in the content crawl list and in content crawl history entries. Zurich Patch 4 • Expand your search experience with external content connectors for Adobe Experience Manager as a Cloud Service, Asana, Docusign, Dropbox, GitHub Enterprise Cloud, HubSpot, Lucidchart, Miro, monday.com, Notion, SAP DMS, Smartsheet, Trello, WordPress, Workday, and Zoom source systems. • Customize user permission settings, choosing the fields you want to compare when mapping source system users to ServiceNow AI Platform® users. • Make external content connector crawl results searchable by linking connector search sources to search profiles from the connector editor. • Monitor connector behavior on individual crawl runs and over time with improved crawl statistics and analytics. Zurich Patch 1 • Expand your search experience by indexing searchable content from your Amazon S3, Box, GitLab, Microsoft OneDrive, Microsoft Viva Engage, and Zendesk Guide source systems. • Search KB articles from your ServiceNow instance. • Make web content locally searchable by indexing pages from predefined or custom public web sites with the Webcrawler external content connector. • Configure connector settings and schedule crawls as part of connector creation using the revamped UI. See External Content Connectors for more information.

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Application or feature	Details
Field Service Management	• Use the aggregated agent schedule to optimize the allocation of resources for a territory up to the specified cut-off date. • Flag a task or use assignment assistance directly from the Work Order Task page to streamline task management. • Configure Schedule Optimization to instantly adjust technician schedules in response to real-time events, like new priority 1 tasks, task cancellations, paid time off requests, or delays. See Field Service Management for more information.
Field Service Management for Telecommunication	Manage your work order using the TMF 697 Open API. See Field Service Management for Telecommunications for more information.
Financial Services Card Operations	• Resolve disputes with a new dispute life cycle for Mastercard dispute transactions. • Leverage a new workspace page in Financial Services Card Operations to resolve Mastercard disputes. • Integrate Mastercard's Mastercom APIs into the Dispute Management workflow to resolve card disputes faster and more efficiently. • Resolve ACH disputes faster with a guided, end-to-end workflow that unifies intake, investigation, and resolution—built on a framework ready for any non-card transaction. • Streamline operations with a single, consistent intake process that applies across all dispute workflows. See Overview of the Dispute Management workflow for more information.
Financial Services Operations Core	• Leverage a payment card data model application in FSO workflows, such as disputes, which can be used across an entire card life cycle, from issuance to servicing. • Support multiple payment card types, including credit and debit cards. See Payment card for more information.
Financial Services Operations Integration with Mastercard	• Enable dispute agents to efficiently handle the full dispute life cycle, including transaction searches, claim creation, chargeback creation and updates, pre-arbitration, arbitration, and fraud reporting. • Accelerate dispute resolution and reduce manual effort using predefined subflows.

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Application or feature	Details
	See Financial Services Operations Integration with Mastercard for more information.
Financial Services Operations Integration with Visa	#Enable system administrators to control settings for features in the Financial Services Operations Integration with Visa application, such as, integration with specific APIs. See Financial Services Operations Integration with Visa for more information.
Flows, subflows, and actions in Workflow Studio	• Create a scheduled trigger that you can use across your flows. • Save flows, subflows, and actions automatically as you work on them. • View and manage the history of flows and subflows to copy, restore, or remove past configurations. • Create multiple skills for conversational subflows and actions from the conversational settings. • Configure a default LLM for generating metadata for conversational subflows and actions. See Exploring flows, Exploring subflows, and Exploring actions for more information.
Generative AI Controller	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Access the Gen AI log for debugging insights, with HR-related records remaining restricted. • Promote stability with the Long-Term Stable (LTS) model for generative AI. • Identify third-party LLM information, including model, version, and language. • Restrict LLM usage based on domain. See for more information.
Goal Framework	• Categorize your strategic priorities and goals as Artificial Intelligence to track and monitor their progress from the AI Control Tower workspace. • View only active goals in reference fields when creating a goal relationship or defining a parent goal. See Goal Framework for more information.

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Application or feature	Details
Goal Framework for SPM	Use the sn_gf_goal_admin role to update the goal-specific system properties. See Goal Framework for SPM for more information.
HR Multi Instance Integration	• Collaborate with service providers and consumers through bidirectional workflows. • Increase the security of records in consumer instances and provider instances by limiting access based on user roles. • Enable an employee to place an HR service request from a consumer instance and fulfill the request from provider instance, making it easy to raise and fulfill HR requests while working in their own ServiceNow instance. • Create HR tasks, approval tasks, and document tasks from a provider instance for users in a consumer instance. • Enable consumer users to complete the assigned tasks via magic links. Magic links enable consumer users to directly access the linked resource in the provider instance without having to manually log in. • Use Universal Task as the remote tasking medium in both provider instance and consumer instance. See HR Multi Instance Integration for more information.
Hardware Asset Management	• Benefit from enhanced Asset Attestation features, including a guided attestation creation process, a mobile-friendly interface for confirming assets, and automated remediation tasks to address non-compliant assets. • Achieve real-time tracking of assets that are in transit and maintain asset data accuracy by enabling employees to confirm receipt of assets through the Employee Center portal. • Receive shipment assets at a stockroom from any workflow through the streamlined and unified receiving process. • Track asset movement from the receiving bay to an aisle and space in the stockroom using the Asset put way task. • Evaluate how effectively your assets are functioning and being used through reports based on asset key performance indicators in the Asset analytics view. Also, manage supply and demand in your stockrooms effectively with inventory demand reports. See Hardware Asset Management for more information.

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Application or feature	Details
Health Log Analytics	• Use the Cribl integration to streamline Health Log Analytics data ingestion with Cribl. • Leverage additional information presented on the integration's Overview screen, such as the ITOM Gateway in the processing pipeline and the log streaming rate per minute. • Map log data to service instances and components for alerts in context. • Monitor ServiceNow instance logs with the ServiceNow Log Export data input. See Health Log Analytics for more information.
Healthcare Operations Core	• Leverage the streamlined launch context when embedding Care Team Portal into electronic medical record (EMR) systems. • Assign roles and responsibilities more efficiently with an updated user configuration process. See Healthcare Operations Core for more information.
Hermes Messaging Service	• Monitor Hermes data usage over time. • Verify that topics are synchronized between Hermes clusters. See Hermes Messaging Service for more information.
Hiring	• Manage all your hiring needs efficiently with a seamless unified experience. • Track job requisitions and applications and save the time required to hire with an intuitive hiring flow. • Effortlessly collaborate with the recruiters to speed up the hiring process. • Get a unified overview of your responsibilities with clear insights into what needs your attention and when. See Hiring for more information.
ITOM AIOps	Health Log Analytics highlights: • Streamline Health Log Analytics data ingestion with Cribl by using the Cribl integration. • Leverage additional information presented on the integration's Overview screen, such as the ITOM Gateway in the processing pipeline and the log streaming rate per minute.

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Application or feature	Details
	• Map log data to service instances and components for alerts in context. • Monitor ServiceNow instance logs with the ServiceNow Log Export data input. Service Operations Workspace for ITOM highlights: • Control how alerts are grouped, which ones are included, and the order of grouping methods through Mixed Alert Grouping, which combines CMDB-based and tag-based strategies. • Starting in version 26.9.0, investigate mixed alert groups and Log Analytics-based alert groups by using Express List®. • Starting in version 26.9.0, view connections between alerts in Link View for mixed alert groups and Log Analytics-based alert groups. See ITOM AIOps for more information.
ITOM Cloud Accelerate	• Ability to monitor, track, and analyze cloud assets across providers in Cloud Account Management. • Compliance visibility and account insights in Cloud Account Management. • Improved asset-level filtering and visualization in Cloud Account Management. • Ability to view cloud assets and access detailed information about associated configuration items (CIs). • Migrated legacy workflows to subflows in Cloud Provisioning and Governance. See Cloud Governance for more information.
ITOM Visibility	• Cloud-based scheduling available in Discovery Admin Workspace (store version 1.11.0). • AWS EC2 VMs discovery using AWS Systems Manager (SSM). • Tag-based Service Mapping experience in the Service Mapping Workspace (store version 1.16.3). • Application service maps for containers via Kubernetes Visibility Agent (KVA) (store version 3.11.0). • 25 cloud patterns shipped via Discovery and Service Mapping Patterns (store version 1.28.0) • Certificate Inventory and Management TLS Certificate request flows that support Keyfactor EJBCA (store version 3.7.0) and Certificate Inventory and Management Automated TLS Certificate renewal workflows (store version 3.8.2). See IT Operations Management for more information.

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Application or feature	Details
Identity	Zurich Patch 4 • Configure AI Agents or AI users by selecting the `AI` option from the **Identity type** drop-down menu. • Use the `ai_user_admin` role for creating, editing, and role management of AI users. Using the role you can view, create, edit, assign roles to, and delete users with the identity type as `AI`. • Use role masking for AI agents and agentic workflows to limit the inherited roles during tool execution, verifying that AI agents run with restricted privileges, minimizing potential security risks and helping prevent unintended actions. To learn more, see Role masking in Now Assist AI agents. • Access Analyzer v.6 supports agentic workflows and AI agents in the Analyze Permissions feature. **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store. • Use Federated ID to uniquely identify roles across multiple instances. Federated ID provides a unique identifier for roles, making it easier to manage and track them across instances. To know more, see Explore Federated ID. • View the Inbound API Integration Usage dashboard under the Machine Identity Console's Unique API calls page to access statistics for requestors and their API calls. To know more, see Metrics and View Inbound API Integration Usage dashboard. Zurich • Manage your non-human identities (NHIs) using the Machine Identity Console. • Support security data filter functionality in Applied or Undefined status and Controlled by Refs functionality during access control list (ACL) query. **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store. See Identity for more information.
Impact	• Manage health checks, findings, and remediation workflows with AI-powered tools directly on-platform to accelerate insights and remediation with the new Platform Health Scan Engine for the Impact Store Application. • Use the automated setup method to simplify the Impact Store Application configuration. • Deploy the AI Control Tower Accelerator to help customers configure governance for AI investments and demonstrate strategic value.

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Application or feature	Details
Incident Management	• Help prevent changes to closed incident tasks to promote data integrity and to maintain a clear audit. • Manage and resolve incidents effectively with the incident and problem workflow enhancements. • Coral is the new default theme for Next Experience and Core UI, offering a more user-friendly experience. See Incident Management for more information.
Industrial Process Manager	• While mapping OT devices to equipment model entities, view both unmapped and all devices in separate tabs for a more organized view of your OT devices. • Visualize your OT network using the OT Network Map. • Automatically create a location for equipment model entities to visualize your location hierarchy. • Use the updated Automated Mapping Across Zone-based IP Network Groups (AMAZING) feature to uniquely identify OT devices during equipment model entity mapping. • Identify sites on your equipment model entity that aren't in use with a new **Operational Status** field value in the Industrial Workspace. • Filter out **Not in use** or **Retired** equipment model entities in the Industrial Workspace using the **Operational Status** field value. • Sort equipment model entities for a Site using the new value **Processing Order**. • View the **Daily Activity** tab for a summarized version of the previous day's activities on the Operational Technology (OT) devices. See Industrial Process Manager for more information.
Instance Data Replication	• Monitor the progress of all your scheduled replication sets. • Track the progress of scheduled replication requests within a scheduled replication set. • Access details of scheduled replication requests within a scheduled replication set. See Instance Data Replication for more information.
Instance Scan	• Scan your instance, update set, scoped application, or specific record using specified checks. • Run custom checks against your existing configurations. • Use as a tool in your development operations, release management, as well as pre- and post-upgrades.

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Application or feature	Details
	See Instance Scan for more information.
Integration Hub	• Streamline the setup process for REST-based Data Stream actions by automatically generating the parsing and output components. • Use load-balancing MID Server clusters in Stream Connect message replication. • Enable testing of connection aliases directly from configuration templates. See Integration Hub for more information.
Intelligence for CSM	• Get enhanced visibility of knowledge base articles by marking and displaying a lock icon for articles that aren't accessible to the case requester within the CSM Configurable Workspace. • Gain insights to the root causes of case service level agreement (SLA) breaches and view the suggested improvements to optimize process performance. See Intelligence for CSM for more information.
Interview management	• Save time by using structured workflows to schedule and manage interviews. • Configure interview phases and use them to schedule interviews in a more organized and planned manner, minimizing manual effort and inconsistency. • Schedule interviews using workflows that support both self-scheduling and direct scheduling options. Consider multiple data sources, including calendar availability and declared scheduling preferences, to minimize rescheduling and eliminate off-platform coordination. Monitor interview health centrally to manage all interviews efficiently, with built-in reminders and notifications keeping everyone informed. • Manage interviews by updating statuses, viewing or providing feedback, sending reminders, and rescheduling, completing, or canceling interviews as needed. • Streamline feedback sharing and tracking, enabling hiring managers to effectively compare applications. See Recruitment workspace for more information.

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Application or feature	Details

Journey designer	• Usability enhancements:
	  ○ Use the option to cancel Journey Accelerator journeys from the portal.
	  ○ See higher performance in sync between the **Opened for** and **Journey Owner** fields.
	  ○ Configure the Journey overview page using the widgets option to hide or show Task Templates and Create a Journey for Your Team widgets.
	• The pre-hire onboarding experience enables a seamless journey for an applicant transitioning from an onboarding pre-hire to a full-time employee.
	
	See Journey Designer for more information.

Knowledge Center	• Use Knowledge Center to manage and distribute organizational knowledge through a centralized and organized interface. • Enhance productivity, reduce redundant work, and help ensure that users have access to the latest and most accurate information. • Format your content within a knowledge article using editing tools in the article editor. • Improve the quality and health of knowledge articles with article optimization, ensuring that the information is latest and relevant. See Knowledge Center for more information.
Knowledge Graph	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Users can use the new Enterprise Graph Knowledge Graph schema to map all instance tables and their relationships, enabling natural language queries across the entire database. It simplifies setup by eliminating custom schema creation and supports enhanced query accuracy. • Admins can create and use tags to prioritize relevant tables for specific use cases. • Users have the option to select Enterprise Graph(small) mode to restricts queries to tables in specified tags for narrower use cases, improving runtime speed and requiring tag specification. • Knowledge Graph now supports aggregate queries. Zurich Patch 2

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Application or feature	Details
	• Admins can create Knowledge Graph schema with Workflow Data Fabric tables that enables users to retrieve data from different systems without moving them. This ensures efficiency and security when working with external tables. This enables Knowledge Graph functionality to external tables Zurich Patch 1 • Supports nodes from parent and grandparent nodes in the hierarchy. • Supports Configuration Management Database (CMDB) queries in Now Assist panel. Zurich EA • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Knowledge Graph in addition to Now LLM Service and Azure OpenAI. • Select your preferred large language model (LLM) provider for Now Assist platform. Apart from Now LLM Service, the platform supports Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow® third-party model strategy. See Knowledge Graph for more information.
Knowledge Management	• Experience seamless navigation and viewing experiences across various devices, with the incorporation of responsive design in the workspace that enables pages to adapt to different screen sizes and orientations. • Upgrade your Knowledge and article viewing experience with an enhanced view and access to key components on the workspace. • Enhance operational efficiency with migration from legacy Knowledge Management workflows to the latest low-code flow designers. See Knowledge Management for more information.
Lead-to-Cash Process Management	• Define and monitor sales entities tied to specific business processes such as order-to-cash. You can add custom processes and related entities managed in disparate ERP systems using a unified view in a node map. • Optimize revenue recognition and drive operational efficiency throughout the order-to-cash process by tracking key milestones, identifying potential delays early, and ensuring on-time delivery. See Lead-to-Cash Process Management for more information.
Legal Conflict of Interest	Disclose conflicts of interest using natural language from Now Assist in Virtual Agent rather than having to fill out intake forms. The risk

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Application or feature	Details
	assessment utility then automatically evaluates each submission and routes it to the appropriate approval workflow, enabling faster resolution. See Legal Conflict of Interest for more information.
Legal Hold Notification	• Streamlined legal hold life cycle: Streamline the legal hold workflow by enabling you to create legal hold matters, assign custodians, issue notices, track acknowledgments, and ensure compliance throughout the process. • Enhance custodian engagement by sending them legal hold notifications and reminders to ensure timely acknowledgment and accountability throughout the legal hold process. • Reduce legal risk compliance with a controlled closure process. When the legal hold is officially closed, the Legal Hold Notification application stores detailed information about the preserved data. See Legal Hold Notification for more information.
Legal Matter Management	Help ensure that sensitive information remains confidential with stakeholder controls through attorney-client privilege (ACP) protection for legal requests and matters. See Legal Matter Management for more information.
Legal Request Management	Help ensure that sensitive information remains confidential with stakeholder controls through attorney-client privilege (ACP) protection for legal requests and matters. See Legal Request Management for more information.
Lifecycle Events	• Enable logging and use it as a tool to diagnose problems or to acquire pertinent information about the processes that ran in a Lifecycle Events case. • Effectively troubleshoot the root cause of an issue that is adversely affecting a Lifecycle Events case. See Lifecycle Events for more information.
Localization Workspace	• Dynamic artifact detection enables Localization Workspace to identify all translatable content, including your custom artifacts. From version 1.1.0. • With status synchronization, translation requests in Localization Workspace reflect the same status as the Localization Framework projects. From version 1.1.0. • A Configuration hub and two new Guided Setups are available to help admins configure Localization Workspace. From version 2.0.2.

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Application or feature	Details
	• Optional due dates and language groups enhance the efficiency of creating translation requests. From version 2.0.2. • When selecting specific documents to translate, translation requestors can take advantage of a bulk select/deselect option as well as text search of document titles. From version 2.0.2. See Localization Workspace for more information.
MCP Server Console	• Get started with the preconfigured Quickstart Server for looking up and summarizing incident and case records. • Create MCP servers and tools based on Now Assist skills for different use cases. • Connect to any MCP client using OAuth 2.0 authentication. See MCP Server Console for more information.
MID Server	• MID Server smart workload manager continuously evaluates load and assigns jobs in a cluster to ensure that no server is overloaded. • MID Server logging has been improved with log backups that are preserved in a compressed format on a local host with an option to fetch to the instance. See MID Server for more information.
Manufacturing Commercial Operations	• Create recall campaigns and claims to manage recall campaigns and streamline collaboration with dealers to resolve claims. • Create repair claims to streamline collaboration with dealers to submit and resolve claims for repairs performed under warranty. • Create sales promotions and claims to manage sales promotion campaigns and to streamline collaboration with dealers to resolve claims. • Create phases and sub phases in the recall campaign to enable the manager to launch it for selected assets, and notify the targeted dealers. • Submit pre-authorization requests to confirm whether certain parts, fees, or repairs are covered under a warranty or service contract. • Create non-conformance (NC) and quality investigation (QI) cases to capture quality problems, coordinate investigations, and collaborate with stakeholders throughout resolution. See Explore Manufacturing Commercial Operations for more information.

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Application or feature	Details
Mastercard Spoke	• File pre-arbitration and arbitration cases directly through Mastercard's API. • Handle tasks such as searching transactions, creating claims, and processing chargebacks, pre-arbitration, and arbitration case filings efficiently. • Enable dispute agents with real-time data exchange and embedded Mastercard dispute life cycle workflows. • Accelerate time to value with a predefined Mastercom Extended spoke that reduces development effort and speeds up deployment. See Mastercard Spoke for more information.
Mentoring	Enable Mentoring to configure multiple mentoring programs.
Mobile Platform	• Access Mobile App Builder and Mobile Card Builder inside ServiceNow Studio. • Use enhanced capabilities within the input form screen. • Engage with the improved error handling when working with uploads. • Add customized client-side translations to extend language support on your mobile device. See Mobile Platform for more information.
Model Risk Management	• Maintain a centralized repository of all models, capturing key details such as ownership, status, model tier, and risk rating. • Manage the complete model life cycle by tracking models from initiation to monitoring through defined governance stages. • Evaluate model risks based on their usage, complexity, and impact. • Perform validation of model design, performance, and implementation. • Capture, track, and resolve validation findings or performance issues, ensuring timely remediation and continuous risk mitigation. See Model Risk Management for more information.
Next Experience	• Customize the visual experience of the Now Assist menu by using the new toggle to switch between standard or wide view. • Manage the visibility of page alerts with a new accessibility user preference. • Access usage analytic data for applications and web pages directly with the new Usage Analytics utility menu.

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Application or feature	Details
	See Next Experience UI for more information.
Next Experience Developer (NED) Tools	• View traces as a full-screen waterfall with an enriched root span list that has more actionable metadata. • Access cache buster details to view how service workers impact page performance. See Next Experience Developer Tools for more information.
Notifications	• Use email diagnostics dashboard to monitor email delivery metrics, track bounce management, and overall health associated with email sender and reader jobs. • Control the preferences page to display relevant notifications. • Support multiple target records for email digest. • Use the standard forms for system notification preference. • Handle incoming email requests intelligently with the new email agentic workflow by identifying intent, executing actions, and drafting appropriate email responses. See Notifications for more information.
Notify	• Build Notify subflows according to your requirements by using the default subflows provided in new instances. • Coral is the new default theme for Next Experience and Core UI, offering a user-friendly experience. See Notify for more information.
Now Assist	Zurich Patch 7 • Explore revamped **Manage AI models** option within Now Assist Admin for managing and configuring model providers, and updating model provider versions. • Select a record from the Now Assist Context Menu inline citation to navigate directly to the record page, where the referenced section will be highlighted for easy identification. • View all AI-generated content, now visually highlighted for easier recognition. • Set the minimum word count required for the Now Assist icon to appear, allowing you to control when the icon is displayed based on content length. Zurich Patch 5

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Application or feature	Details
	• Review changes to Now Assist usage measurement. • View improved legend and icon descriptions for the Now Assist Readiness Evaluation app. • Work with new system properties to improve performance and customization within the Now Assist Readiness Evaluation app. Zurich Patch 4 • Some Now Assist skills, agents, and agentic workflows are now turned on by default. • Select your preferred integration type, either Bring Your Own Key (BYOK) or Original Equipment Manufacturer (OEM), for the configuration of the available model providers within Now Assist Admin. • Explore the Data and Analytics workflow skills under Now Assist skills within Now Assist Admin. • Adopt AI responsibly and minimize operational and compliance risks by configuring and subscribing to Long Term Stable Models (LTS) as a model provider in Now Assist Admin. • Ask a follow-up question in the Now Assist panel for additional information or clarification. • Experience an enhanced conversational interaction by viewing synthesized Now Assist responses from within Google chat. • Initiate and view agentic workflows from within Google chat. • Use the Now Assist context menu open prompt feature to create and edit knowledge articles. • Use Advanced settings to add conditions to hide or show the Now Assist Context Menu quick actions. • Create multiple Now Assist context menu configurations for the same field. • Use the Enable for extended tables option in parent table configuration, to enable or disable the inheritance model for the child table configurations. Zurich Patch 2 • Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI. Zurich Patch 1 • Enable administrators to set up a security access control list that checks user authentication for Now Assist context menu skills and new setup options. This feature gives them control over who can use Now Assist context menu skills and actions, as well as built-in options like shorten, elaborate, and change tone. • Use the Open Prompt Capability available in Now Assist for Strategic Portfolio Management (SPM) to ask questions and refine generated content through open-ended queries.

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Application or feature	Details
	Zurich • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. • Select your preferred large language model (LLM) provider for Now Assist base system skills. Apart from Now LLM Service, the platform supports Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow® third-party model strategy. • Suppress the modeless window for a custom Now Assist context menu event. • View numbered citations and links to the information sources when you use the Now Assist context menu for email reply recommendation. See for more information. For more Platform Now Assist feature release notes, see the following topics: • AI Search release notes • Document Intelligence release notes • Now Assist Skill Kit release notes • Now Assist in Virtual Agent release notes
Now Assist AI agents	Zurich Patch 7 • Run improved Platform agentic workflows, including Generate resolution plans, Generate my work plan, and Process images to tasks. Zurich Patch 5 • Run improved Platform agentic workflows, including Generate resolution plans, Generate my work plan, and Process images to tasks. • Show Agent card URL when using secondary agents. • Review changes to Now Assist usage measurement. • Japanese language support for voice assistants enables Japanese-speaking users to experience natural, culturally appropriate interactions with AI voice agents. Zurich Patch 4 • Execute agentic workflows, AI agents, and tools in AI Agent Studio with role masking. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Run and review agentic workflow executions on forms in the Core UI and workspaces.

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Application or feature	Details
	• Framework extensibility with a new condition builder. • Support multilingual conversations. Zurich Patch 3 • Consume Global Graph as a Knowledge Graph resource. • Check for offensive content with MCP guardian. • Support the latest MCP version from Zurich Patch 3. Zurich Patch 1 • Authenticate users with the MCP Server to add a Model Context Protocol tool to AI agents using the Model Context Protocol Client. • Create ACLs for AI agents and agentic workflows to customize who can discover and trigger AI agents and agentic workflows. Zurich EA • Create and maintain versions of LLM instructions for AI agents and agentic workflows to help organize and iterate on prompts and test their effectiveness. • Duplicate existing script, record operations, and search retrieval tools to reduce the work needed to create unique AI agents. • Monitor new analytics in the AI Agents Analytics dashboard to track valuable insights in customer satisfaction with AI interactions. • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. • View the agentic workflow and AI agent activity on your AI Agent Studio. See Now Assist AI agents for more information. For the Platform Now Assist release notes, see Now Assist release notes.
Now Assist Skill Kit	Zurich Patch 7 • Use labeling workflows to annotate UI templates. • Use structured output to constrain AI responses to predefined JSON schemas. • Improve overisght and compliance with AI Control Tower integration with your custom large language model. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4

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Application or feature	Details
	• Create a custom model to meet your specific needs and control behavior. • Customize ServiceNow skills by modifying the prompt, inputs, and providers. Zurich Patch 1 • Set up a security access control list to verify user authentication for Now Assist Skill Kit. • Use Document Intelligence as a tool when you create a skill. • Use UI Builder to deploy custom skills. • Use a custom data generator to create synthetic datasets. See Now Assist Skill Kit for more information.
Now Assist for App Engine	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Generate summaries for records in custom applications using the generative AI capabilities of Now Assist. Zurich release notes • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. See Now Assist for App Engine for more information.
Now Assist for CMDB	Zurich Patch 7 • Get AI-powered answers your questions on CI classes and attributes to help you work in CI forms, dashboards, home pages, and other views on the workspace. • Search queries can now span multiple tables and relationships between CIs. Zurich Patch 5 • Review changes to Now Assist usage measurement Zurich Patch 4 • Some Now Assist skills and agentic workflows are now turned on by default. • Agentic workflows and AI agents included with Now Assist applications now require additional security configuration. • Reduce the debugging time and effort when you resolve issues with Service Graph Connector import sets.

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Application or feature	Details
	• Find and resolve de-duplication tasks. • Speed the process of manually creating CIs. • Methodically work through the process of improving CMDB data governance. • Search for CIs by specifying any of several attributes of the CI of interest. • View a concise summary of the key CI data on a CI form in a workspace page or on any list view. Zurich Patch 3 Zurich Patch 2 Zurich Patch 1 See Now Assist for Configuration Management Database (CMDB) for more information.
Now Assist for Collaborative Work Management (CWM)	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • In Zurich Patch 4, some Now Assist are now turned on by default. • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. • Help increase the efficiency of your teams using the generative AI capabilities of Now Assist for CWM. See Now Assist for Collaborative Work Management (CWM) for more information.
Now Assist for Configure, Price, Quote (CPQ)	Summarize quote for immediate, comprehensive insights into quote details (product, pricing, and terms) to improve quote accuracy, help teams align, reduce manual review, catch issues early, and accelerate quote turnaround. See for more information.
Now Assist for Creator	Zurich Patch 7 • Generate themes and color palettes from brand images using the new theme generation workflow in Theme Builder. • Edit published or live catalog items directly through conversations with Now Assist. • Configure UI policies, location, access, fulfillment, and portal settings for catalog items with the catalog item generation skill. Zurich Patch 5

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Application or feature	Details
	• Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills are now turned on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Expedite the troubleshooting process by using the ATF troubleshooting agent store application. • Learn about how to use UI Builder and modify UI pages with the UI Builder agent. • Plan your application development with the Build Agent planning tool. • Generate catalog items conversationally and preview them during the creation process with Now Assist in Catalog Builder. Zurich Patch 3 • Accelerate the transition from application design to development by connecting the Build Agent to the Figma Model Context Protocol server. Zurich Patch 2 • Try the Build Agent for free with the Build Agent (Trial). Zurich Patch 1 • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. • Create, edit, and deploy fully functional ServiceNow applications using the Build Agent in the ServiceNow IDE. • Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities. See Now Assist for Creator for more information.
Now Assist for Customer Service Management (CSM)	Zurich Patch 7 • Enhance the Complaint Case playbook to align playbook activities with agentic workflows, introduce AI-driven summarization and drafting capabilities, and remove legacy components that are no longer part of the complaint experience. • Monitor how users engage with genAI skills in Now Assist for CSM. • Get a case status and manage cases through natural voice conversations. Zurich Patch 5

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Application or feature	Details
	• Review changes to Now Assist usage measurement. • Help reduce manual effort and case closure time for complaint cases with the Complaint Case AI agent collection. Zurich Patch 4 • Enabled is_template for all Now Assist skills and added support to clone and customize any base system genAI skill in the Now Assist Skill Kit • Defined the navigation path for Sentiment Analysis dashboard in Core UI to make accessing sentiment analysis data easier. • Track trending case topics with insights, visualizations, and customizable filters for deeper analysis with the Trending topics dashboard. • Monitor customer sentiment across cases with LLM-powered insights and track the sentiment trends in the dashboard. • Enable agents to access customer, case, and product details instantly through natural language queries with the provide customer 360 insights agentic workflow. • Auto-generate work notes and comment recommendations to help improve agent efficiency with the activity response generation skill. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Zurich Patch 1 Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions. Early Availability • Use the suggested steps that automatically display on the **Recommended Actions** tab to help resolve cases and increase agent productivity. • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. See Now Assist for Customer Service Management (CSM) for more information.
Now Assist for Enterprise Architecture (EA)	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • All Now Assist for EA skills are activated by default. • Use the Diagram change analysis Now Assist skill to compare an Enterprise Modeling and Visualization diagram with its previous version and generate a summary of the differences.

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Application or feature	Details
	• Use the Refine text Now Assist skill to elaborate or shorten text in the **Description** field of the business application, business capability, business process, and information object records. Also, use this skill to generate, elaborate, or shorten text in the **Reasoning** field under the **Planned Disposition** section of the business application record. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Use the Business Application Insights Now Assist skill to generate insights into your business applications. • Implement security in Now Assist AI agents with access control lists (ACLs). • On the Architectural Decision Records page, use the field in the Architectural Decision Records menu to enter queries and derive the required information from the Architectural Decision Records (ADR) artifact content. Zurich Patch 1 • Use the Business Application Insights Now Assist skill to generate insights into your business applications. • Implement security in Now Assist AI agents with access control lists (ACLs). • On the Architectural Decision Records page, use the field in the Architectural Decision Records menu to enter queries and derive the required information from the Architectural Decision Records (ADR) artifact content. Zurich Early Availability • Enhance your productivity by using the Now LLM Service or a supported third-party LLM with any Now Assist for Enterprise Architecture (EA) skill or AI agent. • Enhance your user experience with Coral that is used as the default theme for new portal, web, and mobile experiences. See Now Assist for Enterprise Architecture (EA) for more information.
Now Assist for FSM	• Track and validate parts usage during work order task closure with the Parts Manager AI agent. • Create work orders from images by uploading photos of equipment issues through the Now Assist panel or ServiceNow Agent mobile app. • Access Now Assist Virtual Agent from a primary action button in the mobile app navigation bar.

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Application or feature	Details
	• Use voice-to-text input when interacting with Now Assist Virtual Agent in the ServiceNow Agent mobile app. • Enhance your productivity with the Create Work Order AI agent, which allows users to initiate work orders using AI to process descriptions from text. See Now Assist for Field Service Management (FSM) for more information.
Now Assist for Financial Services Operations (FSO)	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Leverage AI agents in Now Assist for FSO to automate the ACH dispute resolution process. • Use an updated Disputes intake via Virtual Agent conversation flow that supports the revised dispute questionnaire, bypassing questions when inferring answers, and initiating ACH disputes. This flow is for both cards and non-cards (ACH). • Now Assist for FSO skills and AI agents support model updates in Now LLM Service. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Early Availability • Implement security in Now Assist AI agents and Now Assist for FSO skills with access control lists (ACLs). See Now Assist for Financial Services Operations (FSO) for more information.
Now Assist for HR Service Delivery (HRSD)	Zurich Patch 7 • Review an ER interview summary quickly by using the ER interview summarization skill from both Core UI and Agent Workspace for HR Case Management. • Streamline the interview scheduling process using the self-scheduling mechanism within the schedule interviews agentic workflow. • Preserve institutional knowledge during employee offboarding with AI agents that automate document discovery, organize content by category, and guide managers and employees through the transfer process. • View additional journey services (catalogs and order guides) recommended based on previous journeys and peer requests. • As a manager, review recommendations in Now Assist in Virtual Agent and add new tasks through a conversational interface.

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Application or feature	Details
	• As an admin, create reusable feedback templates using the ServiceNow AI Platform Surveys tool. • As a manager, select and preview feedback templates when requesting feedback. • As a manager, review a summarized view of an employee's recent feedback on the feedback page in Manager Hub. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Use AI voice agents to enable employees to use self-service tools and create HR cases over the phone. • Use AI agents to predict the relevant HR service for an HR case and automatically transfer the case to the predicted HR service. • Use AI agents to analyze criticality of an HR case and use existing knowledge articles and catalog items for resolving a noncritical case. • Use AI agents to assist with processing tuition reimbursement requests based on submitted course information and company policies found in knowledge articles. • Leverage AI agents to generate fulfillment plans for critical HR cases from both Core UI and Agent Workspace for HR Case Management. • Review ER case context quickly by using the ER case summarization skill from both Core UI and Agent Workspace for HR Case Management. Zurich Patch 1 • Implement security in Now Assist AI agents with access control lists (ACLs). • Use AI agents to place requests to the Human Capital Management (HCM) system. • Leverage an AI agent to generate a fulfillment plan in a series of steps for an HR case from both Core UI and Agent Workspace for HR Case Management. • Leverage AI agents to collect the necessary inputs from recruiters and schedule interviews seamlessly. • Simplify employee onboarding with AI agents that gather inputs, structure tasks, enable manager review, and deliver personalized onboarding plans. Zurich Early Availability • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. See Now Assist for HR Service Delivery (HRSD) for more information.

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Application or feature	Details
Now Assist for Hardware Asset Management (HAM)	Zurich Patch 7- Gain real-time visibility into critical asset data through generative AI-driven asset analysis summaries. Zurich Patch 5- Review changes to Now Assist usage measurement. Zurich Patch 4- Some Now Assist skills, agents, and agentic workflows are now turned on by default. Zurich Patch 1- Automate the hardware asset repair process by using an agentic workflow. See Now Assist for Hardware Asset Management (HAM) for more information.
Now Assist for IT Operations Management (ITOM)	Zurich Patch 7 • Use the Dynatrace Model Context Protocol (MCP) server agent for deeper analysis in the analyze alert impact and manage alerts autonomously agentic workflows. • Analyze a Service Observability dashboard to find performance insights. • Understand service health by analyzing all available Service Observability dashboards for a service. • Expand support for 3P AI Model in AIOps LEAP to include additional model options across Small (OpenAI GPT-4o mini, Claude Haiku 4.5, Gemini 2.0 Flash) and Large (OpenAI GPT-4o, Claude Sonnet 4.5, Gemini 2.0 Pro) tracks. Zurich Patch 5 • Review changes to Now Assist usage measurement. • Now Assist skills used in the analyze potential impact agentic workflow are turned on by default. • Use the new manage alerts autonomously workflow to efficiently manage alerts and minimize resolution times, including an AI agent for triage, impact analysis, and root cause investigation. • **AIOps LEAP** Create Knowledge Base articles with embedded command snippets Guided chat workflow to create and manage Playbooks and KBs Break large groups into targeted sub-groups using generative AI Generate comprehensive resolution steps from multiple web sources Regenerate resolutions when new data sources are enabled

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Application or feature	Details
	Zurich Patch 4 • View an error analysis by Now Assist in Agent Client Collector. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Zurich Patch 1 • Get deeper impact analysis in the analyze alert impact agentic workflow with five new AI agents. • Enhance security for Now Assist AI agents with access control lists (ACLs). • Find all TLS certificates expiring within a determined time and renew them in a single prompt. • Use the triage and analyze alert agentic workflow to perform initial triage and analysis in the context of an incident. • Review Alert analysis, and relevant information for new mixed alert groups in the Now Assist panel to help investigate alerts more effectively. See Now Assist for IT Operations Management (ITOM) for more information.
Now Assist for IT Service Management (ITSM)	Zurich Patch 7 • Submit a catalog item for an account unlock using the voice AI agent. • Generate automatic responses for requests and requested items. • Use the ITSM Conversational Analytics dashboard that provides usage adoption performance metrics in Now Assist in Virtual Agent. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills are now turned on by default. • Add self-service and deflection to your phone channel with Voice AI agents. • Edit the incident summarization skill prompts and inputs within the Now Assist Skill Kit (NASK). • Use the Now Assist context menu to create AI-powered generative text. • Use agentic workflows in Change Management to quickly link configuration items (CIs) to a change request, intuitively create change requests, and easily associate outages with a change request. • Empower service desk agents to diagnose and resolve incidents on DEX monitored devices quickly and efficiently by using the#DEX issue diagnosis and resolution agentic workflow.

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Application or feature	Details
	Zurich Patch 1 • Use the Assess conflicts for a change request agentic workflow to run conflict detection for change requests and assess conflicts, identify affected CIs, and view the list of impacted services. • Use the Schedule a change agentic workflow to schedule change requests by identifying the available schedule slots. • Use the Explain SLA agentic workflow to understand the breakdown of task assignment and ownership for the SLA relevant to a specific incident, problem, case, or change request. Gain insight into the potential causes of a breach or delays. • Use the Assess quality of a Change Request agentic workflow to assess the quality of a change request, analyze the information available in the fields, and generate suggestions to improve the information in the fields. • Use the Wrap-up and resolve incident agentic workflow to resolve incidents, create, or attach Knowledge Base (KB) articles, update duplicate incident information, and attach Known Error (KE) articles to the incident record. See Now Assist for IT Service Management (ITSM) for more information.
Now Assist for Legal Service Delivery (LSD)	Zurich Patch 7 • Disclose conflicts of interest using natural language from Now Assist in Virtual Agent rather than having to fill out intake forms. • Legal Request and Matter summarization now considers data from extended practice area tables when summarizing. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills are now turned on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Zurich Patch 1 • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. See Now Assist for Legal Service Delivery (LSD) for more information.
Now Assist for Manufacturing Commercial Operations (MCO)	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4

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Application or feature	Details
	• Enable the Recall manager to create corrective actions and charges for the recall campaign using the create recall corrective actions AI agent. See Now Assist for Manufacturing Commercial Operations for more information.
Now Assist for Operational Sustainability Management Management	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 Accelerate carbon reporting with AI-powered calculations, validation, and insights for Scope 3 emissions. Automate metric data collection from utility invoices by extracting key information using the AI-driven document intelligence for utility invoices. See Now Assist for Operational Sustainability Management for more information.
Now Assist for Operational Technology Manager (OTM)	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills, agents, and agentic workflows are now turned on by default. • Find OT Configuration Management Database (CMDB) records more quickly by using the OT CMDB search function. • Simplify the upload, validation, and import of your OT device data by using the Import OT device spreadsheet into OT CMDB agentic workflow. See Now Assist for Operational Technology Manager (OTM) for more information.
Now Assist for Operational Technology Service Management (OTSM)	Australia • Quickly understand the OT incident context and respond to user inquiries by using the OT incident summarization skill. • Help save time by automatically updating the resolution notes for an OT incident. • Generate a KB article when an OT incident is resolved by using an agentic workflow. See for more information.
Now Assist for Order Management	Zurich Patch 7

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Application or feature	Details
	• Enable business-to-business (B2B) customers to create invoice dispute cases through AI-powered chat and voice assistants that guide them through conversational dispute intake on the Business Portal. • Provide uninterrupted handoff to human agents to support complex use cases, with full conversation context transferred to the CSM/ FSM Configurable Workspace. • RMA AI agent for automated RMA entitlement and intelligent case handling. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Enable B2B customers to submit order cases autonomously from the Business Portal by simply describing their needs in natural language using the manage order operations agent. • Summarize complex orders across products, services, and fulfillment tasks, enabling agents to quickly understand status, take the right actions, and avoid navigating fragmented views to make the next steps easier and improving productivity. See Now Assist for Order Management for more information.

Now Assist for Retail Service Management (RSM)	Zurich Patch 5
	• Review changes to Now Assist usage measurement.
	
	Zurich Patch 4
	• Enable retail store support agents to use the store inquiry AI agent to:
	  ○ Search multiple knowledge sources to generate clear, traceable responses and flag uncertain cases for human review.
	  ○ Improve with every resolved query and seamlessly fit into HQ workflows with tailored suggestions.

Now Assist for Sales Force Automation (SFA)	Zurich Patch 7 • Now Assist for Sales and Order Management (SOM) is now known as Now Assist for Sales Force Automation (SFA) to align with our updated product taxonomy. There is no change to functionality or existing customer configurations. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 2

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Application or feature	Details

	• Enable sales agents to use the Help nurture new leads agentic workflow to:
	  ○ Proactively engage with initial leads
	  ○ Book an appointment/demo to qualify a lead
	  ○ Identify opt-outs and disinterest for lead disqualification
	
	See Now Assist for Sales Force Automation (SFA) for more information.

Now Assist for Sales and Order Management for Telecommunications (SOMT)	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Collects the customer order information, identifies if the order needs enrichment, and creates the enrichment tasks. On closure of the enrichment task, it invokes the order fulfillment agent. • Uses the historic order tasks to create the order tasks. If the historic data doesn't return any results, the large language model (LLM) is used to get the response. • Checks the automation flow and fulfill order tasks. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. See Now Assist for Sales and Order Management for Telecommunications (SOMT) for more information.
Now Assist for Security Incident Response (SIR)	Zurich Patch 7 • Help enhance incident resolution plan generation by adding your existing runbooks to the AI runbooks section within the Security incident resolution plan skill. The existing runbooks provide additional context to the plan generation skill. • Use the Sightings search and Isolate host capabilities in the Resolve security incident workflow to help resolve security incidents. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills are now turned on by default. • Use generative AI to create a quality assessment report of a security incident. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Zurich Patch 1 • Help analysts to add security incidents details to the Shift Handover report by chatting with AI agents in the Now Assist panel.

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Application or feature	Details
	Zurich Early Availability • Help your analysts to gain insight into security incident record metrics with an agentic workflow. Chat with AI agents in natural language from the Now Assist panel. • Help your analysts to resolve security incidents by chatting with AI agents in the Now Assist panel where the AI agent can assist in providing a resolution plan.
Now Assist for Software Asset Management (SAM)	Zurich Patch 7 • Automate the process of assigning available licenses to the Microsoft 365 Admin Portal by using an agentic workflow. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills, agents, and agentic workflows are now turned on by default. • Automate user resolution with AI for SaaS license management to support efficiency and accuracy in subscription management. Zurich Patch 1 • Automate and streamline the software asset request process by using an agentic workflow. • Automate the process of creating reclamation rules by identifying software products suitable for reclamation using an agentic workflow. • Automate the evaluation of unused and underused software installations for potential reclamation by using an agentic workflow. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. See Now Assist for Software Asset Management (SAM) for more information.
Now Assist for Source-to-Pay Operations	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills are now turned on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Previous Patch releases

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Application or feature	Details
	• Some Now Assist skills are now turned on by default. • Create purchase requisitions faster by uploading vendor quote files directly through Now Assist's AI-powered chat interface in the Employee Center. • Use the improved AI search in Shopping Hub, powered by the Retrieval Augmented Generation (RAG) framework, to get more accurate and relevant results. • The Help fulfill procurement requests agentic workflow has been renamed to Conversational intake for sourcing and procurement to better reflect its expanded scope and capabilities. • Use enhanced AI agents for the Conversational intake for sourcing and procurement agentic workflow in Now Assist for SPO to improve usability and operational efficiency. • Use enhanced AI agents for the Coordinate supplier onboarding agentic workflow in Now Assist for SLO to automate the registration of external suppliers and companies and streamlines the onboarding process. • Use the Field extractor skill to automate the extraction of invoice number or supplier invoice number from the inquiry case generated through various channels (emails, virtual agent chats, or web content). Automating the extraction of invoice and supplier numbers enhances Accounts Payable agents' efficiency, leading to faster and more accurate resolutions. • The Enhanced Inquiry resolution provider AI agent uses more data sources to suggest resolution to supplier inquiries. See for more information.
Now Assist for Strategic Portfolio Management (SPM)	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • All Now Assist for SPM skills are activated by default. • Use the identify similar records skill to find similar demands based on contextual similarity. • Enable the project task monitor AI agent to autonomously monitor project tasks on the critical path of a project. • Use the **Send preview** button to share a project insights email instantly. • Generate measurable targets from goals information and optional context with the target generation skill. Zurich Patch 1 • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

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Application or feature	Details
	See Now Assist for Strategic Portfolio Management (SPM) for more information.
Now Assist for Telecommunications, Media and Technology (TMT)	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Address voice quality issues and validate tickets with RADCOM. • Summarize the risk signal and issues records along with respective risk solution and occurrence records. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Zurich Patch 1 • Manage and resolve billing inquiry case requests using a team of AI agents. • Analyze network incidents, correlate associated cases, and provide resolutions. • Summarize Knowledge Graph service details, success initiatives, internal plays, customer plays, and Zoom meeting details. • Analyze account health, trigger renewal flows, schedule, and manage touchpoint meetings. • Use agentic AI to quickly create consumer registrations. See Now Assist for Telecommunications, Media and Technology (TMT) for more information.
Now Assist for Third-party Risk Management (TPRM)	Zurich Patch 7 • Use generative AI to recommend TPRM issues for reviewer validation. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Use Now Assist for Third-party Risk Management (TPRM) to generate concise, AI-powered summaries of TPRM that can help with interpreting complex issue records. • Some Now Assist skills, agents, and agentic workflows are now turned on by default. See Now Assist for Third-party Risk Management (TPRM) for more information.

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Application or feature	Details
Now Assist for Vault	Zurich Patch 4 The generate custom data pattern skill now uses the Now LLM Service as the default provider. You can switch to another provider as needed. Zurich release notes The Now Assist for Vault application generates custom data patterns from text descriptions to streamline your workload, checks role access for an encrypted column to monitor your instance's encryption access posture, and schedules data discovery jobs to detect sensitive data. See Now Assist for Vault for more information.
Now Assist for Vulnerability Response	Zurich Patch 5 • Review changes to Now Assist usage measurement. See the "Changed in this release" section below. • Retrieve host (Vulnerability Response) and Application Vulnerability Response (AVR) data with the Retrieve VR Data agentic workflow. • The Retrieve VR Data agentic workflow is supported in the Unified Security Exposure Management (USEM) and legacy Vulnerability Response workspaces. Zurich Patch 4 • Some Now Assist skills are now turned on by default. • Use generative AI to help you build custom API connectors in the Security Posture Control workspace. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Zurich Patch 1 • Help analysts identify and remove duplicate host vulnerable items. • Help analysts resolve remediation tasks with preferred vulnerability solutions from third-party vendors. **Zurich Early Availability**: Help your vulnerability managers and analysts to resolve remediation tasks, assess your exposure to vulnerabilities, and analyze metrics for remediation targets. Chat with AI agents in natural language from the Now Assist panel. See Now Assist for Vulnerability Response for more information.
Now Assist for Workplace Service Delivery (WSD)	Zurich Patch 7: Summarize workplace cases by using Now Assist for WSD. Zurich Patch 5: Review changes to Now Assist usage measurement. Zurich Patch 1

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Application or feature	Details
	• Help map admins configure the map during bulk updates to Indoor Mapping using the automate map updates agentic workflow. • Optimize a maintenance case based on the space utilization rate of the location where a maintenance case is created using the optimize cleaning activities agentic workflow. See Now Assist for Workplace Service Delivery (WSD) for more information.
Now Assist in AI Search	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Simplify setup with automatic activation of Now Assist Multi-Content Response Genius Results for search profiles when you use Guided Setup to activate the Now Assist panel. • Increase search precision and contextual relevance for knowledge article, Catalog Item, external content, and topic retrieval searches with hybrid search. • Improve the enhanced chat experience by configuring the system to use AI Search as the source for Ask Now Assist suggestions. • Provide more focused auto-complete suggestions for enhanced chat that honor the search user's domain restriction and the exclusion list for unwanted suggestions. Zurich Patch 1 • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. • Improve search recall and accuracy with semantic vector indexing of Catalog Item short descriptions. • Prompt users to log in to Microsoft SharePoint Online as needed to see files shared with them when viewing Knowledge Graph user citations in Now Assist Multi-Content Response Genius Result answers See Now Assist in AI Search for more information.
Now Assist in Contract Management	Zurich Patch 7 • Provide feedback on Now Assist contract analysis results to help improve the AI accuracy. • Navigate directly to non-standard clause locations in a document when reviewing Now Assist suggestions in the Microsoft Word add-in.

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Application or feature	Details
	• Configure use case mappings to extract metadata and obligations from a signed contract that is uploaded directly on a contract record. • Use Now Assist powered conversational search to query contract documents using natural language and dialogue-driven queries, making it easier to find relevant information. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills are now turned on by default. • Use AI-powered obligation extraction to automatically identify and capture key obligations from signed contracts, and then review, edit, approve, or reject them within the contract playbook to create obligation records automatically. • Activate the Contract obligation extraction skill in the Now Assist Admin console to enable automatic obligation extraction. • Use Now Assist powered conversational search to query contract documents using natural language and dialogue-driven queries, making it easier to find relevant information. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Zurich Patch 1 • Use the contract playbook to review and update the AI extracted metadata and reminder date for contract renewal or termination. • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. See Now Assist in Contract Management for more information.
Now Assist in Document Intelligence	Zurich Patch 7 • View citations for multiple attachments using the document and visual insights AI agent. • Create skills with data extraction, question answering, and summarization capabilities using document and visual intelligence in Now Assist Skill Kit. • Now Assist in Document Intelligence skills are now turned on by default. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4

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Application or feature	Details
	• View a test document in a larger workspace on a separate browser tab during use case setup. • Use the document and visual insights AI agent to upload files, extract information without a predefined use case using a selected LLM, and display the results in a dedicated document view. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Zurich Patch 1 • Leverage document data extraction and document Q&A capabilities in a single Extract information from documents skill. • Create skills with data extraction, question answering, and summarization capabilities by using document and visual intelligence in Now Assist Skill Kit. • Choose the language for a use case to help the optical character recognition (OCR) model better detect the text to extract from your files. • Extract information from files with text written in Simplified Chinese or Japanese. • Extract information from documents for Operational Sustainability Management (Operational Sustainability Risk Management) workflows. Early Availability • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. See Now Assist in Document Intelligence for more information.
Now Assist in Platform Analytics	Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4 • Some Now Assist skills are now turned on by default. • Create "explorations"—editable documents where you analyze data with the help of AI. Refine responses, add your own input, and collaborate with others to make data-informed decisions faster. Previous Patch releases • Generate and export Platform Analytics artifacts from conversational interactions in the Now Assist panel. • Benefit from a single, smooth experience in asking questions across all Now Assist for Platform Analytics skills, as well as other applications that incorporate Platform Analytics and AI, through a shared backend.

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Application or feature	Details
	See Now Assist in Platform Analytics for more information.
Now Assist in Virtual Agent	Zurich Patch 5 • Review changes to Now Assist usage measurement. • Japanese language support for voice assistants enables Japanese-speaking users to experience natural, culturally appropriate interactions with AI voice agents. Zurich Patch 4 • Some Now Assist skills, agents, and agentic workflows are now turned on by default. • Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience. • View a people citation's org chart in the interactive view. The interactive view opens to the right of the chat conversation area. • Notice several UI improvements to enhanced chat and enhanced chat's full-page experience, including an updated input bar, gradient borders, copy message icon for received messages, and more. • Enable voice input to allow users to use a microphone to type the input. Voice input is only available for Now Assist panel Platform assistant. Zurich Patch 1 • Use Google Gemini and Anthropic Claude on AWS as AI model providers for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. • Use agentic conversations and view agentic conversational processing flow steps. • View extended entities and records in standard and enhanced chat conversations if they’re associated with the Knowledge Graph Natural Language Query (NLQ) schema. • View suggested search queries previously performed in the portal's search bar within enhanced chat conversations. • Work with the simplified subheader of enhanced chat. • Delete closed enhanced chat conversations. • Expand the fallback options. • Enter into web search mode manually via the input bar. See Now Assist in Virtual Agent for more information.
On-Call Scheduling	• Build on-call escalation notification configurable flows by using subflows that are available by default in new instances. • Add new custom providers as channels for on-call escalation notifications.

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Application or feature	Details
	• Configure the on-call notification message and response keywords to send the escalation notifications to the stakeholders. • Send the on-call escalations notifications to all the stakeholders when any of the configured record fields are modified. • Use Coral, which is the new default theme for Next Experience and Core UI. See On-Call Scheduling for more information.
Operational Resilience	• Set up the nexus map configurations and use the interactive node map view to define dependencies and relationships between records. • Generate a Microsoft Word document for the action tasks in Digital resilience incident reporting. • Create DIR cases for multiple regulations from either an incident or a security incident report. You can map entities to regulations and configure the Smart Assessment Engine (SAE) template for each regulation within the regulatory agency profile. • Generate and validate regulator-ready Register of Information (RoI) packages for EU DORA compliance. • Use the enhanced fix scripts in the Common Service Data Model for improved Operational Resilience metrics. • Evaluate the importance and impact tolerance of services and self-attest their status by using Smart Assessment. See Operational Resilience for more information.
Operational Sustainability Management	• Enable organizations to provide estimated data using pre-defined methods like average when actual data isn't available. • Enhance data accuracy and governance by adding a review process for automated metric definitions. • Integrate real-time energy consumption data from DEX into the ESG Sustainable IT Dashboard for more accurate and reliable sustainability reporting, especially for desktops and laptops. • Enabled tracking and reusing narratives or statements for disclosures, making it easy to highlight specific achievements or commitments. • Enable creating claims directly from Microsoft Word to ServiceNow via the Microsoft 365 plugin. • Use enhanced entity-based access for metric definitions, metrics, metric data tasks, and metric data, enhancing data security and granular access control. • Create and synchronize claims automatically when uploading disclosures from Word via the ServiceNow add-in. This streamlines ESG reporting and confirming traceability across templates.

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Application or feature	Details
	• Avoid calculation inconsistencies caused by missing operand values. The Calculated Metric Definition Settings table enables specifying default values for operands, confirming smooth execution and flexible configuration. • When renaming a metric definition, there's an option to apply the updated name to its child metrics and their associated metric data tasks. • Enabled audit tracking for emission factor tables and all changes are automatically logged for compliance and traceability. • Removed the unit restrictions between calculated metric definitions and emission factors, enabling any emission factor to be applied regardless of unit. See Operational Sustainability Management (formerly Environmental, Social, and Governance) for more information.
Operational Technology Incident Management	Report an OT incident without an OT incident role using the Employee Center for OT. See Operational Technology Incident Management for more information.
Operational Technology Manager	• Get a deeper look into your OT network with the OT network map in the Industrial Workspace, where you can view a site, its subnets, and the OT devices in each subnet. • View the Operational Technology Manager (OT) device-to-device connections with additional information such as port and protocol values. • Review the OT applications and versions that you have installed on the About Industrial Workspace page. • Keep your OT device data updated by using the Configuration Management Database (CMDB) OT class model updates and UI enhancements. • Improve the processes for importing and classifying your OT device data with updates and UI enhancements for the Pre-import OT Worksheet Entry Review (POWER) tool. See Operational Technology Manager for more information.
Operational Technology Vulnerability Response	• Configure Operational Technology Vulnerability Response from the Security Exposure Management Workspace (SEM Workspace). • Access the Operational Technology Vulnerability Response Risk Calculator plugin directly without loading the demo data. • View all vulnerable items that have been created from the OT Vulnerable Items list in the Industrial Workspace. • View all remediation tasks that have been created from the OT Remediation Tasks list in the Industrial Workspace.

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Application or feature	Details
	• View all vulnerability exceptions that have been created from the OT Vulnerability Exception Approvals list in the Industrial Workspace. • Hardware Vulnerability Assessment is available for firmware discovery models without normalized data.
Opportunity Management	• Enhance visibility and flexibility in pricing amendments for existing contracts or services through Move, Add, Change, Delete (MACD) actions on Sold Products (SP), Product Instances (PI), or Contracts. • Identify multiple stakeholders and accurately qualify opportunities with opportunity associated contacts and their defined roles. This is vital for streamlining sales processes and gaining clarity on how each contact influences the outcome of a deal. • Drive structured collaboration among multiple stakeholders involved in closing a deal using Opportunity Teams. The teams verify collaboration across various roles such as Account Executives, Sales Engineers, Customer Success Managers, and Partner Managers. See Using Opportunity Management for more information.
Order Management	• Handle move orders support. • Enhance the Order management (OM) integration with Strategic Portfolio Management (SPM) to enable projects for site and maintain program project and sub-project hierarchy. • Enables agents to change the location for product inventory at the order line level. • Support for nested objects, arrays, and custom attributes to model complex products. • Support for order header discounts. See Order management for more information.
Partner Relationship Management	Use the CSM Configurable Workspace to enable your enterprise administrators to view all the details that are related to their partners. See Partner Relationship Management for more information.
Password Reset	Coral is the new default theme for Next Experience and Core UI, offering a more modern experience. See Password Reset for more information.
Performance Analytics	• Track critical process metrics and trends. • Measure process health and behavior against organizational targets.

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Application or feature	Details
	• Identify process patterns and potential bottlenecks before they occur. • Continually visualize historical and real-time process statistics in role-based dashboards. The dashboards enable individual stakeholders to make informed decisions. See Performance Analytics (Indicator data sources) for more information.
Performance Analyzer	• View a waterfall or request flows displayed as executions sequences in a structured tree-like timeline. • Receive page load time data directly on the instance. • Access aggregated metrics by application and routes. See Performance Analyzer for more information.
Platform Analytics experience	• Collaborate on data-informed decisions through an AI-assisted, interactive explorer that serves as a centralized workspace, where you can create and share data visualizations on the fly. • Manage Performance Analytics indicators more conveniently, with access to editing, creation, and migration from within the Platform Analytics experience. See Platform Analytics experience for more information.
Playbooks in Workflow Studio	• Add permissions for playbook authors and runtime users. • Activate a playbook without a trigger. Set multiple potential triggers for a playbook, or trigger a playbook on a schedule. • Enable AI agents to complete activities without human intervention during runtime. • Set child variants to evaluate later in a playbook. • Create decision branches for stages. See Exploring playbooks for more information.
Policy and Compliance Management	• Association of citations to controls feature enables users to associate controls with citations directly to avoid duplicated controls and ensure accurate compliance reporting. • Multiple enhancements to control objectives rationalization process, including improvements including automatic rationalization process creation, simplified two-step workflow for recommendations, skipped approvals for owner-reviewers, comment capabilities, and improved UI.

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Application or feature	Details
	• Now Assist for IRM includes skills and AI agent to identify affected control objectives when citation descriptions change and to provide suggested updates for review and approval. • Enhancements to control objectives and controls, including control objective requirements for granular statements, automatic control requirement generation, and attestation at control requirement level. • Enhancements to policy exception and extension requests, including approver pop-ups with key details, no indicator tasks for exempt controls, Send Information button for requesters, and expanded linking requirements for issue-based policy exceptions. See Privacy Management for more information.
Portfolio Planning	• View the planned costs of your planning items for the past fiscal periods. • Use **Display mode** to switch between different views of the financials record page. • Experience consistent roadmap bar colors for choice list attribute values across all portfolio plans. View the roadmap-level milestone row while scrolling down the Roadmap page. Use different icons to distinguish item-level milestones. • Apply filters using string-type and Boolean field values to view the desired data. • Customize and apply a theme to your roadmap to match your organization's standards. • Create and manage monetary benefit plans to capture and track projected and actual benefits. • Manage and run projects in various global currencies besides the functional currency using multicurrency. • Generate labor cost on sub-projects based on the resource assignments. See Portfolio Planning for more information.
Predictive Intelligence	• Predictive Intelligence errors are logged in a new, dedicated table. The PI - Observability Dashboard leverages this table to provide analytics on prediction errors. • New advanced options for Classification models are available, including new parameters and a new algorithm. • Validation logic ensures that Predictive Intelligence models have ACLs to access data tables. See Predictive Intelligence for more information.

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Application or feature	Details
Privacy Management	• A new external Personal data rights (PDR) request form enables customers, ex-employees, and third parties to submit PDR requests from a website with email verification. • Access Control by Legal Entity feature enables teams to access only processing activities relevant to their legal entity, maintaining privacy by design principle. • Now Assist for Privacy Management plugin uses Generative AI to streamline privacy workflows by summarizing assessments, condensing issues, and merging control objectives. • Reporting privacy incidents through email feature enables employees to report privacy incidents directly through email. • Impacted and related areas configuration allows privacy case managers to add custom business area types to privacy cases for better context. • Revamped Processing Activity overview page provides a unified dashboard showing key compliance and risk metrics for processing activities. See Privacy Management for more information.
Proactive Service Experience Workflows	• Diagnose the incidents and change requests in the Proactive Service Experience Workflows. Create a resolution task manually to resolve the issue. • Run the diagnostics from the contextual panel in the Proactive Service Experience Workflows, Incident, Change request, and Product Support for Technology playbook. • Execute tests for a Configuration Item (CI) in the Proactive Service Experience Workflows, Change request, and Product Support for Technology playbook. For Configuration Items (CIs), run related tests directly from the CI form view. • Enables your customer to modify the visibility of the **Diagnose** tab and run diagnostics from the contextual panel in the Decisions table. • Technology Product Support Case application is renamed to Product Support for Technology • Technology Product Support Case application is renamed to Product Support for Technology. See Proactive Service Experience Workflows for more information.
Process Mining	• Generate highlights of the improvement opportunities in the Opportunity details page. • Identify inefficiencies by focusing on the delays in task assignment by using idle time analysis. • Analyze the workload of transitions and cases by using touchpoint analysis.

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Application or feature	Details
	• Enhance data security by marking projects as restricted. • Process Mining is integrated with ServiceNow playbook. See Process Mining for more information.
Product Catalog Management and Pricing Management	• Support AI-powered semantic search queries to find relevant product offerings and service specifications in the product catalog interface. • Generate and update product offering blueprints that guide the accurate configuration of customizable products by agents and customers. • Enable sales agents to create price and quantity ramps, a pricing strategy for increasing product pricing and quantity amounts over specified time periods. • Define pricing on product offers based on the price of other product offers or transaction context variables. • Use product characteristics to adjust product costs, which are then used in margin calculations for sales quotes. See Product Catalog Management and Pricing Management for more information.
Project Portfolio Management	• Synchronize resource assignment dates with the project end dates, and end resource assignments automatically when a project reaches its end date. • Manage all project-specific resource assignments in one place by accessing the resource page directly from Project Workspace. • Identify similar demand records based on contextual similarity in the name, description, and business case content using the identify similar records Now Assist skill. • Convert demands to Enterprise Agile Planning (EAP) entities, such as Epic, Feature, or Capability, directly from Demand Management. See Project Portfolio Management for more information.
Project Workspace	• Guide teams through predefined stages and actions for each process using Playbooks. • Track, modify, and synchronize all resources assignment for a project from the resource assignment list page, which displays all assignments associated with that specific project. • Create and manage monetary benefit plans to capture and track projected and actual benefits.

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Application or feature	Details
	• Manage and run projects in various global currencies besides the functional currency using multicurrency. • Generate labor cost on sub-projects based on the resource assignments. See Project Workspace for more information.
Public Sector Digital Services	• Create funding programs to establish top-level budgets and timelines that flow down to associated grant programs. • Simplify and streamline the grant application decisions with Grants Management: Evaluation & Decision. • Enable merit reviewers to track, score, and monitor grant applications via a dedicated Reviewer Service portal. • Enable applicants to review and download the results letter and merit review summary of their grants application, and accept or decline their award, all within the new **Results** tab of the Grants Management portal. • Define fees for and autonomously assess fee waivers against agency-defined criteria for information requests with the Help manage public information requests agentic AI Agent, part of the Public Sector Digital Services AI Agent Collection application. See Public Sector Digital Services for more information.
Purchase Order Management	• Use a collaborative workspace to coordinate with suppliers and relevant stakeholders simultaneously. • Receive automatic notifications, automatically prioritize them, and assign them to the appropriate person. • Utilize resolution tools to automatically update orders and review order plans for the affected material and location. See Purchase Order Management for more information.
Quote Management	• Support quote header discounts. • View the cost and profit of the entire quote to support informed discounting decisions and avoid unprofitable deals. See Quote Management for more information.
RPA Hub	Zurich Patch 7 • You can now selectively define which actions (components) are handled within a Try-Catch block and which are handled outside it. • Versions of model provider are now supported for RPA bot generation skill.

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Application or feature	Details
	Zurich Patch 4 • Promote stability with the Long-Term Support (LTS) model for generative AI. • Only the sn_rpa_fdn.rpa_admin role can create, update, and delete records in the Robot License Distribution table. Zurich Patch 1 • Use Google Gemini and Anthropic Claude on AWS as AI model providers for RPA bot generation skill in addition to Now LLM Service and Azure OpenAI. • Use the Python connector to execute custom Python scripts or files as part of an automation workflow. • Use a Smart Card authentication for enhanced security. • Enhanced access controls for RPA bot generation skill. See Robotic Process Automation (RPA) Hub for more information.
Recommended Actions for Operational Technology Service Management (OTSM)	• Use the AI Enhanced Recommended Actions for OTSM feature to access external sources related to an OT incident and review why the document is relevant to the incident. • Display relevant actions to users based on the context of an OT incident record. See Recommended Actions for Operational Technology Service Management (OTSM) and AI Enhanced Recommended Actions for Operational Technology Service Management (OTSM) for more information.
Recruitment workspace	• Plan your work efficiently with better visibility through KPI dashboard and list views. • View and track job requisitions, applications, interviews, feedback, and more, all in one place. • Collaborate with, send reminders to, and track the actions of all internal and external stakeholders directly within the application. • Do all your work, such as managing job requisitions, interviews, talent pools, and more, in one centralized workspace, with streamlined sourcing capabilities included. • Monitor and improve hiring efficiency by tracking key metrics and applicant feedback. See Recruitment workspace for more information.
Regulatory Change Management	• Add multiple regulatory tasks or source document import tasks to a regulatory alert to manage the associated compliance activities efficiently. You can help to ensure that each task aligns with the

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Application or feature	Details
	regulatory requirements to maintain structured tracking and accountability. • Close a regulatory task during the Implementation state after you verify that all required actions and documentation are complete. You can also confirm that no pending activities remain before you close a task. • Change the workflow of a regulatory task to reflect the updated compliance procedures or organizational processes. • Create action tasks when a regulatory task is in the New, Work in Progress, or Implementation states to drive progress. You can also assign responsibilities to help ensure that the compliance actions are executed in a timely manner. • Close regulatory alerts manually when all associated tasks and compliance obligations have been successfully addressed. You can verify that each related item meets the closure criteria before confirming that the alert is resolved. See Regulatory Change Management for more information.
ReleaseOps	• Use ReleaseOps guided setup to simplify initial configuration. • Customize ReleaseOps pipelines to move changes from development to production through as many instances as needed for your ReleaseOps ecosystem. • Schedule releases or deploy changes on-demand. • Automate the testing and validation process with ReleaseOps to ensure that the proper checks, tests, scans, and approvals are completed before releasing changes to production. See ReleaseOps for more information.
Request Management	Coral is the new default theme for Next Experience and Core UI, offering a more modern experience. See Request Management for more information.
Resource Management Workspace	• Move an assigned or unassigned resource assignment to a different start date to align the work with your organization's prioritization cycle. • View the type of operational work assigned to a resource in the resource board drill-down view. • Allocate effort from unassigned resource assignments using the following ways — auto-assign work among all the available resources, or partially assign work among for selected resources. See Resource Management Workspace for more information.

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Application or feature	Details
Retail applications	• Use the store inquiry AI agent to help retail store support agents quickly find clear, traceable answers, flag uncertain cases for human review, and benefit from tailored suggestions that improve with every resolved inquiry. • Simplify frontline staff access for faster response times and improved accuracy with the Retail Mobile application. • Initiate and coordinate large-scale actions across multiple stores with the HQ Communications case type. • Standardize the reporting, tracking, and resolution of in-store issues with the Retail In-store Operations case type. • Resolve customer complaints quickly and accurately with the Retail Customer Complaint case type. • Bridge the gap between stores and HQ with an intuitive request and support system using the Store Inquiry case type for stores. See Retail for more information.
Return Merchandise Authorization	• Streamline sales return by enabling agents to manage RMA cases in Agent Workspace and bridging self-service with full support. • Handle product cases efficiently to streamline the return process and enhance the customer experience. See Return Merchandise Authorization for more information.
Sales Forecasting	• Confirm and finalize forecast values for a specific time period and category. • Modify and adjust forecast items. • Create and assign sales territories for improved sales planning and tracking. See Sales Forecasting for more information.
Sales Territory Management	• Allocate sales regions efficiently to align with business complexity and distribute the sales teams for optimal performance. • Verify the fair distribution of sales among sales representatives to reduce internal conflict, enhance accountability, and consistent performance across the sales organization. • Verify that only authorized users access specific records, maintaining security and compliance. • Manage large sales teams efficiently with a structured, rule-based method that verifies clarity, consistency, and scalability. See Sales Territory Management for more information.

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Application or feature	Details
Security Center	• Use the new Identity and Access Management (IAM) section in Security Center to access IAM tools. • Use the overview summary pages for each IAM tool to get a summary of which utility each tool provides. • See all the platform security tasks that need your attention in Security Center. You can see notifications outside Security Center so that you're aware of these tasks without having to monitor the task list constantly. See Security Center for more information.

Security Incident Response	• Integrate Cortex XSIAM by Palo Alto Networks with ServiceNow Security Incident Response platform to turn SIEM insights into actionable incidents, thus accelerating response from detection to closure.
	• Use Advanced Work Assignment (AWA) to automatically assign incidents to your security analysts, based on their availability, capacity, and skills.
	• Ingest third-party risk scores in Security Incident Response to factor these scores when calculating risk scores.
	• Starting in version 13.9.33, you can do the following:
	  ○ Fetch closed offenses from IBM QRadar into Security Incident Response.
	  ○ Set the batch size for correlation rules during IBM QRadar offense polling to optimize performance.
	  ○ Use the Now Assist LLM-powered integration builder to rapidly build integrations for Security Incident Response using auto-code generation.
	  ○ Ingest MITRE D3FEND data and visualize attack–defense relationships through an interactive graph directly within a security incident.
	• Starting in version 13.9.21, you can do the following:
	  ○ Integrate CrowdStrike Next-Gen SIEM integration with ServiceNow Security Incident Response platform to retrieve detections and convert them into security incidents, thus enabling automated response actions.
	  ○ Improve incident classification and enable efficient retrieval of historical data and alerts through enhanced Splunk ES integrations.
	  ○ Configure and use on-call scheduling to prevent gaps in coverage and ensure analysts are available to address security incidents by configuring shifts for analysts.
	
	See Security Incident Response for more information.

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Application or feature	Details
Security Posture Control	• Create and publish your own API connectors with a step-by-step process in the Connector builder module in the Security Posture Control workspace. You can use generative AI to automate some steps. See the Now Assist for Security Incident Response (SIR) release notes for more information about the Now Assist skill. • Get insights into your overall security posture and configuration gaps in your security tools using new policies and asset profiles that are included with the Security Posture Control application. • Use the policies included with the application or custom policies that you create to monitor your assets for overall security tool coverage, compliance with internal configuration standards, critical combinations of security gaps and vulnerabilities, and possible internet exposure. See Security Posture Control for more information.
Self-service and omnichannel engagement for CSM	• Integrate Amazon Connect with Interaction Controls Component (ICC) voice call features to allow agents manage phone interactions directly within their Workspace. • Allows agents to select a queue when making outbound calls to improve routing, reporting, and compliance. • Integrate WhatsApp Cloud API with CSM to enable rich media messaging, interactive controls, Virtual Agent automation, and Agent Workspace support without third-party dependencies. • Enable external routing of email interactions to reduce administrative effort. • Improve agent callback transfers for smoother handovers and support customers to request scheduled callbacks. See Omnichannels for communicating with customers and Interaction Controls Component (ICC) for voice calls for more information.
Service Catalog	• Enable catalog item creators to create complex catalog items in Catalog Builder with ease. They can create, edit, or delete client scripts, or create advanced reference qualifiers. • Help requesters complete catalog item forms faster on portals and Next Experience UIs using caller-provided key-value pairs that pre-fill catalog item forms. • Ease the work of catalog item requesters by letting them drag one or more attachments directly onto the form for faster submissions. • Use the Catalog browse component for an enhanced catalog item browsing experience on the Next Experience UI for catalog users. See Service Catalog for more information.

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Application or feature	Details
Service Exchange	• Streamline data replication from provider to consumer instances with foundation data sync. • Enable seamless collaboration between provider and consumer with enhanced journal entry support. • Enable consumer users to access linked resources in the provider instance using magic links. See Service Exchange for more information.
Service Graph Connector for Microsoft Defender for IoT (Azure)	• View the class mappings available for the Service Graph Connector using the new Class Mappings menu • Use the Firmware Installation [cmdb_firmware_install] table to capture the firmware version. • Avoid OT entity update issues by using the new *ire_criterion_attribute* attribute on the OT Entity [cmdb_ot_entity] table. • Extend capabilities of the Service Graph Connector to import devices actively scanned by Microsoft Defender for IoT. • Ingest actively scanned devices from Microsoft Defender for IoT and assign them to a site in your ServiceNow instance automatically using the **Site Map** table. See Service Graph Connector for Microsoft Defender for IoT (Azure) for more information.
Service Level Management	• Coral is the new default theme for Next Experience and Core UI, offering a more modern experience. • SLA Timer Configuration supports target-based First to Breach SLA and advance condition-based First to Breach SLA. See Service Level Management for more information.
Service Observability	• Integrate with a number of new application performance management (APM) vendors. • Add service-scoped ServiceNow AI Platform charts to Service Observability dashboards, including charts from MetricBaseand as of 1.10, Health Log Analytics (HLA). • Customize your Service Observability dashboards to add more advanced charts using full vendor queries and template variables. As of 1.10, you can directly import charts from AWS and Azure. • Create dashboards for additional service types. • Connect to data sources efficiently with an improved flow.

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Application or feature	Details
	• As of 1.10, test your data mappings before using them to create charts and dashboards. • As of 1.10, use any field on a service as a tag key value in a data mapping and then use that tag as a variable in your chart queries. See Service Observability for more information.

Service Operations Workspace for ITSM	• Propose a standard change template from a change record in Service Operations Workspace (SOW).
	• Experience enhanced meeting and pagination controls in the Change Advisory board (CAB) workbench.
	• Configure the Microsoft Teams integration with Notify in SOW Admin Center.
	• Use visual indicators like colors and icons on chat session tabs to notify agents about unread messages to maintain the Service Level Agreement (SLA) for the chats in SOW.
	• Optimize your viewing experience by resizing the modals in SOW.
	• Find similar incidents and add them as child incidents to a major incident record.
	• Support subflows in the On-Call trigger rule configurations.
	• Configure the alerts and notifications in SOW to automatically dismiss within the specified time.
	• View the dependency map for reference fields in a separate tab within the workspace.
	• Starting in version 8.2, you can do the following:
	  ○ Analyze the metrics for configuration items (CIs) in the Digital End-User Experience (DEX) and Service Observability (SO) UI dashboard view on the Investigate tab of an incident record.
	  ○ Access and configure SOW from the Admin Center using granular feature admin roles.
	  ○ View the recent task records to which the knowledge article is attached.
	  ○ Manage user actions on the reference fields with the glide list action.
	  ○ Perform DEX actions on a Configuration Item (CI) using the Action library from the contextual panel of the record page.
	  ○ View the details of conflicts detected, and manually run conflict detection in the change request form.
	  ○ Configure monthly roster rotation for an on-call schedule.
	  ○ As an on-call shift administrator with the rota_admin role, access Teams, Schedules, and Home pages in SOW.
	
	See Service Operations Workspace for ITSM for more information.

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Application or feature	Details
Service Portal	• Use the support for Service Portal in the iOS Google App. • As an admin, configure the widget load order on Service Portal pages. • As an admin, defer the loading of AI Search assets to enhance page performance. See Service Portal for more information.

Service Portfolio Management	• Edit your service portfolios to comply with the new Digital Operational Resilience Act (DORA) standards:
	  ○ The Service portfolio record view includes the following key fields that are important for DORA compliance: **Managed by**, **Department**, and **Company** fields.
	  ○ Select multiple contracts in the **Contracts** field.
	• Delete the service portfolio or taxonomy node from the Digital Portfolio Management (DPM) scope.
	
	See Service Portfolio Management for more information.

Service Reliability Management	• Auto-generate service level objectives (SLOs) to help teams track service reliability in SRM. • Starting in version 6.5.0, remove unneeded services from SRM to keep your monitoring data relevant. • Starting in version 6.5.0, track real downtime and customer impact with outage-based service level indicators (SLIs). • Get timely error budget updates that reflect the impact of ongoing, open alerts. • Track, manage, and visualize service performance with the Service reliability dashboard. See Service Reliability Management for more information.
ServiceNow AI Lens	Zurich Patch 7 • Upload files, and then analyze and extract information from them. • Auto-map Microsoft Excel sheet headers with the columns of a ServiceNow® table. Zurich Patch 5 • Review changes to Now Assist usage measurement. Zurich Patch 4

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Application or feature	Details
	• Trigger ServiceNow AI Lens from the Now Mobile® application to extract data from artifacts and auto-fill fields in a form. • Fill the Catalog Item form fields by triggering ServiceNow AI Lens from Service Portal. Zurich Patch 1 • Use the Lens actions to define default instructions, trigger options, custom context, transform response logic, and post processing instructions for ServiceNow AI Lens execution. • Configure Lens actions to launch ServiceNow AI Lens from any part of the ServiceNow AI Platform, such as a workspace form or a portal. • Trigger ServiceNow AI Lens from a Virtual Agent conversation on a mobile device or in a portal. • View captured images that are attached to an auto-filled record using ServiceNow AI Lens. • Use Google Gemini and Anthropic Claude on AWS as AI model providers for ServiceNow AI Lens in addition to Azure OpenAI. See ServiceNow AI Lens for more information.
ServiceNow AI Platform core feature	• Simplify and build queries with fewer conditions by leveraging hierarchical relationships in a condition builder. • Use additional scripting features, including Promises and Async await, with the ECMAScript 2021 (ES12) JavaScript mode. • Define dynamic categories and dynamic attributes once and reuse them using dynamic namespaces across multiple tables and dynamic attribute store fields. See Administer the ServiceNow AI Platform for more information.
ServiceNow IDE	• Clone a Git repository that contains multiple applications. • Use light and dark developer themes. • Use the ServiceNow IDE in any supported left-to-right language. See ServiceNow IDE for more information.
ServiceNow SDK	• Develop a user interface (UI) with React to build a full-stack application in source code. • Define flows, service catalogs, UI pages and more in source code with ServiceNow Fluent APIs. See ServiceNow SDK for more information.

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Application or feature	Details
ServiceNow Studio	• As of version 28.2.1, simplify the app creation process by using Creator Studio, Now Assist for app generation, or by gaining inspiration from the App Gallery. • As of version 28.2.1, elevate your access to security_admin from within ServiceNow Studio to make changes to roles and ACLs. • As of version 28.2.1, several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role in ServiceNow Studio. • As of version 28.2.1, for file types that open in a builder, decide whether you want to edit the file in the builder or in the classic UI16 view. • As of version 28.2.1, access your favorite lists in ServiceNow Studio by bookmarking them. See ServiceNow Studio for more information.
ServiceNow Vault	Zurich Patch 4 • Manage and monitor cloud encryption metrics. • Get AI guidance using the Ask Now Assist panel in Vault console. • Use guided setup to begin autoclassifying sensitive data within Financial Services and Customer Service Management applications. • Monitor and review critical sensitive data metrics from the centralized ServiceNow Vault Console dashboard. • Navigate between security tools efficiently using the ServiceNow Vault Console dashboard. See ServiceNow Vault for more information.
Sidebar	Prevent Sidebar discussions from becoming cluttered by using threaded replies when responding to messages. See Sidebar for more information.
Skills Foundation	• The Skills Intelligence application name has been changed to Skills Foundation. • The skills ontology, which contained skill structure with categories and definition, is no longer provided. Supply your own skills data and import it into the Skills Foundation application. • Efficient skill search mechanism is provided by replacing machine learning models with AI search and AI search with RAG configuration for Pro Plus License (i.e. LLM Integration) customers. • Automatic HR job profile and Talent job profile synchronization when a new employee joins the organization, or an existing employee

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Application or feature	Details
	changes position. You must have Human Resources Scoped App (sn_hr_core) installed for this feature to work. • Integration between SAP SuccessFactors and ServiceNow enables customers to import skills and user skills into ServiceNow, unlocking Growth Experiences features and driving higher adoption. The integration feature will only work for the customers who are using Job Profile Builder and will not work for those who are using Talent Intelligence Hub. See Skills Foundation for more information.
Smart Assessment Engine	• Collaborate on assessments in real time with multiple contributors. • Normalize assessment question scores to a common scale for fair comparison. • Capture data from physical documents quickly and accurately with barcode and QR code scanning. • Migrate question dependencies with an improved migration utility. • Simplify your workflow by combining assessments from different templates in a single and unified view. See Smart Assessment Engine for more information.
Software Asset Management	• Streamline Adobe integration with the Software Asset Management application using the Adobe Guided Setup. • Integrate SAP HANA Database with the Software Asset Management application to monitor the memory allocations and licensing costs for your SAP HANA Database measurement. • Track and optimize licensing for Microsoft Server products on Microsoft Hyper-V virtualization technology by using the Software Asset Management publisher pack for Microsoft. • Track and optimize licensing for VMware vSphere Standard (VVS) and VMware vSphere Essentials Plus (VVEP) by using the Software Asset Management publisher pack for VMware. • Gain the flexibility to retrieve both subscription and consumption data at the organization level using the enhanced Docusign integration with the Software Asset Management application. See Software Asset Management for more information.
Source-to-Pay Operations Integrations	• Send purchase orders, receipts, and invoices created in SAP ECC and SAP S4 HANA from your ServiceNow instance using the Source-to-Pay integration with SAP ECC and S4 HANA. • Handle sales orders, procurement, finance, and so on, in Oracle EBS from your ServiceNow instance using the Source-to-Pay integration with Oracle EBS.

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Application or feature	Details
	• Handle business spends and automate approvals, contracts, inventory, purchase orders, requisitions, suppliers, and user management in Coupa from your ServiceNow instance using the Source-to-Pay integration with Coupa. • Handle sales orders, procurement, finance, and so on, in SAP Ariba from your ServiceNow instance using the Source-to-Pay integration with SAP Ariba. See Source-to-Pay integration with third-party applications for more information.
Sourcing and Procurement Operations	• Enable shoppers to view and select their local currency throughout the Shopping Hub experience, including supplier cards, product detail pages, cart, checkout, my purchases, and request tracker. • Enable procurement admins to configure and render unique question types for quick and full checkout experiences for each product or service line. • Use dashboards and tabs in the Source-to-Pay Workspace to view spend, savings, and pipeline projects, identify savings opportunities, and create pipeline projects directly from filtered lists. • Enable requesters to submit sourcing requests with multiple products in a single sourcing intake form, automatically generating individual sourcing events for each product. • Allow requesters to view and manage third-party RFx tasks in the Employee Center and navigate to the third-party sourcing tool to review, publish, and award RFx. • Initiate catalog and off-catalog procurement workflows from the IT Asset Management (ITAM) workspace using the ITAM-SPO better together feature. • Enable decimal quantities for service items when creating purchase requisitions using quick or full checkouts in Shopping Hub and Employee Center. • Enable requesters to accept or reject case resolutions through email or Employee Center before closure, reducing premature case closures. See Sourcing and Procurement Operations for more information.
Strategic Planning	• Categorize your strategic priorities, goals, planning items, and execution items—projects and demands as Artificial Intelligence to track and monitor their progress from the AI Control Tower workspace. • Experience consistent roadmap bar colors for choice list attribute values across all portfolio plans. View the roadmap-level milestone row while scrolling down the Roadmap page. Use different icons to distinguish item-level milestones.

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Application or feature	Details
	• Apply filters using string-type and boolean field values to view the desired data on the Planning and Scoring pages. • Work on financial planning for various planning items such as Capabilities, Features, and so on. • View the planned costs of your planning items for the past fiscal periods. • Use Display mode to switch between different views of the financials record page. • Create and manage monetary benefit plans to capture and track projected and actual benefits. • Manage and run projects in various global currencies besides the functional currency using multicurrency. • Generate labor cost on sub-projects based on the resource assignments. See Strategic Planning for more information.
Subscription Management	• Manage custom applications and table mapping through the custom application list and custom table inventory list. • View and filter subscribers by domain for user-based subscriptions in domain-separated instances. • View and filter Now Assist usage by domain in domain-separated instances. • Monitor Workflow Data Fabric usage and view token use rate of each capability. See Subscription Management for more information.
Supplier Lifecycle Operations	• The plugin Supplier Operations (com.snc.sn_so) **must** be installed after upgrading to Supplier Lifecycle Operations Zurich release. For more information, see Install Supplier Operations. • The Supplier Lifecycle Operations plugin (com.snc.sn_supplier_mgmt) is renamed to Supplier Case Management. For more information, see Supplier Case Management. See Supplier Lifecycle Operations for more information.
Synthetic monitoring	• Run synthetic monitors from the MID Server. • Create monitors without needing to leave SOW to create an HTTP endpoint. • Assign a support group to synthetic monitoring alerts for easy investigation. • As of 1.4, view alerts associated with monitors and navigate to those alerts.

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Application or feature	Details
	• As of 1.4, use tags on a monitor's alerts. • As of 1.4, use synthetic monitoring with endpoints that support OAuth credentials. See Synthetic monitoring for more information.
Talent profile	• Make faster hiring decisions with a unified view of all talent types (applicants, employees, contingent workers, and alumni) in one place. • Improve talent visibility for hiring by creating talent profiles and pools. • Make better sourcing, screening, and interview management decisions across all talent types by tracking their past interactions with the organization. See Talent Profile for more information.
Telecommunications Network Inventory	• The Logical interfaces (such as VLANs) and physical interfaces (such as Gigabit Ethernet ports) are now related to their parent equipment or card to help prevent duplicate CI creation. • Get converged experience for Network Inventory workflows using Service Operations Workspace. • Upload and manage CAD/PNG of floor maps to view the datacenter layout with physical asset placements over the floor. • Ingest operational data and show time series metrics on the datacenter floor map to monitor health. • Capture an inventory of operational facilities and define their relationships to respective network hardware such as the power chain. See Telecommunications Network Inventory for more information.
Telecommunications Service Operations Management (TSOM)	• Simplify connector build and data transformation by leveraging the reusable, standardized Telecom Discovery Builder Framework across multiple telecom data sources. • Discover logical network elements from Nokia Altiplano using the enhanced Service Graph Connector for unified network visibility on the ServiceNow AI Platform. • Detect discrepancies in both logical and physical entities, including attribute value mismatches, and improve audit accuracy using targeted filters. See Telecommunications Service Operations Management for more information.
Theme Builder	Zurich Patch 7

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Application or feature	Details
	• As of Zurich Patch 7, use Now Assist to automatically create brand-aligned themes, then refine and publish them in Theme Builder. • Publish the new Next Experience Coral theme from Theme Builder. • Add custom fonts to your theme for enhanced branding. • As of Theme Builder version 6.1, configure modal, tile icon, banner, and card colors, and override these default illustrations with your own custom imagery. • As of Theme Builder version 6.1, enable dark mode to improve usability of Theme Builder in low-light conditions. See Working with themes in Next Experience for more information.
Third-party Risk Management	• Use the Document Management system in TPRM to centralize third-party documentation in a searchable repository with metadata, and versioning, access controls. • Use vertical navigation in the Vendor Management Workspace through a customizable panel grouped by related lists for improved access to third-party records, assessments, and performance pages. • Configure risk areas with weighted questions and scored responses for internal assessments using the Smart Assessment Engine in the Vendor Management Workspace. • Use the latest Smart Assessment Engine questionnaire templates to perform internal and external assessments. • Use the enhanced Digital Resilience Third-party Information Register features in the Vendor Management Workspace. See Third-party Risk Management for more information.
Threat Intelligence Security Center	• External sharing is now generally available, allowing secure and automated sharing of threat intelligence in STIX 2.1 and MISP formats. • Redesigned the Investigation Canvas with activity timelines, added internal intelligence, improved node design and interactions, enhanced related records to retrieve all the associated records, and upgraded the MITRE card with filter capabilities for a smoother experience. • Introduced the ability to import events directly from the MISP server. • Implemented a unified mapping experience for the text based feeds such as TEXT, CSV, and JSON import formats. • Implemented confidence mapping for the CrowdStrike (CS) Feed as part of additional settings. You can now map the malicious confidence levels of CrowdStrike indicators to the observable confidence values.

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Application or feature	Details
	See Threat Intelligence Security Center for more information.
UI Builder	• Assemble components in a low-code editor by dragging and dropping content from the UIB toolbox onto the stage. • Add Now Assist skills to enhance your page, component, or controller with generative AI capabilities. • Get instant conversational help within UI Builder through the Now Assist Panel. See UI Builder for more information.
Unified Security Exposure Management	• Experience a standardized data model and modular workflows for Vulnerability Response applications with Unified Security Exposure Management. This transformation and architectural design ensures consistent features across all modules, simplifies configuration, and enables flexible, role-based experiences. The modular approach allows faster updates and seamless integration, creating a scalable and future-ready platform. • Manage security exposures with Findings and Remediation views with a centralized platform in the Security Exposure Management Workspace. • Configure all USEM apps, including rules, email templates, email notifications, and severity mapping for integrations with the Administration console. • Enhanced exception management: Streamlined exception request and approval workflows with comprehensive tracking and audit trails. • Use generative AI with features in the SEM workspace that are included with the Now Assist for Vulnerability Response application. See the Now Assist for Security Incident Response (SIR) release notes for more information. See Unified Security Exposure Management (USEM) for more information.
Upgrade Console	• Enable a smooth upgrade experience on your production and sub-production instances by completing essential tasks before, during, and after the instance upgrade. • Access Upgrade Console and Guided upgrade by experiencing the new and updated options. See Upgrade Console for more information.

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Application or feature	Details
User Experience Analytics	• Access the analytics overlay faster via the new utility icon and then redirect to the analytics dashboard by selecting **Analyze with User Experience Analytics** on the overlay. • Experience enhanced analytics with UXA filters on dashboards, configurable session metrics, Pages in User Experience Analytics, drill-down in inline dashboards, and a condition builder for Events. See User Experience Analytics for more information.

Virtual Agent	Zurich Patch 4
	• Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience.
	• Assistant Designer Asset library:
	  ○ View an updated UI for Virtual Agent Designer topics in the new Assistant Designer Asset library page.
	  ○ Navigate between Assistants, Asset library, and Analytics tabs in the Assistant Designer UI.
	  ○ Disconnect an LLM Assistant from a given asset with the Actions on Row icon ⋮ in the Asset library.
	  ○ See descriptions of each LLM asset type when selecting **Create asset** in the Asset library.
	  ○ Read a tooltip that appears when you edit an LLM assistant under the Assistans tab and try to promote more than 6 topics associated with an LLM assistant.
	
	Zurich Patch 1
	• Google Workspace chat now works with the ServiceNow® conversational interface features, including Virtual Agent, Natural Language Understanding (NLU), Notifications, and live agents.
	• Start the create flow for all supported conversational assets directly from Virtual Agent Designer.
	
	See Virtual Agent for more information.

Visa Spoke	Apply Visa Resolve Online (VROL) release 25.2 revision changes to some Visa Spoke actions. See Visa Spoke for more information.
Vulnerability Response	• If you are currently using Vulnerability Response and you want to upgrade to Unified Security Exposure Management (USEM), see Unified Security Exposure Management release notes for more information about USEM and the Unified Security Exposure Management migration.

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Application or feature	Details
	• Import host vulnerability data from the Wiz scanners into Vulnerability Response VITs to help vulnerability managers assess your over-all cloud security posture. • With the sn_vul.vulnerability_analyst or sn_vul.vulnerability_admin role, create host remediation tasks manually in the Vulnerability Manager Workspace. • With the sn_vul.remediation_owner role, create host remediation tasks manually in the IT Remediation Workspace. See Vulnerability Response for more information.
Walk-up Experience	Coral is the new default theme for Next Experience and Core UI, offering a more modern experience. See Walk-up Experience for more information.
Workflow Data Fabric Hub	• Access enterprise data from external data warehouses including Snowflake, Google BigQuery, and Amazon Redshift, data lakes such as Databricks, and databases, including Oracle. • Retrieve data from external sources in real time without copying any data to your instance using zero copy connections. • Enrich AI agents and workflows on the ServiceNow AI Platform with external data using data fabric tables. See Workflow Data Fabric Hub for more information.
Workforce Optimization for Customer Service CSM	• Decoupling Channel Management from the core Workforce Optimization (WFO) modules supports modular deployment, enabling independent updates or scaling of Channel Management without impacting other workforce engagement. • Enable managers to view the team calendar in the month view on the Schedule page within the Manager Workspace, providing a broader overview of staffing and shift details. • Enable agents to view the team calendar in the month view within the Configurable CSM or FSM Workspace for better planning and engagement with your work commitments. See Exploring Workforce Optimization for Customer Service for more information.
Zero Copy Connector for ERP	Zurich Patch 4 • Obtain ERP information and explore ERP data products using generative AI and agentic AI in ERP models. • Control data access and permissions for Zero Copy Connector for ERP AI agents to ensure that users can only interact with data they are authorized to obtain.

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Application or feature	Details
	• Retrieve IDOC information from SAP to create and update a greater number of SAP business entities. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Some Now Assist skills are now turned on by default. Zurich Patch 1 • The name of the ERP Canvas application has been changed to Zero Copy Connector for ERP. • The name of the ERP Contact Packs application has been changed to ERP Data Products. • Accelerate your adoption of Zero Copy Connector for ERP using new and updated ERP Data Products. See Zero Copy Connector for ERP for more information.

Upgrade information for all Zurich features and products

Cumulative release notes summary on upgrade information for Zurich features and products.

Before you upgrade to Zurich, review the upgrade information for any products you may have. Some products require you to complete specific tasks before you upgrade.

Application or feature	Details
AI Search	After you upgrade to Zurich from an earlier family release, run full document crawls in all your external content connectors to update their semantic vector indexing field mappings.
Application Manager	Application Manager is active by default on instances on the Zurich release. Upgrade your instance to Zurich patch 4 or later to use the latest features. For information about upgrading your ServiceNow AI Platform instance, see Prepare your upgrade.
Application Vulnerability Response	• If you are currently using Application Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Application Vulnerability Response and for upgrades to supported third-party integration applications. • For information about the new features of Vulnerability Response, see the Vulnerability Response release notes. • For more information about the released versions of the Application Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

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Application or feature	Details
Automated Test Framework	Copy and customize quick start tests provided by the ServiceNow AI Platform® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.
CPQ Configurator	If you used the legacy product configurator previously and want to use the CPQ Configurator, after upgrading, you must set the *sn_prd_pm.enable_advanced_configuration* system property to true to be able to use the configurator in Sales and Order Management workflows.
Change Management	As part of the update to use Flow instead of Progress Workers for conflict detection, the Conflict Checker Progress UI Formatter record references a new UI macro, change_conflict_worker_progress_gate. This macro checks the *change.conflict.useprogressworker* system property to determine the conflict detection mechanism and then displays the corresponding UI macro to work with either Progress Workers or the Change Management Worker table. For more information, see Conflict detection.
Cloud Cost Management 9.0	The Cloud Cost Management platform support is available beginning with the Xanadu release. For instructions on upgrading Cloud Cost Management to Zurich, see Upgrade Cloud Cost Management.
Cloud Exposure View	The Cloud Exposure View is a workspace in the Cloud Security for Cloud Workspace application that is supported by the Unified Security Exposure Management application. Unified Security Exposure Management (USEM) and the Cloud Security for Cloud Workspace applications are required. USEM is available to all customers who are entitled to Vulnerability Response. See Unified Security Exposure Management release notes for more information.
Configuration Compliance	If you are currently using Configuration Compliance, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Configuration Compliance and for upgrades to supported third-party integration applications. The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with Wiz integrations, after updating to version 1.1, you must backdate any of your existing Wiz primary integrations by three days and run them. Please review more

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Application or feature	Details
	information about the Wiz integration at SecOps articles on the Security Operations Community. For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.
Configuration Management Database (CMDB)	Due to the removal of the **Design** value for the operational status attribute in a CI, after an upgrade, you must review all CIs that have the discovery source attribute set to *`Manual via IRE`*. Review the operational status attribute of those CIs and set it to a supported value in CMDB for your environment. For example, you can set the attribute to *`Non-Operational`*. For more information about the operational status values, see Life cycle of tangible/physical CIs. On an upgraded Zurich instance, to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some CMDB Workspace tasks, you must manually run the scheduled job *`Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles`*. This scheduled job modifies the user roles as follows: • Updates the itil user role to no longer contain the sn_cmdb_editor user role, and updates the itil_admin user role to no longer contain the sn_cmdb_admin user role. • If those permissions don't exist, updates the sn_cmdb_admin and the sn_cmdb_editor user roles with create, update, and delete access to the Configuration Item [cmdb_ci] class. For more information about the *`Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles`* scheduled job, see Remove sn_cmdb_admin from itil_admin and sn_cmdb_editor from itil, and then add create/update/delete access to cmdb_ci table for sn_cmdb_admin / sn_cmdb_editor [KB2290506].
Container Vulnerability Response	If you are currently using Container Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Container Vulnerability Response and for upgrades to supported third-party integration applications. The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with Wiz integrations, after updating to version 1.1, you must backdate any of your existing Wiz primary integrations by three days and run them. Please review more information about the Wiz integration at SecOps articles on the Security Operations Community. For more information about the released versions of the Container Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich

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Application or feature	Details
	release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.
Customer self-service for Sales and Order Management	The new order checkout experience and improved cart capabilities are delivered through a new Sales Cart plugin (sn_sales_cart). As an admin, you must perform the Post-upgrade order migration for the Business Portal to continue providing a seamless experience for your customers. Failing to perform the upgrade steps can result in your customers losing products added to their carts.
Digital End-User Experience	For details on DEX data migration, refer to the DEX data migration to allocated, last logged in user, last logged in location column of Dex device table [KB2144029] and DEX data migration to CI type column of Alert Metadatas table [KB2141007] articles in the Now Support Knowledge Base.
Encryption	For the GlideEncrypter API, NIST 800-131A Rev 2 has recommended against using the Triple Data Encryption Standard (3DES) encryption. The following changes are taking place in the Zurich release with the official removal of 3DES encryption for GlideEncrypter. • The GlideEncrypter API defaults to using the Key Management Framework (KMF) based algorithm, Advanced Encryption Standard (AES), for encryption and decryption operations for upgraded instances only. • For instances created with the Zurich release or later, this API isn't supported. • Learn more about 3DES deprecation in KB1704481. In the Zurich release, Column Level Encryption has received a required upgrade to Key Management Framework Column Level Encryption (KMF-CLE) due to the platform-wide deprecation of 3DES. For more information about this upgrade, see KB1700704.

Encryption Key Management	• In previous releases, the GlideEncrypter API used the three-key Triple Data Encryption Standard (3DES) encryption standard, which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the Zurich release in preparation for a full deprecation of GlideEncrypter/3DES in the future:
	  ○ New Zurich instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.
	  ○ if you're upgrading your Zurich instances, you can still GlideEncrypter, which has been updated to use AES256-GCM encryption via the Key Management Framework.
	  ○ Learn more about 3DES deprecation in KB1704481.

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Application or feature	Details
Enterprise Asset Management	Starting with Zurich release, a new menu, Asset put away, has been added to the ServiceNow Agent app navigation bar. When upgrading to the Zurich release, a fix script identifies whether the ServiceNow Agent app navigation bar was customized and takes the necessary action. • If the navigation bar wasn't customized before the upgrade, a new Asset put away icon () is included in the navigation bar • If the navigation bar was customized before the upgrade, two navigation bars appear: Customized old IT Asset Management and IT Asset Management. The new icon appears in the IT Asset Management navigation bar.
External Content Connectors	Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually. When you upgrade to version 4 of the External Content Connectors application from an earlier version, searches may not show all previously crawled content until you've completed both a content crawl and a user mapping crawl for each upgraded connector. The first content crawl run after the upgrade will reindex all searchable content from the source system, and the user mapping crawl will reindex all security principals from the source system. All crawled content should be shown in searches after both of these crawls are complete.
Field Service Management	Effective March 1, 2025, the Google Places API, Directions API, and Distance Matrix API have been designated as legacy services. The newer versions of these services are Places API (New) and Routes API. Google Maps APIs for Field Service capabilities uses the latest version of the APIs in the Zurich release and Dispatcher Workspace version 8.0. To help avoid issues with the Google Maps APIs, enable Places API (New) and Routes API from Google Cloud Platform Console.
Flows, subflows, and actions in Workflow Studio	An earlier version of the save as you go feature was released and withdrawn from the Washington DC release. If you're upgrading from the Washington DC release, you might have manually turned off the save as you go features by setting a system property. To restore the save as you go features, see Restore save as you go functionality.
Generative AI Controller	Generative AI Controller is installed or updated when you install or update a Now Assist application. If you have issues installing or updating applications, see this knowledge article or open a support case.

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Application or feature	Details
Hardware Asset Management	• Starting from the Zurich release, a few workflows have been migrated to Workflow Studio as flows. **Note:** The migration of workflows to Workflow Studio applies to Asset Management, Procurement, and Contract Management applications. ○ The following workflows have been migrated to Workflow Studio as flows: ▪ Procurement Process Flow – Hardware ▪ Transfer Order ▪ Transfer Order Line ▪ Source Request ▪ Contract Approval ○ When upgrading to the Zurich release, a fix script identifies whether the workflows were customized and takes necessary action. ▪ If the workflows weren't customized before the upgrade, the legacy workflows are deactivated from the instance, and Workflow Studio flows are installed and executed post-upgrade. ▪ If the impacted workflows were customized before the upgrade, the Workflow Studio flows are installed but aren't executed for any of the impacted flows post-upgrade. You can view and access the impacted workflows in the instance after the upgrade. However, the deprecated workflows are considered custom code and aren't supported for maintenance. • After upgrading to the Zurich release, if an approval history record exists for a contract that is no longer required, reject the record instead of deleting it. If the approval history record is deleted, Workflow Studio doesn't support updating the contract's **Substate** field value to display the correct state. • Starting with Zurich release, a new menu, Asset put away, has been added to the ServiceNow Agent app navigation bar. When upgrading to the Zurich release, a fix script identifies whether the ServiceNow Agent app navigation bar was customized and takes the necessary action. ○ If the navigation bar wasn't customized before the upgrade, a new Asset put away icon () is included in the navigation bar ○ If the navigation bar was customized before the upgrade, two navigation bars appear: Customized old IT Asset Management and IT Asset Management. The new icon appears in the IT Asset Management navigation bar. • A new role, sn_itam_recomm.recommendations_read, helps ensure that only valid users can execute APIs related to the Important Actions menu in the Asset Workspace. The following roles, which have access to the Asset Workspace, now include the sn_itam_recomm.recommendations_read role:

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Application or feature	Details
	○ procurement_user ○ inventory_admin ○ inventory_user ○ model_manager ○ contract_manager ○ itil ○ catalog_manager ○ catalog_admin ○ sam ○ ham_user ○ asset • Control sensitive data leakage from range queries accessed by unauthenticated users through the following access control lists (ACLs): ○ Contract [ast_contract] table: Only users with the contract_manager role can perform the query_range operation on the Start date, Contract number, PO number, and Vendor columns. ○ Contract user M2M [clm_m2m_contract_user] table: Only users with the contract_manager and asset roles can perform the query_range operation on the Contract and User columns. ○ HAMP Success Activity [sn_hamp_success_activity] table: Only users with the ham_admin and asset roles can perform the query_range operation on the Description, Short description, and Success goals columns. • Only users with the admin role can update the following system properties: ○ glide.sg.voice_search.enabled ○ glide.ui.sn_hamp_asset_reclaim_task_activity.fields ○ glide.ui.sn_hamp_loaner_asset_order_activity.fields ○ glide.ui.sn_hamp_ztr_task_activity.fields ○ sn_hamp.enable_shipping_carrier_validation_asn ○ sn_hamp.model_lifecycle_phase_order ○ sn_hamp.update_assets_norm_model_name
Impact	The Impact Store Application configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application.
Instance Data Replication	• Improve the performance and processing efficiency of Instance Data Replication (IDR) by upgrading your replication sets to V2, which uses Hermes Messaging Service. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication.

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Application or feature	Details
	• Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is composed of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.
MID Server	For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 17.0.12. If you have installed your own JRE, the upgrade process takes the following actions to verify that the MID Server uses a supported JRE: • If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version. All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades. Only one Windows MID Server service is permitted according to the executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information. For more information about MID Server upgrades, see the following topics: • MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade. • Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.
Notify	Starting with the Zurich release, Notify uses subflows instead of workflows. For existing users in Zurich, your current workflows are still supported. For new users, your Notify plugin installations use subflows. As part of this transition, the following workflow activities are available as flow actions and can be used when creating subflows: • Join conference call • Call • Send SMS • Forward call • Input • Hangup • Play

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Application or feature	Details
	• Record • Reject • Say • Forward to notify client • Queue Maintain, build, and modify your own custom subflows in Workflow Studio with subflows for new instances. The following base system workflows have been migrated to subflows: • (Re)join Conference Call • Join Conference Call with muting • Join Conference Call with SMS Your existing workflows continue to function after the upgrade. **Note:** All workflow-related artifacts have been moved to a new plugin, which is maintained in a support-only mode and isn't available for new installations.
Now Assist	If you customized UI actions or other items that are associated with Now Assist skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected. If you run into issues when you're upgrading a Now Assist product, see the Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates [KB1637452] article in the Now Support Knowledge Base. You might need to log in to view the article. The Zurich release introduces enhanced protections for read-only fields across the ServiceNow AI Platform. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the backend and maintain backward-compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. If you have custom client scripts that modify ServiceNow-owned read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to KB2718122. This article provides additional technical details on how to identify affected fields and adjust their settings. The existing Access Control Lists (ACLs) will be updated to replace the 'admin' role with specific, purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API will be replaced with the `hasRole()` API for authorization purposes. Additionally, all references to the 'admin' role in the code will be substituted with the new feature-specific granular roles for authorization use cases. Read https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html to learn more.

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Application or feature	Details
Now Assist for CMDB	The installation (activation) process has changed for the Now Assist for CMDB v2.1 plugin. See Configuring Now Assist for CMDB for the new instructions.
Now Assist for Hardware Asset Management (HAM)	If you have the procurement_user user role, you can access the help manage hardware asset requests agentic workflow, which includes the following AI agents: • Hardware asset management sourcing AI agent • Transfer order creation AI agent • Purchase order creation AI agent
Now Assist for IT Service Management (ITSM)	When you upgrade to the Zurich Patch 4 release, any customizations you may have made to the Now Assist context menu (NACM) won't be preserved. For more information, see the Community article Upgrade information for the NACM support in Now Assist for ITSM.

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Application or feature	Details
Now Assist for Security Incident Response (SIR)	**Note:** The following Now Assist skills, agents, and agentic workflows for Now Assist for Security Incident Response are activated by default: Skills • Security incident summarization • Resolution notes generation • Post incident analysis • Security incident recommended actions • Correlation insights generation • Security incident quality assessment • Natural language condition evaluator • Generate content for shift handover • Quality assessment report NACM • Security incident resolution plan • Security operations metrics analysis Agentic workflows • Wrap up security incident • Resolve security incident • Generate SIR shift handover report • Analyze security operations metrics Agents • EDR AI agent • Exchange online integration handling AI agent • Observable analysis AI agent • Security incident activities handling AI agent • Security incident resolution AI agent • Security incident retrieval AI agent • Security incident shift handover AI agent • Security incident wrap up generator AI agent • Security metrics analysis AI agent For more information, see Now Assist skills, agents, and agentic workflows on by default

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Application or feature	Details
	Note: Upgrading the Now Assist plugins activates any designated skills that were previously untouched by the customer. • If you installed the plugins for a skill but never configured it, meaning you never activated it nor adjusted associated roles, any skill on by default is activated on a per skill basis when upgrade. • If you previously toggled a skill from active and then back to inactive, or updated any roles for that skill, that skill remains inactive when upgrading. • You maintain full control over deactivating individual skills at any time after activation. When you update the Now Assist for Security Incident Response (SIR) application, the dependency applications are automatically updated. For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response. The AI Search application must be enabled so that the recommended actions skill works for security incidents with Now Assist for Security Incident Response. To verify that AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates that AI Search isn't enabled.
Now Assist for Vulnerability Response	The following Now Assist skills for Now Assist for Vulnerability Response are activated by default. • Recommend preferred solution for VIT (VR) • Vulnerable item de-duplication (VR) • Approval Recommendation (VR)(USEM) • Security Exposure Management (SEM) Insights (VR)(USEM) • SPC Setup Connector (Security Posture Control) When you update the Now Assist for Vulnerability Response application, the dependency applications are automatically updated. For more information about required applications for Now Assist for Vulnerability Response, see Supporting information for Now Assist for Vulnerability Response.
Now Assist in Contract Management	If you're upgrading to Now Assist in Contract Management from Yokohama (Patch 2 and lower) or Xanadu (Patch 8 and lower), and you have customized use cases, run a fix script to migrate the existing data to the Now Assist Admin console. **1.** Navigate to **All** > **System Definition** > **Fix Scripts**. **2.** In the **Name** field, search for `Upsert DI skill config`.

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Application or feature	Details
	3. In the script, add the use case IDs that you want to migrate to the Now Assist Admin console. 4. Select **Run Fix Script**. For more information, see Post-upgrade steps for Now Assist in Contract Management.
On-Call Scheduling	Starting from the Zurich release, On-Call Scheduling uses subflows, not workflows. You must transition from workflows to subflows, because the workflows are considered as legacy workflows. For existing users in Zurich, your current workflows continue to be supported. However, for new users, the On-Call Scheduling plugin installations on Zurich and later instances only use subflows. Maintain, build, and modify your own custom on-call scheduling flows in Workflow Studio with subflows for new instances. The following subflows are available for configuration:
Operational Resilience	After upgrading to Operational Resilience version 21.0.x, rerun the *`Update CSDM and other dependencies`* scheduled job to populate the additional metadata that was introduced in this release.
Performance Analyzer	Starting with the Zurich release, Performance Analyzer is available on your instance automatically. For access to Performance Analyzer on earlier instances, install Performance Analyzer from the ServiceNow® Store.
Platform Analytics experience	On upgrade, any homepages on your instance that have been opened are migrated to Core UI dashboards, which are visible in the dashboard library. For more information, see Homepage deprecation. Simple lists are all converted to the new List element on upgrade.
Playbooks in Workflow Studio	After you upgrade to Zurich, update the Workflow Studio application in the ServiceNow Store.
Product Catalog Management and Pricing Management	Pricing Management v15.0.0 provides a default pricing plan that includes new steps to support pricing strategies introduced in this release. If you're using a custom pricing plan from an earlier release, review the default pricing plan, which is in a Retired state after you upgrade. Determine whether you want to publish the default plan or customize the default pricing plan for your needs. The default plan contains new steps for calculating net pricing and roll-up values for configurable products in quotes and orders: Net Price Calculation, Line Rollup, and Header Rollup steps. This pricing functionality existed in previous releases for quotes and orders but wasn't included in the default pricing plan. To retain this previous functionality for quotes and orders, you must add the Net Price Calculation, Line Rollup, and Header Rollup steps in your custom pricing plan before you publish it for use.

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Application or feature	Details
	If you used the legacy product configurator previously and want to use the CPQ Configurator, after upgrading set the *sn_prd_pm.enable_advanced_configuration* system property to true. When set to true, this property enables the CPQ Configurator. If you want to use AI Search for product catalog searches, before upgrading install Now Assist for Sales Force Automation (SFA), which includes the plugins needed for AI Search functionality. After upgrading, complete various steps to implement AI Search. These steps include running a scheduled job to set up AI Search and enabling AI Search in the product catalog interface by setting the *enable_ai_search_in_catalog* system property to true. For details on these configuration steps, see Configuring AI Search for product catalog search.
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the labels for the Customer, Accounts, and Service Organizations UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.
RPA Hub	Upgrade any of these currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications: • RPA Desktop Design Studio • Attended Robot • Unattended Robot • Unattended Robot Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade information is applicable only when you're upgrading from San Diego or Tokyo to Zurich. Based on the number of records in the application file table, you may experience a delay while upgrading the RPA Hub applications from Tokyo or earlier releases to Zurich. Before upgrading RPA Hub to Zurich, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to Zurich, the bot process definitions change to the new structure, which is the bot process configuration.

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Application or feature	Details
	Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to Zurich without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the Now Support Knowledge Base.
Retail applications	Starting with this release onwards, the retail base case has been made abstract. (An abstract case or abstract case type is a base configuration of a case that is intended to be extended by specialized case types rather than used directly.) After upgrading to the Zurich release and for any version updates beginning with the Yokohama release, if you are using the retail base case table you will no longer be able to create new cases or update existing cases. Use the following case types instead: • Store Inquiry • Retail Customer Complaint • In-store Operations • HQ Communications You can also extend your own case types. For more information on these changes, see the Impact analysis and guidance: Retail case table updates [KB2216547] article in the Now Support Knowledge Base.
Security Posture Control	For a complete list of the applications that are required to implement Security Posture Control, see Install Security Posture Control.
Service Exchange	• Service Exchange version 2.x.x: Which was first released with the Xanadu release, doesn't support migration of Service Exchange (Legacy) versions. Service Exchange (Legacy) version: Before you upgrade to the Zurich release, follow instructions in the Service Bridge for Providers (Legacy) - Migration Utility [KB1499823] article in the Now Support Knowledge Base to migrate your configuration data. • Service Exchange version 1.x.x: When upgrading, follow the steps in the Upgrade Guide - Service Bridge for Providers and Consumers application (v2.x.x release) [KB1700387] article in the Now Support Knowledge Base to migrate your Service Exchange applications. • Service Exchange version 2.x.x: Due to the introduction of mismatched version support, new entitlements can't be activated until both the consumers and providers upgrade to Service Exchange version 2.x.x. Older active entitlements continue to work but new ones can't be activated. • When you upgrade to Service Exchange version 2.0.55 with Sales and Order Management plug-in version 1.0.4, before upgrading the platform to the Zurich release, new Deny ACLs aren't installed. To

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Application or feature	Details
	ensure the Deny ACLs get installed, after upgrading to Zurich, select Repair to reinstall the Service Exchange application. • When using Service Exchange for Providers and Service Exchange for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility. • When you install the Service Exchange application, the Service Exchange Global Script Include is automatically installed or updated on the following platform versions: ○ Washington DC patch 9 ○ Xanadu patch 4 ○ Yokohama ○ Zurich
Service Observability	If you have the snc_sow_svcobs.manager role, you must belong to a user groups with a type of `srm`.
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions: • Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) • Service Operations Workspace ITOM Applications application (sn_sow_itom_cont) For more information on compatible versions, see Version compatibility between Service Operations Workspace for ITSM and Service Operations Workspace ITOM.
ServiceNow AI Platform core feature	The dynamic schema application framework has been revised in the Zurich release. If you implemented dynamic schema in Xanadu or Yokohama, the application is automatically migrated to a new framework as part of the upgrade to the Zurich release. For details on the migration, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the Now Support Knowledge Base.
ServiceNow IDE	ServiceNow IDE version 2.1.2 is active by default on instances on the Zurich release. Update to ServiceNow IDE version 3.0 or later to use the latest features. For information about updating ServiceNow IDE, see Install or update the ServiceNow IDE.
ServiceNow SDK	To upgrade to the latest version of the ServiceNow SDK globally or within an application, see Upgrade the ServiceNow SDK. ServiceNow SDK version 4.0 supports integration with ServiceNow instances beginning with the Washington DC release. On Windows systems, after upgrading to ServiceNow SDK version 4.3 or later, existing stored credentials aren't supported due to the

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Application or feature	Details
	deprecation of Keytar. Users on Windows systems must add their user credentials again using the `now-sdk auth --add` command to authenticate with instances. For more information, see Authenticating to a ServiceNow instance with the ServiceNow SDK. **Note:** For more information about minor releases of the ServiceNow SDK, see the ServiceNow SDK repository on GitHub.
ServiceNow Studio	ServiceNow Studio no longer has to be downloaded from the ServiceNow Store. It's available on the ServiceNow AI Platform by default.
ServiceNow Vault	To install ServiceNow Vault, the following must be installed: • Data Discovery • Data Privacy • Data anonymization • Field Encryption • Zero Trust Access (ZTA)
Skills Foundation	You cannot download industry skills data as part of the guided setup.
Software Asset Management	Starting from the Zurich release, the following workflows are migrated to Flow Designer as flows: • Reclamation workflow • Procurement Process Flow - Auto allocation enabled When upgrading to the Zurich release, a fix script identifies whether the workflows were customized. If you haven't customized the workflows before the upgrade, the fix script deactivates the legacy workflows from the instance and deploys the Flow Designer flows on the instance post-upgrade. If you have customized the impacted workflows in the previous release, the fix script doesn't deploy the Flow Designer flows on the instance post-upgrade. You can view and access the impacted workflows in the instance after the upgrade. However, the deprecated workflows are considered as custom code and ServiceNow doesn't support those workflows. Starting from the Zurich release, the Software Asset Workspace plugin (com.sn_sam_workspace) is moved from the family release to the Software Asset Workspace store application. After upgrading to Zurich, the Software Asset Workspace plugin (com.sn_sam_workspace) is inactivated and the Software Asset Workspace store application (sn_sam_workspace) is enabled in the instance. When upgrading to the Software Asset Management – SaaS License Management plugin (sn_sam_saas_int) version 16.0.6 or later in the Zurich release, verify that the Software Asset Workspace store app (sn_sam_workspace) is updated to version 9.0.4.

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Application or feature	Details
Source-to-Pay Operations Integrations	**Important:** Due to a performance issue identified with the upgrade fix script, the sourcing fix script has been modified. This script will no longer execute automatically during the upgrade process. Instead, it is now delivered as an on-demand job. Administrators must manually execute this job outside of business hours after the upgrade is complete.
Strategic Planning	After upgrading to Strategic Planning v4.8.0, the existing **Investment type** and **Investment class** fields will appear as **Investment type (Deprecated)** and **Investment class (Deprecated)** respectively across the Planning page including in the Prioritization and Roadmap views and in the Scenario Planning page. The values from these deprecated fields will be automatically copied to the new **Investment type** and **Investment class** fields. If you previously applied filters or personalized your view using the deprecated fields, you must update those configurations to use the new **Investment type** and **Investment class** fields across the workspace—including in the Prioritization and Roadmap views on the Planning page, as well as in the Scenario Planning page.
Subscription Management	Subscription Management version 5.0 is active by default on all instances of the Zurich release. Update to Subscription Management version 6.1 or later to use the latest features. For more information about updating Subscription Management, see Update an application or plugin.
Synthetic monitoring	If you want to run monitors using a MID Server as a location, you must restart the MID Server after upgrading.
Third-party Risk Management	If you're a VRM user upgrading to TPRM and upgrading to Vancouver or a later release from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. For example, you must upgrade from Utah to Vancouver, Vancouver to Washington DC, and so on. If the scripts don't run in the correct order, you can get data inconsistencies, broken functionalities, and conflicts. After upgrading to version 21.0.x, you can enable the Smart Assessment Engine (SAE) by setting the Smart Assessment Engine enabled (**sn_vdr_risk_asmt.sae_enabled**) property. After setting this property, Smart Assessment Engine (SAE) becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible. **Warning:** Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues.

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Application or feature	Details
	For more information on upgrading from VRM to TPRM and the differences between the Smart and Classic Assessment engines, see Third-party Risk Management upgrade information. For existing TPRM customers, after upgrading to version 21.0.3, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column.
Unified Security Exposure Management	Unified Security Exposure Management is available to all customers who are entitled to Vulnerability Response, however, migrating to USEM is a major upgrade that introduces a unified architecture for improved performance, scalability, and streamlined workflows. Before upgrading, leverage the Migration assistant for Unified Security Exposure Management that is available as an update set. See the Migration Guidance to Unified Security Exposure Management [KB2556844] Knowledge Base article for more information. This tool provides a guided experience for plugin installation, data mapping, rule migration, and post-migration validation, reducing risk and manual effort. Ensure that all integrations and workflows are reviewed for compatibility before initiating migration. For more information, see Migrating from Vulnerability Response to Unified Security Exposure Management (USEM) and Migrate to Unified Security Exposure Management (USEM) from Vulnerability Response.
Vulnerability Response	If you are currently using Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Vulnerability Response and for upgrades to supported third-party integration applications. The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with Wiz integrations, after updating to new version 1.1, you must backdate any of your existing Wiz primary integrations by three days and run them. Please review more information about the Wiz integration at SecOps articles on the Security Operations Community. For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.
Zero Copy Connector for ERP	If you have existing scheduled extractions and have upgraded to Zurich, run the *Scheduled Extraction V2 Move* fix script

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Application or feature	Details
	to place scheduled extractions in a new table where scheduling is done by the scheduled scripts engine. For detailed steps, see Run fix scripts.

New features and products in Zurich

Cumulative release notes summary on new Zurich features and products.

New products were introduced in Zurich, and additional features were added to existing products.

Application or feature	Details
AI Control Tower	**Zurich Patch 7** **Security & privacy tab in AI Control Tower** • Measure whether your model's output or behavior violates predefined security policies using the secure policies violations chart. • Review potential threats in AI agent output in output deviation, output with PII detected, and high-risk output charts. • Monitor MCP server access by AI Gateway with these new charts: Clients connecting to MCP servers, authorized access attempts, and failed access attempts. **Data section on Configurations page** Enable and set up secure policies violation, output deviation, and output screening metrics to measure the integrity of your data model and potential threats in LLM output. **Manage agentic AI system life cycles** Create AI system assets to track and manage the complete life cycles of your agentic AI systems, from onboarding to deployment. Gain comprehensive insight into each agentic AI system and take any necessary actions to successfully complete each life-cycle stage. By managing the life cycles of your agentic AI systems, you can extend their lifespans, reduce downtime, and optimize licensing costs. **Define the use and purpose of an AI system** Specify the intended use and purpose of an AI system. Provide insight into who is using the AI system, what the AI system is being used for, and how the AI system works and provides value. This information can help you determine the benefits and risks that are associated with the AI system. **Associate additional related AI asset types with AI systems**

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Application or feature	Details
	Associate the following additional related AI asset types with your AI systems: • If an AI system has an Asset type of Generative AI or Agentic AI, you can associate it with any of its supported components or subsystems. • If an AI system has an Asset type of Agentic AI, you can associate it with any of its integrated AI tools. **Create change and offboarding requests for additional AI asset types** Create change requests for the following additional AI asset types: • AI systems with an Asset type of Agentic AI • Datasets In addition, create offboarding requests for the following additional AI asset types: • AI systems with an Asset type of Agentic AI • AI models • Datasets • MCP servers **Zurich Patch 4** **Security & privacy tab in AI Control Tower** • Identify ServiceNow® AI assets that impact your security posture using the ServiceNow® AI security score and AI insights. AI insights highlight key metric changes, recommend next steps, enabling you to quickly understand the impacts and take action. • Access and monitor security for AWS Bedrock agents running as privileged users, autonomous vs. supervised tools, and dormant agents. • Monitor sensitive data detection, prompt injection, and offensive content metrics to help identify and mitigate AI-driven security and compliance risks before they impact workflows or expose sensitive information. AI security tasks are created automatically from Dormant AI systems metrics to streamline your workflow and quickly resolve issues. You can also create AI security tasks directly from more areas, such as access issues and privileged AI agents metrics. • Review Autonomous vs. supervised systems metrics based on AI tools. Previously, the metrics were based on workflows. • Show Access issues metrics for only those agents with issues. Previously, agents with issues and no issues were shown.

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Application or feature	Details
	• See more details about agent access issues in the access map to help you troubleshoot quickly. For example, you can see the user ID of the user who executed the agent and the workflow and tool associated with the access issue, if applicable. **AI Gateway tab in AI Control Tower** The **AI Gateway** tab shows the metrics at the MCP server level, listing all connected MCP servers along with the total number of transactions for each server and its success rate. **Data section on Configurations page** See a read-only view of your data privacy configuration for sensitive data patterns in the Data privacy page. Use this page as a quick reference when troubleshooting sensitive data charts. **AI Task section on AI assets page** Review all AI security tasks for your instance in the All Security Tasks page. You can also create an AI task on this page. **Enhance control of AI asset life cycle through change and offboarding requests** Enhance the management of deployed AI assets by using the change request workflow to make necessary edits to AI assets that have already undergone review and onboarding. Furthermore, facilitate the retirement of AI assets by submitting an offboarding request, ensuring a structured and controlled process for removing assets that are no longer needed or have been superseded. **Zurich Patch 1** **Health tab in AI Control Tower** Monitor and evaluate the effectiveness of offensive content and prompt injection guardrails active on your AI assets. **Zurich Early Availability** **AI strategy with Strategic Planning(Requires SPM)** • Monitor and track your AI strategies and associated goals and targets. • Track the costs of your AI projects, epics, and demands. • Monitor key project risks, issues, decisions, actions, and changes. **AI strategy with Goal Framework (Requires SPM)** Monitor and track your AI strategies and associated goals and targets. **Enterprise AI discovery: Unlock Visibility, Governance & Value**

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Application or feature	Details
	• Discover and add AI agents and related models and tools to the AI inventory through integration with AWS Bedrock. • Discover and add AI agents and related models and tools to the AI inventory through integration with Azure AI Foundry. • Configure AI discovery setup and visibility of connections. **Value tab in AI Control Tower** • Gain insights into the value realized from AI skills and features. The Value insights dashboard page gives you insights into the estimated productivity gains as a result of using AI systems. • Define and measure value relevant to your AI systems using customizable value templates. • Perform calculations and approximations for the read and write time saved by users using AI systems by using data points and timestamps from the invoking records. • Understand the key usage and performance indicators that help you evaluate the adoption of Now Assist in your organization. • Provide insights on success rate visualization by department, country, and AI assets along with the indicators for task closure efficiency. **Value templates** • Create, manage, and use templates from a Global Template Repository across multiple AI assets, so that you can standardize and streamline your AI experience, and track usage of AI systems, use cases, and skills more effectively. • Enable users to edit, view, and create customized value templates by enabling a value template assignment experience in inventory records. • Provide transparency to value calculations of each AI system through value templates. • Perform calculations and approximations for the read and write time saved by users using AI systems by using data point and timestamps from the invoking records. **Risk and compliance tab** Display the risk classification of AI assets and the compliance posture for selected authority documents and policies through the **Risk and compliance** tab. This tab provides visibility into AI systems, models, and

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Application or feature	Details
	datasets. The Risk overview section uses visual charts to categorize AI assets. Review adherence to frameworks in the Compliance overview section. For example, adherence to the NIST AI Risk Management Framework or the EU Artificial Intelligence Act, presenting scores based on citations and control attestations that are set by the customer. You can filter data by authority documents or policies, view overall compliance percentages, and identify critical issues and AI cases tied to items deemed non-compliant by the customer. • Build trust in the AI asset inventory to effectively manage AI-related risks across the enterprise. • Drive enterprise-wide risk visibility by aggregating individual scores into a consolidated AI risk profile to support informed mitigation decisions. • Display real-time residual risk scores on the home page to help practitioners identify high-risk AI assets and prioritize mitigation actions. • Use enhanced impact assessment templates to help manage and oversee compliance with regulatory requirements. • Perform bulk control attestations using Core UI to validate multiple controls across AI assets, improving efficiency for large-scale assessments. • Adopt a proactive approach by leveraging comprehensive AI risk and compliance scoring across the entire AI asset inventory. **AI cases tab in AI Control Tower** Gain a centralized overview of all your AI asset cases and inquiries by using the AI cases. On the **AI cases** tab, you see a list of records that include the case details such as the status, priority, owner, and timeline of your AI cases. You can monitor the progression of a case, stay informed about ongoing investigations, follow up on pending actions, and help to ensure timely resolutions. On this tab, you can also find filtering and sorting options that help you to prioritize cases that require immediate attention. • Use the enhanced home page to access a single, unified view of all AI-related cases and inquiries. • Track, manage, and respond to AI-related cases more efficiently through centralized case visibility. **Security & privacy tab in AI Control Tower** Review your AI security health metrics in the **Security and Privacy** tab. Use the access map for a comprehensive overview of agentic workflows, tools,

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Application or feature	Details
	and agent details. The map helps to show how AI agents interface with workflows and tools to accomplish a task. Additionally, you can analyze current AI access, investigate ongoing access issues, and review your AI usage metrics. Control which third-party models OEM by ServiceNow are enabled for Now Assist AI implementation and how they're used. **Specify additional details during AI asset creation** Use the following fields to specify additional details about your AI systems, AI models, prompts, and datasets when you create AI assets: • AI systems: ○ Managed by ○ License details ○ Supported locations • AI models: ○ Managed by ○ License details ○ Supported locations • Prompts: Managed by • Datasets: ○ Managed by ○ Creation type ○ Department ○ Dataset creation date
AI Risk and Compliance	**Assess multiple risks and controls for AI assets simultaneously** Create a risk assessment project to perform bulk assessments on multiple risks for an AI asset, enabling assessors to evaluate them in a single project. This approach reduces time and effort, confirms consistency across multiple assessments, and provides a more comprehensive view of risks and controls within the same project. You can scope multiple risks related to the assessable entity within the project and perform assessments. AI Risk and Compliance team can determine inherent risks, control effectiveness, residual risks, and target risks in the risk assessment project. They can also reassess completed assessments or reassign in-progress assessment projects to another assessor. **AI asset data segregation with entity based access**

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Application or feature	Details
	Enhance data segregation and security to ensure that only authorized users can access sensitive AI Risk and Compliance data while maintaining visibility into core entities. AI Risk and Compliance managers can control access risks, controls, related entities, issues, indicators, AI asset tasks, risk assessments, attestations, and AI assets data through entity-based access. Entities themselves stay visible to all users, while visibility of linked records is limited to authorized users. **AI Risk and Compliance content accelerator** Use the AI Risk and Compliance content accelerator icon on the AI Risk and Compliance workspace to activate the pre-configured content packs. Content Accelerator includes regulatory packs such as the EU Artificial Intelligence Act and NIST AI Risk Management Framework, offering citations, control objectives, and risk statements. The unified content hub helps to streamline scoping, reduce manual navigation between frameworks, and promote consistent use of regulatory content accelerator packs. This feature supports AI Risk and Compliance team in meeting relevant business requirements, maintaining team consistency, and speeding up the activation and management of global regulatory frameworks. **Automatic creation of AI cases and inquiries from an inbound email** Report AI cases or raise AI inquiries by sending an email to a dedicated email address. Your email automatically creates a new AI Case or AI Inquiry record in the system. This feature remove manual work and scattered reporting methods, ensuring every case or inquiry is automatically captured, categorized, and tracked. **360° Relationship Visualization of an AI asset** Use the 360° AI asset view in the AI Control Tower to explore the relationship between your AI assets and all its associated records in a distinctive visualization. This visualization provides valuable insights into how these objects interact and relate to each other within the AI asset. You can view related records such as, datasets, AI model, risks, controls, and assessments. **AI asset offboarding workflow** Manage AI asset changes and retirements through structured workflows that ensure compliance and reduce operational risk. Track and approve modifications to models, datasets, and systems while automatically identifying impacts on dependent assets. Initiate formal offboarding processes that remove access, close documentation, and update related controls when retiring underperforming or deprecated AI assets. Maintain complete audit trails integrated with your policy and risk frameworks to demonstrate governance continuity during lifecycle transitions.

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Application or feature	Details
	Deliver system-level AI risk score aggregation and visualization Aggregate AI system-level risk scores by integrating heatmaps and residual risk score widgets directly within your AI asset overview records. These visual tools help you to see the cumulative risk exposure and track the residual risks across the entire AI asset inventory. With this feature, you get clear, data-driven insights into the overall AI system risk posture. **Enable AI risk and compliance views with updated content packs** Get the dedicated AI risk and compliance views for your AI models and dataset records. With these views, you get a structured and comprehensive overview of the related risks, controls, and compliance obligations, including the refreshed content packs that feature the updated assessment questionnaires and templates that align with the latest governance frameworks and regulatory standards. Your organization can perform accurate and timely risk assessments while maintaining compliance with evolving AI governance requirements. **Implement robust access control and AI asset management capabilities** Apply role-based access controls across AI assets and dashboards to ensure that data access is based on user roles. You can enable employees to request access to AI assets through a governed process and enforce consistent tracking of life-cycle states (such as development, deployment, monitoring, and retirement) across all AI assets. **Use the AI cases tab to monitor and manage AI case activity** Gain a centralized overview of all your AI asset cases and inquiries by using the **AI cases** tab in the AI Risk and Compliance workspace. On this tab, you see a list of records that include the case details such as the status, priority, owner, and timeline of your AI cases. You can monitor the progression of a case, stay informed about ongoing investigations, follow up on pending actions, and ensure timely resolutions. On the tab, you can also find filtering and sorting options that help you to prioritize cases that require immediate attention. **Filter the risk heatmap by Risk Assessment Methodology for targeted risk analysis** Apply the Risk Assessment Methodology filter to customize the display of the risk heatmap that is based on the specific risk evaluation frameworks from the AI risk and compliance home page. You can segment and analyze the AI risks according to the risk assessment models that your organization adopts, such as the internal standards, regulatory frameworks, or industry benchmarks, so that you can understand how different risk factors are identified, scored, and distributed.

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Application or feature	Details
	Group control attestations Group control attestations by such predefined criteria as the control objectives, frameworks, or assessment cycles so that you can more efficiently manage and review attestations, reduce redundancy, and improve your visibility into the compliance status across related controls for the AI Risk and Compliance team. **Scan and analyze updates from global regulators** Enable the AI Risk and Compliance team to scan and interpret regulatory updates that are issued by global authorities. Your organization can stay informed about emerging compliance requirements, assess their potential impact, and take timely action. **Manage reporting compliance posture insights on key regulations or policies** Control the reporting of compliance posture insights that are related to key regulations and internal policies by using a setting to determine which insights are shared, their level of detail, and the reporting cadence. Your organization can align reporting outputs with regulatory obligations and internal governance requirements.
AI Search	**Zurich Patch 4** **Improve search precision and contextual relevance with hybrid search** Beginning with Now Assist in AI Search 15.0, customers with Now Assist in AI Search installed can enable the new hybrid search mode. Hybrid search combines keyword-based search with semantic understanding to deliver more accurate and relevant search results, with fewer zero-result searches. **Zurich Patch 1** **Improve semantic search with third-party embedding models** Use custom and third-party embedding models supported by the AI Search RAG application to generate more accurate and relevant semantic search results. **Zurich Early Availability** **Filter external content search results by language** AI Search filters external content search results, displaying only results that contain content in languages relevant for the user's search. These languages include: • The search user's session language • The fallback language for the user's session language (if configured) • The language of the global fallback locale (if configured)

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

Indexing support for variables in records on Catalog Item and child tables

Index searchable content from Multiple Choice and Select Box variables in records on the Catalog Item table and tables that extend it.

New display properties for Search Result EVAM cards

Search Result EVAM cards include new **customIcon**, **customIconSize**, **forceNewTab**, and **useAttachmentViewer** properties that you can use to modify display settings and behavior for search results.

</td></tr>
<tr><td>AIOps LEAP</td><td>

New third-party AI model provider options available for all Now Assist applications

Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

</td></tr>
<tr><td>API</td><td>

New scoped classes and additional methods to existing scoped classes in Zurich

<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td>GlideCurrencyCode - Scoped, Global</td><td>• getCurrencyCode()
• getNumericCurrencyCode()</td></tr>
<tr><td>GlideCurrencySymbol - Scoped, Global</td><td>• getCurrencySymbol()
• getSortedActiveCurrencySymbols()</td></tr>
<tr><td>GlideRecord - Global</td><td>addUserQuery()</td></tr>
<tr><td>GlideSysAttachment - Scoped</td><td>• addAttribute()
• addMultipleAttributes()
• deleteAllAttributes()
• deleteAttribute()
• fetchAllAttributes()
• fetchAttribute()
• updateAllAttributes()
• updateAttribute()</td></tr>
<tr><td>GlideSystem - Scoped</td><td>Added support for additional message types to display at the top of forms:</td></tr>
</table>

</td></tr>
</table>

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Application or feature	Details

Class	Methods
	• addHighMessage() • addLowMessage() • addSuccessMessage() • addModerateMessage()

New global classes and additional methods to existing global classes in Zurich

Class	Methods
GlideDynamicAttribute - Global	Updated content to remove support for dynamic attribute groups. New method getNamespaceName().
GlideDynamicAttributeStore - Global	Updated content to remove support for dynamic attribute groups. New methods: • getDynamicNamespace() • setDynamicNamespace()
GlideDynamicNamespace - Global	• getName() • isActive() • isTransient()
GlideRecord - Global	addUserQuery()
GlideSysAttachment - Global	• addAttribute() • addMultipleAttributes() • deleteAllAttributes() • deleteAttribute() • fetchAllAttributes() • fetchAttribute() • updateAllAttributes() • updateAttribute()
GlideSystem - Global	Added support for additional message types to display at the top of forms:

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Application or feature	Details

Class	Methods
	• addHighMessage() • addLowMessage() • addModerateMessage() • addSuccessMessage()
Message - Global	Retrieves localized messages from the Message [sys_ui_message] table. It supports internationalization (i18n) by dynamically fetching messages based on the user's session language or a specified language parameter. • getMessage() • getMessageLang()

New client classes and additional methods to existing client classes in Zurich

Class	Methods
GlideForm (g_form) - Client	• addChoice() • addHighMessage() • addLowMessage() • addModerateMessage() • addSuccessMessage() • clearChoices() • disableChoice() • enableChoice() • getAnnotationByName() • getAnnotations() • getChoice() • getOptions() • hideAnnotation() • hideRelatedLinks() • hideTemplateBar() • removeChoice() • setChoiceLabel() • setRelatedLinksDisplay()

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Application or feature	Details	
	Class	**Methods**
		• showAnnotation() • showRelatedLinks() • showTemplateBar() • toggleAnnotations()
	GlideModal (Next Experience) - Client	• destroy() • get() • getID() • getPreference() • getPreferences() • renderWithContent(Object) • renderWithContent(String) • setDialog() • setPreference() • setTitle() • type()
	GlideNavigation (Next Experience) - Client	refreshNavigator()
	StopWatch (Next Experience) - Client	• StopWatch() • getTime() • restart() • toString()
	GlideForm (Next Experience) - Client	• addChoice() • addHighMessage() • addLowMessage() • addModerateMessage() • addSuccessMessage() • clearChoices() • disableChoice() • enableChoice() • getAnnotationByName() • getAnnotations() • getChoice()

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Application or feature	Details

Class	Methods
	• getOptions() • hideAnnotation() • removeChoice() • setChoiceLabel() • showAnnotation() • toggleAnnotations()
GlideUser (Next Experience) - Client	getRoles()

New REST APIs and additional endpoints to existing REST APIs in Zurich

API	Endpoints
Conversation Member API	• PUT now/conversation/member/{user_id}/drop • PUT now/conversation/member/{user_id}/update
Omnichannel Callback API	• POST /api/sn_omni_callback/callback/attempt • POST /api/sn_omni_callback/callback/create • PATCH /api/sn_omni_callback/callback/update
CSM Pricing API	• POST /api/sn_csm_pricing/pricingengine/computePrice • DELETE /api/sn_csm_pricing/pricingengine/pricing_context/{pricing_context_id}

New REST APIs and additional endpoints to existing REST APIs in the ServiceNow Store

Application	App Version	Release month	API	Endpoints
Omnichannel Callback	2.0.4	2026-02	Omnichannel Callback API	Added new endpoints, `/` and `/close`, for retrievi closing a given callback r The third endpoint, `/act` allows you to perform cre

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Application or feature	Details				
	Application	App Version	Release month	API	Endpoints
					update, close, and cance operations for a callback external, third party syste routing capabilities. • PATCH api/ sn_omichannel_callba • POST api/sn_omni_cal actions • POST api/sn_omni_cal callback/close
	Contact Center Integration Core	1.5.0	2026-01	External ID Mapping API	• GET /sn_ct_ctr_it_core/ external_id_mapping/t {tableName}/documen {documentId} • PUT /sn_ct_ctr_it_core/ external_id_mapping/t {tableName}/documen {documentId}
	Digital Product Release	2.3.0	2025-12	Digital Product Release API	• GET /sn_dpr/ digital_product_releas bundle/{sysId} • GET /sn_dpr/ digital_product_releas releases/{releaseId}/p status • POST /sn_dpr/ digital_product_releas product_enhancement • POST /sn_dpr/ digital_product_releas release • POST /sn_dpr/ digital_product_releas release/{releaseId}/key • POST /sn_dpr/ digital_product_releas release/{releaseId}/po run • POST /sn_dpr/ digital_product_releas release/{releaseId}/ related_task

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Application or feature	Details				
	Application	App Version	Release month	API	Endpoints
					• POST /sn_dpr/digital_product_releas release_calendar • POST /sn_dpr/digital_product_releas release_id/{releaseId}/ complete_phase • POST /sn_dpr/digital_product_releas release_target • PUT /sn_dpr/digital_product_releas release/{sysId}/retarge
	Threat Intelligence Security Center for Security Operations	3.14.4	2025-12	TISC TAXII Server API	• GET /sn_sec_tisc/taxii taxii2 • GET /sn_sec_tisc/taxii {api_root} • GET /sn_sec_tisc/taxii {api_root}/collections • GET /sn_sec_tisc/taxii {api_root}/collections/{ • GET /sn_sec_tisc/taxii {api_root}/collections/{ manifest • GET /sn_sec_tisc/taxii {api_root}/collections/{ objects • GET /sn_sec_tisc/taxii {api_root}/collections/{ objects/{object_id} • GET /sn_sec_tisc/taxii {api_root}/collections/{ objects/{object_id}/ver
	Telecommunication Open APIs	6.0.9	2025-12	Party Management Open API	New API for managing pa with a relationship to the enterprise. Supports the following methods: • DELETE /api/sn_tmf_ap v1/party/individual/{id} • GET /api/sn_tmf_api/v individual/{id}

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Application or feature	Details				
	Application	App Version	Release month	API	Endpoints
					• GET /api/sn_tmf_api/v individual • GET/api/ sn_tmf_api/v organization/{id} • GET /api/sn_tmf_api/v organization • PATCH/api/sn_tmf_api v1/party/individual/{id} • PATCH /api/sn_tmf_ap v1/party/organization/{ • POST /api/sn_tmf_api/ v1/party/individual • POST /api/sn_tmf_api/ v1/party/organization
	Telecommunication Open APIs	6.0.9	2025-12	Product Inventory Open API	• DELETE /sn_prd_invt/ product/{id} • PATCH /sn_prd_invt/o product/{id}
	Telecommunication Open APIs	6.0.9	2025-12	Service Catalog Open API	Supports new methods fo service offerings and serv candidate entity: • DELETE /api/sn_tmf_ap catalogmanagement/ serviceCategory/{id} • GET /api/sn_tmf_api/ catalogmanagement/ serviceCategory • GET /api/sn_tmf_api/ catalogmanagement/ serviceCategory/{id} • PATCH /api/sn_tmf_ap catalogmanagement/ serviceCategory/{id} • POST /api/sn_tmf_api/ catalogmanagement/ serviceCategory
	Threat Intelligence Security Center for Security Operations	3.14.4	2025-12	TISC Intel Exchange API	POST /sn_sec_tisc/ tisc_intel_sharing_api/po

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Application or feature	Details

Application	App Version	Release month	API	Endpoints
Threat Intelligence Security Center for Security Operations	3.14.4	2025-12	TISC RPZ API	POST /sn_sec_tisc/rpz_e
Network Inventory Advanced	10.0	2025-08	DCIM Metric Data Feed API	POST /api/sn_ni_adv/dc feed/{vendorname}
Omnichannel Callback	2.0.2	2025-08	Omnichannel Callback API	• POST /api/sn_omni_ca callback/attempt • POST /api/sn_omni_ca callback/create • PATCH /api/ sn_omni_callback/calll update
Quote Management	6.0.1	2025-08	Quote Management API	• DELETE /sn_tmf_api/ quote_management_a quote/{id} • GET /sn_tmf_api/ quote_management_a quote • GET /sn_tmf_api/ quote_management_a quote/{id} • PATCH /sn_tmf_api/ quote_management_a quote/{id} • POST /sn_tmf_api/ quote_management_a quote
Telecommunication Open APIs	4.1.1	2025-08	Work Order Management API	• CANCEL /sn_tmf_api/ work_order_manageme cancelWorkOrder • GET /sn_tmf_api/ work_order_manageme workordermanagemen • GET /sn_tmf_api/ work_order_manageme workorder/{id}

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
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<tr><th>Application</th><th>App Version</th><th>Release month</th><th>API</th><th>Endpoints</th></tr>
<tr><td></td><td></td><td></td><td></td><td>• PATCH /sn_tmf_api/work_order_manageme workOrder/{id}
• POST /sn_tmf_api/work_order_manageme workOrder</td></tr>
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<tr><td>Access Management</td><td>Machine identity access controls
Enforce fine-grained access to data via REST or SOAP endpoints using Machine Identity Access Controls. This feature enables you to define which integrations can access specific data, confirming that the integrations only have access to the resources they need.
Scripting Governance Tool tool and role
Review and help reduce the number of users with scripting privileges using the Scripting Governance Tool. This tool helps improve platform security with scripting governance based on user role.
A new deny-by-default behavior is enforced for scripting unless you have the snc_required_script_writer_permission role. After an upgrade or zBoot, this role is automatically assigned via the Conditional Script Writer group.
Datatype ACL
Simplify and help reduce redundant ACL definitions with Datatype ACLs. Create a single ACL to target all table columns of a specific data type, streamlining access control configurations.</td></tr>
<tr><td>Accounts Payable Operations</td><td>The tax engine integration framework validates supplier-provided tax against system tax at invoice line level, maintains compliance with regional and global tax regulations. This integration triggers automatic tax validation, handles exceptions for tax variance and missing data, enables manual revalidation and rolling up of system tax.
Enable your accounts payable specialist to manually change the invoice type, which results in improved accuracy and compliance. For example, changing a non-purchase order (PO) invoice to a PO invoice type.
Process your invoices more efficiently, adhere to compliance, and provide financial accuracy across processes by using new exceptions such as the Missing</td></tr>
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	tax code invoice and currency mismatch between invoices and purchase orders. Confirm that ITAM receipts are available and the received quantity is updated in the purchase orders through the integration between the IT Asset Management and Accounts Payable Operations applications. The recommend invoice owner AI agent auto-suggests and fills in the appropriate business owner based on historical patterns. This process sets up auto-confirmation from suppliers, resulting in shorter invoice processing cycles. Employees and suppliers can raise general case requests and track case activity updates from their respective portals by using the ServiceNowUniversal Request (UR) application. Universal requests eliminate confusion about which department to contact for assistance. Apply predefined distribution sets to split invoice amounts across multiple cost centers or GL accounts without having to do manual entry for each invoice line in PO invoices and non-PO invoices. This process helps distribute costs to multiple cost centers automatically, reducing manual work for Accounts Payable specialists.
Advanced AI Search Management Tools	**Zurich Patch 4** **AI Search analytics dashboard** The **Search application** interactive filter now allows analysts to review performance metrics and trends for search applications used in Recommended Actions. **Zurich Patch 1** **AI Search analytics dashboard** The **Search application** interactive filter now allows analysts to review performance metrics and trends for the Mobile Platform search application.
Advanced Risk	**Identify risks for an entity** If you're a Workspace user with the sn_grc_sharegenai.risk_suggestion_aiagent_user role, you can use the Risk Suggestion AI Agent to identify risks related to an entity. The AI agent analyzes the entity and suggests relevant risks from various sources, consolidating them into a reviewable list to verify for accuracy. Risk managers can then confirm and promote these risks to the risk register for further assessment. This feature automates risk discovery, helping identify potential risks and prepare for compliance requirements. **Reporting views from Risk Assessment Methodology** The reporting view provides an overview of all assessments under a specific Risk Assessment

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	Methodology (RAM). It consolidates assessment data such as factor responses, scores, issues, controls, and associated risks into a single structure. When a RAM is published, the system automatically creates this view, which you can use to review assessments and build custom reports. It simplifies report and dashboard creation for risk assessments. **Note:** Automatic creation of Reporting views is not supported on Xanadu. For instructions on creating them manually, refer to KB2547071 **Risk event summarization** Generate risk event summary using the Now Assist for IRM application. Risk event summarisation is a Generative AI driven capability that generates clear and consistent summaries automatically. It reduces the need for manual effort, helps risk managers save time, and enables approvers to quickly understand the key details for faster decisions. Check your entitlements to confirm whether you have access to risk event summarization. **Grid based risk and control assessment** Gain efficient control over risk assessments with the new grid-based Risk and Control Self Assessment (RCSA). Quickly compare, edit, and prioritize risks and controls using the flexible, spreadsheet-style interface. Use side-by-side views and bulk editing to complete assessments faster. **Matrix report in Risk Workspace** Access and analyze the risk posture of your organization using entity-related data, such as risks, controls, KRIs, and events in a centralized, configurable grid-based view. This feature reduces time spent switching views and helps risk managers assess data more easily, leading to more proactive and streamlined risk management. **Support third party large language models** Risk assessment summarization and Risk event summarization support the LLMs from the third party providers, such as Anthropic Claude, Google Gemini, and OpenAI, in addition to Now LLM. This enhancement gives you greater flexibility to choose the model that best fits your organization's needs for generating risk assessment and risk event summaries.
Advanced Work Assignment (AWA)	**Use AWA without existing interaction or work item** Use AWA with an inbox card in Workspace without an existing interaction or work item. **New interaction record field** A new interaction record field was added to indicate whether this interaction is related to a third-party provider.

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Agent Chat	**Third-party chat integrations** Use the new customer message area for third-party chat integrations to see these features: • Third-party chat providers can update messages in real time. • Individual messages from third-party bots are correctly attributed to the appropriate customer and agent. • Agent and queue transfers to third-party chat systems are supported. • Show or hide capabilities for specific Contact Center as a Service (CCaaS) chat integration requirements can be configured.
Agent Client Collector	*Agent Client Collector Framework* **Upgrade MID-less agents** Starting in version 6.0.0, perform selective and high-volume upgrades on ACC agents when not using a MID Server by using products such as DEX and ACC-VC. Starting in version 6.0.0, verify that an agent is functioning properly by performing a self-test on the agent. Starting in version 6.0.0, view a list of agents and their statuses on the ACC Workspace dashboard. **Use improved debug logging** Starting in version 6.0.0, benefit from enhanced debug logging by sending all debug statements to a log file **Manage Agent Client Collector certificates** Starting in version 5.0, configure a schedule by which to rotate Agent Client Collector certificates which enable communication between agents and ITOM Cloud Services. Rotating certificates ensures that when a certificate expires, a new certificate is in place. **Perform high-volume Agent Client Collector upgrade in a macOS environment** Starting in version 5.0, upgrade large numbers of Agent Client Collector agents at a time that are running on macOS. This extends the existing high-volume upgrade capabilities available for Windows and Linux in the 4.3.0 release. **Use an IMDSv2 endpoint for metadata discovery** Starting in version 5.0, the IMDSv2 endpoint for metadata discovery is invoked when using Agent Client Collector in an AWS EC2 environment. **Use enhanced errors and diagnostics to troubleshoot issues with servers and endpoints**

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	Starting in version 5.0, view errors that occur before or after the registration process when Agent Client Collector connects to the instance. This provides enhanced debugging capabilities by enabling you to view issues in the instance, without requiring direct access to the agent logs. **Disable checks using heavy system resources while in CPU protection mode** Starting in version 5.0, disable only those checks that are causing high CPU usage while in CPU protection mode. It is still possible to disable all checks and completely stop data collection while in CPU protection mode. In a Windows environment, Agent Client Collector has improved the accuracy of how check CPU usage is monitored. **Configuration data files size limit** Starting in version 5.0, configuration data files have a maximum size of 10MB. **Configure Agent Client Collector with proxy auto-configuration (PAC) files** Starting in version 5.0, enable easier connection of Agent Client Collector to a proxy server by using a proxy auto-configuration (PAC) file. *Agent Client Collector Monitoring* Starting in version 3.15.0, GCP checks provide added support to configure metrics through a configuration file in JSON format. **Monitor Linux events** Starting in version 3.15.0, monitor Linux events using Linux event checks. *Agent Client Collector for Visibility - Content* **Discover MSSQL components using ACC-VC** Starting in version 1.5.0, use ACC-VC to discover MSSQL components in your environment. **Discover software information with ACC-VC using SWID tags** Starting in version 1.5.0, gather software information with ACC-VC using software identification (SWID) tags on an agent and a ServiceNow® instance. **Run certificate Discovery using Agent Client Collector for Visibility - Content** Starting in version 1.3.0, use the Agent Client Collector for Visibility - Content to discover TLS/SSL certificates used by the ports running on the server's configuration items (CIs). Certificate Inventory and Management uses the certificate data to manage the TLS/SSL certificate life cycle.

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	File-based Discovery is supported in a macOS environment Starting in version 1.3.0, use File-based Discovery in a macOS environment. **Collect metrics using non-osqueryd data collection** Starting in version 1.3.0, collect data more efficiently by invoking non-osqueryd data collection.
Agent experience for CSM	**CSM centered chat interaction record page** Includes a chat component in the center of the record page that provides front-line chat agents with a modernized interaction page layout. **Callback component on the CSM voice interaction record page** Provides agents with the ability to return customer calls and to create interaction records at the time of callback. **Task SLA cards component** Use the Task SLA cards component as a standalone component on the Front-line case page. Visual updates to the Task SLA cards component enable agents to see where they are in the lifecycle of multiple task SLAs at a glance. **Task activity timeline preset and controller** Use the Task activity timeline preset and controller to add the Timeline component as a standalone component on task record pages such as case or incident. **Notifications for agent mentions in records** Receive workspace notifications when agents are mentioned using @ in comments or work notes. Notifications include record details and a direct link for quick access. **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.
Agentic Desktop	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Support for different screen resolutions and scaling**

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	Desktop actions now run reliably on machines with different screen resolutions and scaling. Screen resolution and scaling are consistent across all screens of a desktop actions during creation, saving, and publishing. **Zurich Patch 4** **Design UI block desktop actions in Design workspace** Design, configure, and manage desktop actions in the Design workspace that enables: • Auto-recording or manually capturing screens and defining UI interactions, such as clicking buttons, typing into text boxes, and selecting from drop-down menus. • Adding details such as name, description, input and output parameters. • Testing desktop actions before activating them. • Publishing desktop actions to AI Agent Studio as tools for AI agents to execute. Example: Filling out fields and submitting a form. **Use non-UI block desktop actions** Add default desktop actions of the type non-UI block as tools to AI agents in AI Agent Studio. The non-UI block actions include pre-built connectors that enable your agentic workflows to interact with various applications and system components. These connectors streamline automation by offering pre-built actions for common tasks, reducing the need for complex scripting. Each connector focuses on a specific application or system area, providing a collection of related actions. For example, the Microsoft Outlook connector offers actions for email management, while the File and Directory connector provides actions for file system operations. The following connectors are supported: • Microsoft Excel • Microsoft Outlook • Microsoft Word • PDF • PowerShell • SQL • SSH • SystemAction Example: Reading data from Microsoft Excel or emails from Microsoft Outlook.

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	Adding desktop actions to AI agents in AI Agent Studio Seamless integration with AI Agent Studio has enabled effortless configuration of desktop actions to automate repetitive tasks on applications without APIs. AI agents can reason, plan, and execute desktop actions autonomously and semi-autonomously across legacy systems and desktop applications without complex setups. **Monitor desktop actions in Execution workspace** Trigger desktop actions from the Now Assist panel that are executed by AI agents in the Execution workspace. Interact with the automation when human input is required. These automations run in the background and listen for instructions dispatched from the ServiceNow instance. You can continue working on other desktop applications outside Execution workspace. **Leverage core desktop capabilities** Automate form filling, application clicks, and Windows OS file handling. Create workflows across legacy systems, thick client applications, and business applications on Windows operating system to perform repetitive tasks.
Alumni Center	**Alumni Center revamp** The revamped alumni home page is a central hub where former employees can update their details, manage preferences, and access personalized job recommendations. It also provides quick access to alumni services, news, resources, and tasks to stay connected and engaged. Alumni can maintain their employment history with legacy & latest employment details. Alumni can view the existing job opportunities and also get personal job recommendation based on your job preferences. **Alumni Self-registration** A former employee can sign up on the Alumni Center and provide details to register as an alumni. The personal email provided by the employee is validated to verify the employee status ensuring accurate identification and preventing impersonation or duplication. **Configure automatic alumni user creation** Alumni user creation is streamlined with a configurable process that allows organizations to generate alumni accounts automatically during an employee offboarding. Configurable termination conditions can be used to create the alumni and admins can restrict automatic creation with approvals if needed.

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	Personal Details Verification Employees in the offboarding stage can review and confirm their personal details such as email, phone number, and shipping address to facilitate effective communication post offboarding and ease alumni onboarding. The offboarding task is available in the Employee Center to-dos and offboarding journeys.
App Engine Management Center	**Use AEMC to manage app delegation, development, and deployment** AEMC is a centralized tool for IT admins and developers to manage the entire app development life cycle, from idea submission to deployment and monitoring. AEMC enhances efficiency and governance, and provides clear insights into custom app usage and developer productivity. **ReleaseOps integration** Starting with version 28.2.1 of AEMC, you can deploy using ReleaseOps. ReleaseOps enables the deployment of update sets via a pipeline and leverages the automation capabilities of ServiceNow Playbooks. **Migrate App Engine pipelines to ReleaseOps** Starting with version 28.2.1 of AEMC, migrate your existing App Engine pipelines to ReleaseOps to take advantage of ReleaseOps features without disrupting your existing pipeline and deployment process.
Applicant Center	**Applicant Center home page** The Applicant Center home page is the dedicated and personalized space for applicants that provides them with a complete hiring experience. **View a job application** As an applicant, open a job application and view the details. **Share scheduling preferences** As an applicant, when requested by recruiters, share your scheduling preferences to help them schedule interviews accordingly. **Select an interview slot to self-schedule your interview** Select an interview time slot from a list of proposed slots shared by the recruiter to automatically schedule your interview. **Request to reschedule interview** Request the recruiter to reschedule a proposed or scheduled interview. **Tasks in Applicant Center**

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	View, track, and complete all your assigned hiring tasks from the Applicant Center home page. **Applicant survey** Provide feedback about your hiring experience in Applicant Center. **Set accessibility preference** Enable keyboard accessibility for your profile to navigate through Applicant Center using keyboard tabs. **Configure pre-hire experience on applicant center** Start your onboarding journey from Applicant Center even before your first day. Complete all your pre-hire tasks easily and seamlessly.
Application Manager	Zurich patch 4 **Now Assist suites for version compatibility** Use the Application Manager to install and update Now Assist applications with suites of compatible application versions. Now Assist suites help verify that new Now Assist applications and versions remain compatible with the ones already installed to your instance. **Application state indicators** Review information about any applicable installation considerations, requirements, and blockers in the header of application details.
Application Vulnerability Response	**Enhancements to Application Vulnerability Response** The Unassign workflow is supported for application vulnerable items (AVITs) and remediation tasks (AVULs). • Streamline application vulnerability assignments with the **Unassign** UI action from the more actions menu on an AVIT. • Reassign incorrectly assigned AVITs, clarify ownership for reassessment, and maintain accurate triage records in workspace views. • You have the option to send unassign requests for approval prior to clearing the Assigned to and Assignment group fields on records. **SBOM document upload via Github Action** Upload valid Software Bill of Material (SBOM) documents to ServiceNow platform with the help of GitHub Action. **Create application remediation tasks manually in the Vulnerability Manager Workspace** With the sn_vul.app_sec_manager role, you can create application remediation tasks manually by selecting some or all the records in the Application vulnerable items' lists in the Vulnerability Manager Workspace.

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	These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating application remediation tasks. **Create application remediation tasks manually in the IT Remediation Workspace** With the sn_vul.app_security_champion role, you can create application remediation tasks manually by selecting desired records in the Application vulnerable items' lists in the IT Remediation Workspace. These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating application remediation tasks. **Tenable Web Application Scanning Vulnerability Response Integration** The Tenable.was integration now supports on#demand execution of both application and vulnerability imports, allowing you to quickly ingest web applications, findings, and scan metadata into ServiceNow. Imported data automatically populates Discovered Applications, Vulnerability Entries, Scan Summaries, and AVITs, with full visibility through integration run tracking. **Manual Ingestion of Vulnerabilities for Application Vulnerability Integration** Import AVITs from external sources via a standardised template (e.g., CSV, Excel) and manage Penetration test findings lifecycle. Now, you can ingest vulnerability data, including details such as affected application, vulnerability description, severity, remediation recommendations, including other necessary details. This enhancement allows you to simplifies the process of consolidating vulnerability data from diverse sources into a centralised Penetration test workspace. **Penetration Test Workspace** Monitor your penetration test requests and findings as well as your team's overall progress in the Penetration Test Workspace. Prioritize tests that need your attention, track findings, and view assignments with the following data visualizations on the dashboard: • Important items. • Penetration test requests that are critical and by state. • Reported findings. • Overall remediation progress based on assignment. **Enhancements to Penetration Test Assessment Requests** Along with Full Penetration, Focused, and Re-test, the following assessment types are included for Penetration Test Assessment Requests forms in the Penetration Test Workspace:

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	• Emergency Release - Supports emergency releases that are required for rapid software updates to address critical issues like security vulnerabilities. • Bug Bounty Program - Rewards ethical hackers to find and report security vulnerabilities. • Release Approvals - Ensure that all necessary checks are completed before deploying new software. • One-off reviews - Assess specific projects outside regular development and release cycles to evaluate performance and implement improvements. • Executive Interest - Report on senior management's engagement and support for critical projects within the organization. Enhancements to the Release Approval and Release Notes fields help you ensure quality and security for your pen test findings. The following states have been added to the Release approval field: • **Not Applicable** (Default). • **Approved**. • **Denied**. You can add details to justify your release approvals in the Release notes field. **Associate CWEs for manual AVIT creation from Penetration Test Assessment Requests** On the Penetration test findings tab on Penetration Test Assessment Requests, you have the option to associate Common Weakness Enumerations (CWE)s or Common Vulnerabilities and Exposures (CVE)s in the **Vulnerability** field for manually created AVITs. **Create change requests in Application Vulnerability Response** Users with the sn_vul.app_sec_manager and sn_vul.app_sec_champion roles as well as users with the sn_vul.app_developer role who have the ITIL role can create change requests from remediation tasks in the Application Vulnerability Response application. Create change requests to expedite your investigation for application vulnerabilities (AVIT)s that require manual intervention. • Create change requests with prepopulated information for scanned applications that are classified as configuration items (CI)s. • The change request workflow in Application Vulnerability Response is similar to the workflow supported in Vulnerability Response. For more

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	information about the Vulnerability Response change request workflow, see Change management for Vulnerability Response. **Note:** Change requests are supported for Application Vulnerability Response only if the discovered application is associated with a configuration item (CI). You must set `Product model` to **False** in the Use Product Model [sn_vul.use_product_model] system property to associate a discovered application with a CI. **Enhancements to the Software Bill of Materials Workspace** • You can delete multiple BOM entity records and their related components with bulk edit from the Software Bill of Materials SBOM SBOM Workspace. • Any Application Vulnerable Items (AVIT)s that are associated with deleted BOM entities automatically transition to **Closed**. **View risk score details of a vulnerable items in the Work notes section** Starting with v25.0.3 of Application Vulnerability Response, the system property *sn_sec_cmn.risk_score_changes_add_worknotes* is inactive by default. If you enable it, only then you can see all the changes related to the risk score of an application vulnerable item in the Work notes section. Additionally, the work notes are updated only if there's a change in the risk score.
Asset Audit Response	**Manage evidence request responses in the Asset Governance Workspace** Track and manage responses to the evidence requests for your financial regulatory audit engagements by using the Asset Governance Workspace. You can also gain insight into critical audit data such as due dates, statuses, and remediation tasks, which can help streamline the audit engagement process. **Fulfill evidence requests through the Asset Response Guided Experience** Fulfill and respond to evidence requests for your financial regulatory audit engagements by using the Asset Response Guided Experience. It provides step-by-step guidance on generating, reviewing, and submitting the required evidence for each evidence request. You can also create remediation rules and corresponding remediation tasks to identify and resolve any gaps that are discovered through your evidence. **Manage financial regulatory audit engagements and evidence requests in the Audit Workspace**

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	Enable your compliance managers and asset managers to collaborate in managing the financial regulatory audit engagement process and requesting corresponding evidence from asset teams through the Audit Workspace in the ServiceNow® Audit Management application. Managers can scope, plan for, and prioritize each engagement to resolve any regulatory risks and compliance issues before they lead to audit failures. They can also use the requested evidence to formulate audit opinions and complete these engagements. **Streamline the fulfillment of evidence requests by using financial regulatory context in the Audit Workspace** Associate your evidence requests with important financial regulatory requirements and guidelines, such as key financial standards from the Federal Financial Institutions Examination Council (FFIEC), by leveraging the Audit Workspace in the ServiceNow Audit Management application. By aligning each request with the relevant requirements and guidelines, you can help your asset managers better understand the compliance obligations that are associated with the requests. They can then use this information to fulfill each request more accurately and efficiently.
Audit Management	**Audit Period Start and End Dates** Set audit period start and end dates directly on Engagement records to focus audits on specific time-frames. The system displays only indicator results that fall within your defined audit period, keeping the audit time-frame separate from the overall engagement time-frame. This helps you audit past or future periods without affecting the broader engagement timeline. Simplify the installation of pre-configured content packs with the new Unified content management icon in the Audit Workspace. Content Accelerator includes the Digital Operational Resilience Act (DORA) content pack, offering citations and authority documents for DORA compliance. Audit shared manager and Audit WS supervisor roles can access Content Accelerator. **Enhancement to evidence request** Create evidence response directly in one step. This bypasses the step involved in creation of evidence request and collection details. Evidence response is enhanced with additional data of source and context. To leverage evidence capabilities, feature roles have been introduced: • sn_grc_advanced.evidence_reader • sn_grc_advanced.evidence_requester

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	• sn_grc_advanced.evidence_responder • sn_grc_advanced.evidence_admin **Integration with ITAM** Leverage Audit Management support as an ITAM customer through dedicated feature roles. A lightweight version of the Audit Management workspace is available, which includes the following features: • On the Audit Management home page, you can track **Timeline**, **Engagements**, **Tracking**, **Create evidence request**, and **.** • The lightweight Audit Management also includes the key capabilities, such as Engagement, Entity Scoping, Activities, and Evidence when Advanced Core is installed.
Authentication	**Machine Identity Console** Manage your inbound integration with ServiceNow's Machine Identity Console. Inbound integration in Machine Identity Console provides a simplified configuration experience for your inbound integrations. **Multi-factor Authentication dashboard** Use the new MFA Dashboard to understand insights such as MFA user enrollment, privileged admins who haven't opted in to MFA, and compliance. You can verify that all users have MFA enabled for enhanced security with the help of the MFA Dashboard. **Multi-factor Authentication Guided Setup** Use the new MFA Guided setup to configure multi-factor Authentication (MFA) for users who currently log in to ServiceNow with only a user name and password. This update enhances security by guiding administrators through the MFA setup process and verifying that all users are protected with an additional layer of authentication. **Identity Provider attributes for OpenID Connect** Use the Identity Provider (IDP) Attributes received from the OIDC response from the Identity Provider as a filter criteria for authentication.
Automated Test Framework	**ATF failure insights** Reduce the time to resolve your ATF test failures with actionable support from the new ATF failure insights feature. **Configurable Workspace** Enable simplified test creation through direct component interaction on Configurable Workspace pages via the Page Inspector.

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Application or feature	Details
Business Continuity Management	**Map recovery tasks and event tasks to the phases** Set up phases for plans and events using the administrative setup. The base version of the application includes a set of default active phases, provided as seed data. The logical grouping of tasks into phases enables clear progression tracking for exercises and crisis events, offering flexible execution and task completion requirements for phase transitions. **Exclude non-recovery tasks from time calculation** Exclude specific recovery or event tasks from time calculations by using the **Do not include in time calculation** field within recovery or event tasks. **View and generate PDFs of approved plans** View the continuity and recovery plans directly from your mobile devices. BCM managers can generate PDFs of the approved plans, which BCM planners can then view and download, streamlining access to critical information on the go. **Verify asset recovery levels** Track event assets and verify the achieved recovery level of the impacted assets of a task in the **Asset recovery level** field. Completing specific tasks now automatically updates the corresponding event asset state. Assets are marked as **Partially Recovered** when they're operational enough to support dependent assets, and **Recovered** when they're fully functional. This change improves visibility into operational readiness and enables coordinators to identify when dependent assets can safely start their recovery process. Color-coded recovery levels of the assets offer visual cues for various recovery progress levels. **Use finalized RTO and RPO in BIAs, Plans, and Events** Use the **Finalized RTO** field to calculate an accurate Recovery Time Objective (RTO) for comparison, using values from the **Recovery time objective** and **Adjusted RTO** fields. Similarly, use the **Finalized RPO** field to calculate an accurate Recovery Point Objective (RPO) values for comparison, using values from the **Recovery point objective** and **Adjusted RPO** fields. A fix script now populates finalized RTO and RPO values in existing Business Impact Analyses (BIAs), ensuring consistency across all records. **Configure recovery tasks for exercises, events, or both**

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Application or feature	Details
	Configure recovery tasks with event-specific scopes (exercises, actual crises, or both). When a recovery event is initiated, the system automatically filters tasks by event type: ensuring exercises include necessary setup and validation, and actual crises focus exclusively on actionable recovery work. **Auto-calculate the Planned end date on activated plans and event tasks** Enter the Planned start date for exercises and events. The system then calculates the Planned start and end dates for activated plans and event tasks automatically based on the **Planned duration** field and dependencies. **Use hierarchical structure in the associated plans** Use the hierarchical structure in the associated plans, establishing clear upstream-downstream relationships. This hierarchy confirms that only relevant downstream plans are brought into scope. The system automatically handles cyclic dependency checks, confirming that tasks from downstream plans aren't added as dependencies in the upstream plans. **Use Gantt chart in the Hierarchy view** Use the Gantt chart in the Hierarchy view to visualize the planned and actual timelines of event tasks. Task dependencies can now be created directly on the Gantt chart, provided the dependency points to a task scheduled ahead in time. Plans are automatically sorted based on the planned start time of their earliest event task, verifying a clear chronological view. **Generate reports in a Microsoft Word format using Document designer** Create standardized reports for business impact analyses (BIAs), business continuity plans (BCPs), and events by using predefined Microsoft Word templates. To use these templates, first establish a template relationship registry and install the necessary add-in to design and configure the templates. Then, import the relevant documents and customize their content, including the table of contents, details, impact assessments, dependencies, and attachments, to be included in the reports. Finally, generate the reports and save them to the corresponding application records. You can control whether to retain or replace the existing report attachments by configuring the *sn_bcm.retain_report_attachments* system property. **Avoid duplicate event tasks by grouping similar event tasks** Group similar event tasks during recovery events. The system automatically designates the first event task as the original task. When the original task is in progress, the

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Application or feature	Details
	remaining tasks are placed in the **On Hold** state. After the original task is closed, the other tasks in the group are automatically marked in the **Closed duplicate** state. Tasks with internal dependencies can't be part of the same group. You can also unlink the tasks from their groups, so that the system helps to prevent cyclic dependencies within a group. **Manage action items for ad-hoc tasks and threat assessments** Create action items for ad-hoc tasks and send out threat assessments that leverage Smart Assessment during exercises and crises. You can create action items for tasks that support recovery efforts, such as communicating with stakeholders, leadership, or vendors, without directly restoring an asset. Use these action items to conduct threat assessments with the Smart Assessment Engine before, during, or after a recovery event. To enable task creation during an ongoing event, the Smart Assessment template must include both an event and an action item within its scope. **Revert an archived BIA or BCP to the Draft state** Revert an archived business impact analysis (BIA) or business continuity plan (BCP) to its **Draft** state by selecting the **Edit** button on the form. By revising previously completed BIAs, you save time by using a BIA that's already been created. **Optimized Crisis map interface** The Crisis map interface has been optimized to handle over 10,000 resources and more than 1,000 alerts without performance issues. Customize the display of impacted areas for alerts by using custom shapes or specifying a custom radius. To edit an impacted area, simply select its corresponding card and make the necessary adjustments to the shape. If needed, you can also revert the changes made to an impacted area directly within the map interface.
CPQ Configurator	**Configurable product offerings and associated blueprints** Create configurable products and generate the associated product offering blueprints that contain the product attributes, product relationships, product and pricing rules, and child products defined for configurable products. The blueprints also contain configuration rules for inclusion, exclusion, and determination. Catalog admins can review and update an offering blueprint in the CPQ Configurator and then publish the product offering to the product catalog. **CPQ Configurator interface**

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Application or feature	Details
	Enable agents and customers to configure customizable products using the CPQ Configurator embedded in Sales and Order Management workflows. The configurator is used in both the CSM Configurable Workspace and the Business Portal.
Card data security	**Card Data Security** Tokenize secure card data in FSO dispute workflows by integrating with a tokenizer service through Card data security. You can configure which values to tokenize, establish connections to core systems and third-party systems like Visa and Mastercard, and manage tokenizer resource configurations.
Care Team Mobile	**Create support requests** Use Care Team Mobile to create requests for supporting departments directly from your mobile device. The following plugins are supported by Care Team Mobile: • Care Team Operations for Healthcare IT • Care Team Operations for Biomed • Care Team Operations for Facilities • Care Team Operations for Environmental Services **Scan assets** Scan tags on medical equipment and be redirected to the asset's record, where you can view its history, status, and associated cases. **Browse locations** Browse locations in Care Team Mobile to view healthcare locations and create support requests for specific locations as needed.
Care Team Operations for Biomed	**Setting up roles and responsibilities in Care Team Operations for Biomed** Roles and responsibilities are updated to allow for more selective user access. The following responsibilities were added: • Support department agent • Support department manager Users can be assigned these responsibilities in the Edit member related list within healthcare organizations.
Care Team Operations for Environmental Services	**Healthcare Environmental Services case**

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Application or feature	Details
	Expand Healthcare Environmental Services cases to support custom support requests for your organization's environmental services support department. **Create environmental services support requests** Request support from your organization's environmental services department with pre-configured catalog items. **Healthcare Environmental Services case and work order synchronization** Care Team Operations for Environmental Services automatically syncs environmental services cases with work orders. **Setting up roles and responsibilities in Care Team Operations for Environmental Services** Roles and responsibilities are updated to allow for more selective user access. The following responsibilities were added: • Support department agent • Support department manager Users can be assigned these responsibilities in the **Edit member** related list within healthcare organizations.
Care Team Operations for Facilities	**Healthcare Facilities case** Expand facilities cases to support custom support requests for your organization's facilities support department. **Create facilities support requests** Request support from your organization's facilities department with pre-configured catalog items. **Healthcare facilities case and work order synchronization** Care Team Operations for Facilities automatically syncs Healthcare Facilities cases with work orders. **Setting up roles and responsibilities in Care Team Operations for Facilities** Roles and responsibilities have been updated to allow for more selective user access. The following responsibilities were added: • Support department agent • Support department manager Users can be assigned these responsibilities in the **Edit member** related list within healthcare organizations.

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Application or feature	Details
Care Team Operations for Healthcare IT	**Setting up roles and responsibilities in Care Team Operations for Healthcare IT** Roles and responsibilities are updated to allow for more selective user access. The following responsibilities were added: • Support department agent • Support department manager Users can be assigned these responsibilities in the Edit member related list within healthcare organizations.
Career Conversations	**New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. Zurich Patch 7 **Streamline feedback collection and review using the Employee feedback collection AI agent** As an admin, create reusable feedback templates using the Platform Surveys tool allowing managers to select and preview templates when requesting feedback, and help them quickly view a summarized snapshot of a reportee's recent feedback with easy navigation to the feedback page in Manager Hub. Zurich Patch 2 **Create a growth conversation with the help of an agent in Now Assist** As a manager, use the growth conversations preparation AI agent to schedule and prepare for employee growth discussions. The agent provides a clear summary of employee activity and career journey, with data-driven talking points to make conversations more focused and impactful. **Note:** This feature is available when you have both Now Assist for HR Service Delivery (HRSD), which will install Now Assist for Talent and HR Talent AI Agent Collection **Edit a conversation series** As a manager, you can now edit a conversation series based on your requirements. **End a conversation series** As a manager, you can now specify a date on which a growth conversation series should end. **View upcoming conversations based on status**

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Application or feature	Details
	As a manager, you can now filter upcoming conversations based on the status of the conversation.
Case management for CSM	**Task plan templates** Create templates that define the repeatable tasks and records that need to be created for business processes. Define the tasks, set the task order, and create conditions that determine when these tasks and records are created. **Add multiple entitlements to a case** View the available entitlements on a customer service case and associate the multiple entitlements to the case. Available entitlements are associated with the account or consumer, product, and contract selected on the case record. **Recommend service definitions based on case context** Recommend the most relevant services to an agent based on the record context, such as the short description or description of the interaction. **Customer Service Case Types - Enable the service selector to launch record producers** Use the Service Portal record producers when your agents are creating cases in CSM Configurable Workspace. Agents can select the service definitions from the case type selector and launch the record producers. **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.
Change Management	**Control opening of CAB meetings** Control the opening of a CAB meeting from the CAB Meeting calendar in the CAB Meeting workbench in Service Operations Workspace or in the Core UI through the *sn_change_cab.com.snc.change_management.cab.use_sow_mee* system property. For more information, see Change Management properties. **Track conflict detection** Track the progress of conflict detection using the Change - Conflict Detection flow (that runs as a system user) and the Change Management Worker table instead of Progress Workers. You can choose between the Flow and Progress Worker options by updating the *change.conflict.useprogressworker* system property.

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Application or feature	Details
	A new UI formatter *change_conflict_worker_progress_gate.xml* has been introduced to the change request form to replace the existing *change_request_conflict_progress.xml*. This update supports the *change.conflict.useprogressworker* system property when you upgrade to Zurich. The new formatter displays the same Conflict tab but selects the macro version to render the form according to the value of the new system property. **Define the maximum records for conflict detection** Limit the maximum number of conflict records that can be generated for each conflict type when conflict detection runs through the *change.conflict.max_count* system property; create this system property if it is not already present.
Classic Workflow	**Restrict access to Workflow Editor with a new role** Grant access to the Workflow editor by giving users the snc_required_script_writer role.
Cloud Cost Management 9.0	**Achieve better efficiency with faster retrieval of cost and usage data with the Azure Export method** Manage cost and usage datasets in Azure billing downloads efficiently by using the Azure Export method. With this feature, you can retrieve larger cost datasets faster. **Manage MCA contracts with the enhanced support for Microsoft Azure MCA** Gain access to the spend reporting and recommendations for Azure based MCA contracts. This feature helps you to visualize cost and usage data from Azure MCA accounts and optimize your cloud spend with recommendations for potential savings.
Cloud Exposure View	**Enhancements to the Wiz Vulnerability Response Integration** • The Universally Unique Identifier (UUID) that identifies detections for the Wiz Host Vulnerability integration will be mapped to a detection key. **Note:** This enhancement is supported for new customers only. For existing customers, the detection key for the Wiz Host Vulnerability integration is created using the combination of vulnerability, asset_id, and proof.

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Application or feature	Details

	• Added the source_id column to the Container Image Finding table (sn_vul_container_image_findings) and mapped the id attribute from the Wiz import to this field on findings records.
	
	Note: Perform a full import after upgrading to view the enhancement on container image findings, container image, and container image vulnerabilities records.
	
	• The image repository name format for new and existing discovered container images has been updated to align with the discovery format. The supported format is registry/repository. A separate finding is created for a repository present in each registry.
	• Appended all repositories that are associated with an image to the Repository field on the Discovered Container Image [sn_vul_container_image] table, which can help you see images from specific repositories.
	• You can configure the **First** parameter for the Wiz Asset Integration to help you resolve 504 errors. You can reduce the page size if you are having memory issues or generating errors. The default value is 500.
	• The default integration instance parameter for configuring finding keys for the Container Vulnerability Integration includes src_ci, vulnerability, package, image_layer, and image_repository.
	
	The Cloud Exposure View module provides a single location for cloud security teams to monitor and act on all their cloud-related security findings from multiple vendors across their cloud environments.
	• Configure widgets that display interactive visualizations and filter assets by category for findings, assets, and exceptions.
	• View panels with links on a single page that direct you to the following detailed lists:
	  ○ Needs Attention
	  ○ Cloud resources with active findings
	  ○ Top Accounts/Assets by Risk
	  ○ Toxic combinations
	  ○ Compliance scores
	• View aggregated security data imported from third-party vendors.
	
	See Unified Security Exposure Management release notes for more information about Unified Security Exposure Management.

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Application or feature	Details
Code Signing	**Code Signing Installation using Plugin** Customer administrators can now install the Code Signing plugin directly from the ServiceNow Plugin portal without the need to contact the Customer Service and Support team to enable the Code Signing framework. This enhancement supports self-service deployment and simplifies the installation process. **Quorum Controlled Certificate Revocation** Revoke Code Signing certificates using a quorum-based control policy. Revoke certificates to help prevent them from being used to verify signatures. A quorum-based approval flow promotes added security by requiring approvals from multiple stakeholders, to help prevent unintended or unauthorized certificate revocations. **Code Signing Health and Status Dashboard** The new **Code Signing Health and Status** dashboard provides a centralized, user-friendly interface to monitor the overall health and configuration of your code signing environment. It highlights configuration settings, displays the status of essential components, and offers actionable guidance to help resolve issues effectively.
Collaborative Work Management	**Enterprise Agile Planning (EAP) integration with CWM** Enhance visibility and streamline planning for your teams with EAP integration into CWM. For Agile teams managing non-agile work items like incidents and change tasks, this integration bridges the gap by automatically creating a dedicated Space and Board in CWM. Agile work is seamlessly brought over via Connected Work, while EAP sprints are reflected directly in CWM's Sprint planning view, thus enabling unified planning across all work types. Teams can plan work for their sprints and update work status directly from the CWM Board, with performance reports in EAP dynamically reflecting these changes. This integration enables teams to manage their full scope of work from a single, connected workspace. **Board preferences** Reduce cognitive load and focus on the most relevant and actionable tasks by filtering work items on CWM boards based on their last updated date and hiding those items marked as Closed complete. From the Board preferences menu on the Board header, you can choose to show items last updated within 7 days, 30 days, 90 days, 120 days, or 1 year. **Kanban card layout settings**

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Application or feature	Details
	Surface the information that's most relevant to you using Card Layout settings for Kanban view of a CWM Board. You can now personalize Kanban cards by selecting up to five fields to display on them. For a cleaner, distraction-free view, you can enable the Compact layout, which shows only the work item name on the card. Alternatively, the Full view shows all selected fields, offering better context directly on the card. Based on your workflow needs, tailor your workspace to enhance the way you track tasks. **Dynamic data linking in CWM Docs** Keep record information in your documentation always current and reduce manual effort with the Dynamic data linking feature in Docs. You can now reference any ServiceNow application record and Docs will automatically reflect the latest updates from those records. For example, if you add a reference to a Project record, the reference will show the latest field information of the project in Docs without requiring manual edits. Clicking the project reference opens up the project form so that you can view the full details of the project record and make any necessary changes. Dynamic linking also enables adding references to a particular field of a record, such as Assigned to of an Incident record. You can add references from any ServiceNow table you have access to, with no setup or configuration needed, thereby eliminate the hassle of switching between applications to copy and paste data from various records into Docs. **Agile sprint planning in CWM** Plan, track, and manage work for your teams by using Agile sprint planning in the CWM workspace. You can use CWM to manage tasks in multiple methodologies including ad hoc, waterfall, and Agile practices. • View such details as the backlog, current sprint, and future sprints at a glance from the Sprint planning view of the CWM Board. • Add Agile item types, such as stories, with other CWM tasks to the backlog. • Create sprints with a custom duration and sprint capacity. **Connected work in CWM** Streamline team collaboration and planning by enabling your teams to view and plan all their work in one place by connecting work across multiple ServiceNow applications. By defining the type of work you want to connect to CWM, you can bring in records from other applications into CWM Boards.

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Application or feature	Details
	After the records are added to a CWM Board, your teams can update their status and other details from within CWM, or perform sprint planning for all the work on the Board. This unified experience improves efficiency because your teams don't have to switch between multiple workspaces. **Navigation panel enhancements** Move Spaces, Boards, and Docs around in the navigation panel of the workspace by using the drag and drop functionality. **Enhancements to Kanban view** • Quick filters: Filter the tasks based on the work type that you would like to see in the Kanban view of a CWM Board. You can select single or multiple work item types based on the swim lanes selected. Any filters that you apply to the Kanban view are specific to this view and aren't applied to List or Gantt views. • Horizontal lanes: Group the cards on the Kanban view by using a vertical and horizontal lane for improved visibility into the type and progress of work. You can save horizontal lane preference into Board views and templates. **Copying and pasting content within Docs** Copy and paste the content such as text, images, lists, and tables from one Doc page to another. The following content is supported for the copy and paste action: • Text blocks with existing formatting • Bulleted and numbered lists • Tables • Images • Single and multiple paragraph blocks into a table cell • Lists into a table cell • Images into a table cell **New keyboard shortcuts** • Create Space: ○ macOS: Option + S ○ Windows OS: Alt + S • Create Board: ○ macOS: Option + B ○ Windows OS: Alt + B • Create Doc:

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Application or feature	Details
	○ macOS: Option + D ○ Windows OS: Alt + D **Keyboard shortcut enhancements within CWM Docs** • Insert a URL in the Doc: ○ macOS: Cmd + K ○ Windows OS: Ctrl + K • Insert a new row in a table after the last row: Enter • Move to adjacent cells within a table: Arrow keys • Create a new list item within an existing list in a table or paragraph: Enter • Create a new line in the same bullet point: Shift + Enter • Indent a list item: Tab
Common Core	**Entity based record access update utility guided experience** Apply entity-based access (EBA) restrictions at the record level by using guided assistance in the entity based record access update utility. Guided assistance consists of a four-step process: **1.** Define the scope for the relevant entities **2.** Scope the record types **3.** Apply the conditions to each record type to refine the scope **4.** Review the selected records before you execute and initiate the update See the execution logs for a status after each update. You can get the details about the impacted records, applied scopes, and outcomes. The report a GRC issue AI agent is now available in the Employee Center, enabling employee users to report issues through a guided conversational experience. As users respond to prompts, the agent structures the issue and recommends relevant controls, entities, and policies based on the input provided. The AI agent helps ensure that the issue is well-defined and enriched with contextual information before it's submitted. **Entity based record access rules to secure new records** Configure entity-based record access rules on record types to ensure that access restrictions are applied automatically to secure new records or modified records related to entities with active EBA configurations. Maintain seamless access for users and groups referenced in record fields when entity-based access restrictions are applied. This feature enables users and

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Application or feature	Details
	groups referenced in a record's user or group fields to access the records they are associated with. By configuring record-level user access at the table or record type level, it reduces administrative overhead and streamlines EBA adoption with minimal disruption. **Deactivation of entity-based access configuration** Deactivate the entity-based access configuration, enabling the system to automatically assess the records that it impacts. If entity-based access configuration is restricting a record, the access restrictions are removed. If other configurations also apply to the record, the restrictions remain in place and only the selected configuration is deactivated. Apply or remove domain-specific tags across multiple records at once. This streamlines workspace management by letting you quickly filter and organize records, for example, you can exclude non-privacy-tagged items in the Privacy Workspace for a more focused, efficient view. **Entity record page enhancements** The Entity type and Downstream Risks (now renamed as Risks) related lists on the Entity record page have been converted to UIB pages, providing a more intuitive and modern interface. The Downstream Risks related list has been moved to the dedicated Risks page, featuring organized tabs for Directly related risks, Suggested risks, and All risks. **Note:** You may experience issues with custom actions that emit events on the Risks or Entity type related lists on the Entity record page. To ensure a smooth transition and adopt these changes, refer to KB2593527 for detailed guidance. **Model Text Protocol (MCP) Client** Enable users of the ServiceNow® AI Agent Studio to access tools that are hosted externally and published using an MCP Server via the Model Context Protocol Client application. Authenticate users with the MCP Server to add the MCP tool to an AI agent. **Create an AI agent** The **Add** button on the **AI agents** tab is added as a drop-down providing different agent types for AI agent creation: • Chat • External **Configure ACLs for AI agents and agentic workflows**

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Application or feature	Details
	Configure the Access Control Lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available. Easily manage which configurations appear on the My Tasks page by marking them Active or Inactive. This gives you flexibility to enable or disable configurations without manual intervention, simplifying administration and improving control. An Active/Inactive flag has also been introduced in the My Choice table for enhanced configuration management. Entity names in GRC now automatically update when the associated CI name changes. This enhancement improves data consistency, reduces manual effort, and ensures alignment between CI and Entity records without requiring custom automation.
Configurable Workspace	**Activity stream compose with modeless dialog component bundle** Open the Compose editor as a pop-out, modeless dialog to draft comments, work notes, and emails while working on other tasks.
Configuration Compliance	**Enhancements to the Vulnerability Response Integration with Wiz** The Missing Assets [sn_vul_wiz_missing_asset] is deprecated. After updating to version 1.1, you must backdate your existing primary Wiz integrations by three days and run them. The backfill integrations are activated by default. After you backdate and run your integrations, the following backfill integrations are no longer required: • Host Vulnerability Backfill Integration • Test Results Backfill Integration • Host Test Results Backfill Integration • Issues Backfill Integration The [is_ignored] column is deprecated for the Host Test Results and Test Results Integrations. This column was replaced by the [is_result_ignored] column. Source severity is mapped to the Priority column on the Test Results [sn_vulc_result] table.

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Application or feature	Details
	Resource type filters are on the Test Results, Issues, and Host Test Results configuration tabs on the Wiz Configuration page. You can add any of the resource types listed. **Note:** If you configure resource types on the Resource Type Configuration tab, and you choose to configure parameters on the integration instance records, your configurations on integration instance take precedence over your settings on the Resource Type Configuration tab. See Identify Wiz Resource types for more information. Additional attributes imported from Wiz that are not stored in the Discovered items [sn_sec_cmn_src_ci] table are stamped with `Asset Attributes` in this table. Test results from the Host misconfiguration integration are classified as result type 'host_misconfiguration'. Data for resources that have the validated_at_runtime flag set to 'yes' is imported and populated on detections. The is_ignored column is deprecated on the Host Test Results and Test Results Integrations. This column was replaced by the is_result_ignored column. The CMDB internet-facing field on the discovered item is mapped to Limited Internet Exposure on findings. Column length for the descriptions in the Host Vulnerability import table has been increased. **Qualys parameter to ignore passed test results** Starting with v15.2.5 of Configuration Compliance, the ignore_passed_result integration instance parameter for the Qualys Integration for Security Operations has been added. This parameter is set to `false` by default so that passed test results imported by Qualys are not ignored. Set the parameter to **true** to ignore passed test results on import. **Note:** If activated, this parameter does not impact closure of the test results. For example, if you activate the parameter, and a failed test result from a previous import has since passed, it will be closed correctly. **Identify Wiz Resource Types for import** Identify the Resource Types (assets) reported by Wiz in your environment on the Wiz Integration Resource

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Application or feature	Details
	Type configuration page in your ServiceNow AI Platform instance that you want to import. The Resource Types that you select apply to all the primary Wiz vulnerability and compliance integrations except the Wiz Container Vulnerability Integration. **Wiz Backfill Integrations** Retrieve and process data stored on the Wiz Missing Assets [sn_vul_wiz_missing_asset] table for missing assets that were not processed by the primary compliance integrations with specialized Wiz Backfill Integrations. • Test Results Backfill Integration • Host Test Results Backfill Integration • Issues Backfill Integration The Wiz Backfill Integrations are activated by default. **Wiz Host Test Result Vulnerability Integration** Import test results associated with the resource type, `VIRTUAL MACHINE` with the Wiz Host Test Result Vulnerability Integration. This integration is activated by default. **The Wiz Configuration Compliance (Test Results) and Issues Integrations** • Import configuration test results with the Wiz Configuration Compliance Integration (Wiz Test Results) to detect non-compliant cloud configurations. Findings are mapped to cloud test results (CTRs) in the Configuration Compliance application to help you enforce security policies and standards across your cloud environment. • Import data with the Wiz Issues Integration that can help you identify assets that are involved in toxic combinations of vulnerabilities and misconfigurations. These findings are also mapped to CTRs with `Wiz Issues` labeled as the source to help you track and remediate assets that may pose complex multi-vector risks.
Configuration Management Database (CMDB)	**CMDB Workspace v8.0:** You can now use the Create CI experience in CMDB Workspace to create a CI with a lookup identifier entry that contains mandatory attributes. When you select a lookup identifier entry on the Required attributes page, those mandatory attributes now appear and you can set their values for proper IRE processing. For more information, see Create a CI manually in CMDB Workspace. **CMDB Workspace v7.6:**

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Application or feature	Details
	• Access a centralized location with a comprehensive view of CI details by using the new CI form in CMDB Workspace. The form shows the attributes (key attributes are highlighted on a Summary page), tags, resources, activities, relationships, related services, health state, performance indicators, and CMDB 360 data that is associated with the CI. While viewing, you can also modify many of those CI details. For information about all the details on a CI form, see Manage CI details in CI Form. • Access the Data Certification dashboard in CMDB Workspace. The Data Certification dashboard provides the insights about the data certification activities and progress, policies and tasks, reports about certification instances, charts that show the aging certification tasks, and group and individual workloads. For more information, see Data Certification Dashboard. • Create or manage a shared preset. Save Unified Map filter settings as shared presets that any user on the team can access. This task requires the sn_cmdb_admin, sm_admin, or admin role. • Access Unified Map from the main navigation panel. Access Unified Map from the main navigation panel by navigating to **All** > **CMDB Workspace** > **Unified Map**. • Archival and destroy processes of certification policy related records, are now separated from those processes for records of all other policy types. This separation facilitates the extension of the retention period of certification policy records as follows: ◦ The table cleanup rule for the CMDB Data Management Policy Executions [cmdb_data_management_policy_execution] table, which is stored in the Auto Flushes [sys_auto_flush] table, now excludes certification policy execution records from recurring cleanups. Retaining certification policy execution records instead of deleting them after 7 days is useful in situations where those records are needed for audits and are also useful for the Data Certification Dashboard, which is populated by these records. ◦ The Archive CMDB Data Management Tasks archive rule, that applied to all CMDB Data Manager policy execution records, now excludes certification policy records. At each archive run, this archive rule is configured to also automatically archive its related records in the CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] table (Archive Related Records).

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Application or feature	Details
	○ The archive rule, Archive Certification Instances, is added to specifically archive certification policy execution records from the CMDB Data Management Policy Execution [cmdb_data_management_policy_execution] table. This new archive rule is configured to archive certification policy execution records 2 years after creation, and to destroy those records 7 years after they are archived. ○ The archive rule, Archive Certification tasks, is added to specifically archive the certification task records from the CMDB Data Management Task [cmdb_data_management_task] table. ○ The archival of related records in the CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] table is now moved as an Archive Related Records entry from the Archive CMDB Data Management Tasks archive rule to the new Archive Certification tasks archive rule. The Zurich release includes an installation of CMDB Workspace. However, you can download a newer version of CMDB Workspace so that you can use its latest features in your Zurich instance. For more information, visit the ServiceNow Store. **Quick start tests for CMDB** After upgrades and deployments of new applications or integrations, run quick start tests to verify that CMDB works as expected. If you customized CMDB, copy the quick start tests and configure them for your customizations.
Container Vulnerability Response	**Enhancements to the Vulnerability Response Integration with Wiz** • The Universally Unique Identifier (UUID) that identifies detections for the Wiz Host Vulnerability integration will be mapped to a detection key. **Note:** This enhancement is supported for new customers only. For existing customers, the detection key for the Wiz Host Vulnerability integration is created using the combination of vulnerability, asset_id, and proof. • Added the source_id column to the Container Image Finding table (sn_vul_container_image_findings) and mapped the id attribute from the Wiz import to this field on findings records.

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Application or feature	Details
	Note: Perform a full import after upgrading to view the enhancement on container image findings, container image, and container image vulnerabilities records. • The image repository name format for new and existing discovered container images has been updated to align with the discovery format. The supported format is registry/repository. A separate finding is created for a repository present in each registry. • Appended all repositories that are associated with an image to the Repository field on the Discovered Container Image [sn_vul_container_image] table, which can help you see images from specific repositories. • The default integration instance parameter for configuring finding keys for the Container Vulnerability Integration includes src_ci, vulnerability, package, image_layer, and image_repository. **Enhancements to the Vulnerability Response Integration with Wiz** The Missing Assets [sn_vul_wiz_missing_asset] is deprecated. After updating to version 1.1, you must backdate your existing primary Wiz integrations by three days and run them. The backfill integrations are activated by default. After you run them after updating to v1.1, the following backfill integrations are no longer required: • Host Vulnerability Backfill Integration • Test Results Backfill Integration • Host Test Results Backfill Integration • Issues Backfill Integration Data for resources that have the validated_at_runtime flag set to 'yes' is imported and populated on detections. The CMDB internet-facing field on the discovered item is mapped to Limited Internet Exposure on findings. Fix information that includes 'Fix available', 'Partial fix available', 'No fix available', and 'Fix version' from the [fix_available] and [fix_version] columns is rolled up to CVITs from findings. Note: If there are two or more findings on a CVIT, the fixed version might only apply to one. In that case, 'Partial fix available' is rolled up to the CVIT. The Wiz vendor severity attribute is mapped to the 'Source severity' column on findings

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Application or feature	Details
	records in the Container Image Findings [sn_vul_container_image_findings] table. The cluster and namespace is evaluated for all the following entity Types: DEPLOYMENT, DAEMON_SET, STATEFUL_SET, POD. **Import container vulnerability data with the Vulnerability Response Integration with Wiz** Import configuration test results from Wiz to detect non-compliant cloud configurations. Findings are mapped to cloud test results (CTRs) in the Configuration Compliance application to help you enforce security policies and standards across your cloud environment. **Enhancements to imported scanner results** Enhancements support more scanner data on imports. Namespaces and hierarchy cluster are considered and populated in the discovered container image [sn_vul_container_image] table if this data is imported.
Continual Improvement Management	**CIM roles** Implement and monitor improvement initiatives as a Continual Improvement Management (CIM) coordinator or manager without any ITIL role-related restrictions. **Applications integrated with Continual Improvement Management** As a CIM manager or coordinator, create change records from CIM tasks. If you have not been assigned the required ITIL or change_write roles, contact your system administrator.
Continuous Authorization and Monitoring	Streamline governance, risk, and compliance processes with the CAM Workflow Configuration. This feature allows administrators to: • Create and manage multiple workflows within a package. • Define GRC State Models for custom workflows. • Configure and version workflows. • Evaluate workflow version impacts to retrieve baseline controls. • Set up workflow-specific approval configurations. • Perform risk assessments across CAM objects. • Migrate the NIST RMF flow to workflow configuration for improved standardization. Introducing a new Child Boundaries list that enables a one-to-many boundary hierarchy, allowing you to create relationships between boundaries. This hierarchy is visualized in both the sidebar and diagram view, showing

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Application or feature	Details
	one parent boundary with multiple child boundaries. OSCAL export and import now include the parent boundary relationship if present. **Dynamic Boundary Filters** **Dynamic boundary filters** Select the **Dynamic Filter** option in boundary filters to update system elements according to filter conditions. When disabled, the system elements remain unchanged. This update enhances the flexibility of boundary filter management. **Boundary operational status automation** Linking boundary operational status to the package life cycle ensures seamless integration. Key changes include: • Automatic update of boundary status to Operational when a package moves to the Monitor state. • Transition of Boundary status to Reauthorize as the Package Authorization date approaches. This update maintains synchronization between package and boundary states, enhancing overall system coherence. Generating and downloading OSCAL SSP and POA&M files is supported directly from within a authorization package. The supported file types include: • Catalog • Overlay Catalog • Profile • SSP • POA&M **OSCAL import enhancements** Enhancing the OSCAL import experience, the OSCAL import playbook now allows you to: • Import individual POA&M JSON files. • **User Mapping**: Automatically map users to existing ServiceNow users based on exact name matches, with the option to manually adjust mappings. • **Group Mapping**: Automatically map groups to existing ServiceNow groups based on exact name matches, with the option to manually adjust mappings. • **Roles and Responsibilities**: Populate relevant package fields with roles and responsibilities. **Overlay enhancement** Apply policies as an overlay in an authorization package to determine how the control objectives in the policy impact the baseline. This can be done in the following ways:

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Application or feature	Details

	• Addition: Create control objectives to address specific requirements not covered in the baseline.
	• Subtraction: Move existing control objectives to **Not Applicable**.
	• Customization: Create, move existing control objectives to not applicable, or skip control objectives.
	
	OSCAL enhancements
	
	Use the OSCAL import playbook to follow a user-friendly, step-by-step approach for importing OSCAL models. Using the playbook, you can:
	• Add multiple Catalog overlay files.
	• Preview OSCAL data before importing them to confirm accuracy. You can preview the following:
	  ○ Authorization boundary
	  ○ Authorization package
	  ○ System elements
	  ○ Information types
	  ○ Baseline controls
	  ○ Inherited controls
	  ○ Hybrid controls
	  ○ Not applicable controls
	  ○ Policies
	  ○ Control objectives
	  ○ Control objectives requirements
	• Skipped objects in the preview, such as control objectives, policies, authorization boundaries and packages can be individually overridden.

Contract Management Pro	**Better visibility of undelivered signature requests for a contract** When an electronic signature request is not delivered, the contract state is updated to Signature delivery failed and the signatory status to Delivery failed, clearly indicating the state of signature request. Contract fulfillers are also notified through in#product and email alerts. This capability is supported for both Docusign and Adobe Sign. **Contract amendments** Formally change, add, or remove terms in an existing contract through contract amendments without having to replace the entire agreement. The Amendment feature enables you to initiate, track, and finalize amendments to existing contracts and provides an audit trail. The signed contract and its amendment documents are stored in a centralized repository under the parent contract, which

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Application or feature	Details

	enables you to manage all related documents from a single location.
	
	• Use the **Request type** field to distinguish between contract and amendment requests.
	
	• View the amendment history directly from the contract request.
	
	• View amendment details within the contract repository record through related lists:
	  ○ Contract Requests: View all contract and amendment requests associated with the contract.
	  ○ Amendment Field Changes: Track modifications over time by accessing a detailed log of all field changes made through amendments.
	  ○ Contract Documents: Access all documents related to the contract, including those generated or updated as part of amendment processes.
	
	Compare contract revisions in Contract Management Pro
	
	Compare a contract document in .docx format with its revised version from your workspace by using the **Compare documents** option.
	
	Document comparison is not supported for contract documents stored in external storage.
	
	Contract summarization
	
	Generate a summary of contract documents, supporting documents, and signed contracts in Contract Management Pro. You can also generate FAQs from the document or ask questions in the Now Assist panel to retrieve specific information from the document.
	
	Link parent contract requests
	
	Establish a hierarchical relationship between the parent and child contract requests during the drafting and negotiation phases. You can choose to have the child contract request automatically inherit the configured fields from the parent request. The contract repository records associated with the parent and child contract requests are automatically linked after the contracts are signed.
	
	Perpetual contracts
	
	Classify a contract with no end date as a perpetual contract by using the **Perpetual** option.
	
	Perpetual contracts must be initiated from Sales and Order Management and Source-to-Pay Operations.

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Application or feature	Details
	Help Center Access help information directly from your workspace through a help icon  that accesses the Help Center for the landing and list pages of Contract Workspace.
Contract Management Pro for Legal Service Delivery	**Contract amendments** Contract amendments enable you to formally change, add, or remove terms in an existing contract without replacing the entire agreement. The Amendment feature enhances contract lifecycle management by enabling you to initiate, track, and finalize amendments to existing contracts with audit trail. A new field, **Request type**, has been added to clearly distinguish between contract and amendment requests. Each amendment is linked to its parent contract, and you can easily view the amendment history directly from the contract request. Additionally, a record producer is available in the base system, allowing you to submit and monitor amendment requests efficiently. The following related lists are now available within the contract repository record to provide amendment details: • Contract Requests: Displays all contract and amendment requests associated with the contract. • Amendment Field Changes: Shows a detailed log of all field changes made through amendments, enabling easy tracking of modifications over time. • Contract Documents: Provides access to all documents related to the contract, including those generated or updated as part of amendment processes. The signed contract and its amendment documents are stored in a centralized repository under the parent contract for easy access and managing all related documents from a single location.
Conversation Improvement Themes	**Determine effective and ineffective conversations** Analyze conversation quality data over time and classify them into effective and ineffective conversations. **Categorize conversations into themes** Identify recurring patterns linked to low or high conversation quality and categorize user requests into actionable themes.
Conversation Insights	**Inferred CSAT** Inferred CSAT provides an estimated score computed using AI in real time by analyzing the entire sequence of the conversation. **CSAT factors**

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Application or feature	Details
	The following CSAT factors provide explainability to the Inferred CSAT score. • Resolution • Confusion • Effort • Empathy • Next Steps • Frustration • Transfers and Escalations **AI Agent Analytics dashboard** The AI Agent Analytics dashboard includes visualizations with Inferred CSAT scores and factors by default.
Creator Studio	**Customizable email notifications** Promote consistent branding by having admins create custom email notifications and templates, which are sent when users request something from an app or the request was changed or closed. In support, several of the standard email notification activities are now in the public scope, and a new Configure email notifications item is available in Guided Setup. **New playbook activity to update record fields** Enable apps to change several fields automatically on the submitted record using the new Update submission playbook activity. In support, a new Configure playbook activities item is available in Guided Setup. **New question types for forms** Two new question types are available for forms: Duration and Attachment. • Duration enables users to specify a length of time. • Attachment enables users to upload an attachment as a question. The **Attachment** field differs from the **Add attachment** option for the form, because the Attachment question type can be used in dynamic behavior questions. **Granular configuration admin roles** Several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role. **Delete unpublished forms** You can now delete unpublished forms from Creator Studio, which completely removes the record for the form from the ServiceNow AI Platform.

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Application or feature	Details
Customer Contracts and Entitlements	**Renew a service contract** Initiate renewals from contracts at either the line level or the contract level. The resulting renewal quotes and orders generate a new contract that is associated with the original contract in the renewal history. **Add contract lines to a service contract** Add new line items to an existing contract by initiating the flow from contract. You can also add new line items to an existing contract while modifying a quote or contract. **Modify a service contract** Initiate a modification from the contract header to generate a quote or order containing all contract lines. You can also select specific contract lines and initiate a modification, resulting in a quote or order that includes only the selected lines. **Upsell or Downsell a service contract line** Select one or more root contract lines to adjust quantities. You can add or reduce quantities on a contract line by selecting the Upsell or Downsell feature. After updating the quantities of the contract lines, a single quote or order is generated with the updated quote lines. **Support Price Ramps in contract** Enable customers to specify price ramps for a product or service in a single quote. When the quote is completed and the order process is finalized, the contract captures the new pricing details. **Enhancements in Renewals workflow** • Configure renewal opportunity and quote generation dates on separate dates. • Renewed quotes automatically update when new products are added to auto-renewed contracts. **Non-Standard Renewals** Renew customer contracts outside the standard renewal cycle. You can perform early renewals to generate new contracts with updated pricing terms or late renewals to extend contracts after the expiry date. **Modify line item quantities** Swap an existing subscribed product or service with another product, either partially or fully.
Customer Engagement Sequences	**Multi-trigger sequences with decision branches for stages** Configure the sequences playbook to start based on multiple conditions across entities, eliminating the need for separate sequences for similar workflows. Add a decision node between stages to determine which stage to run next, based on the outcome of the previous stage.

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Application or feature	Details
	Schedule call activity for telesales workflows Design sequences with the new Scheduled call activity to automate structured call attempts, including delays and outcome-based branching, directly from the playbook interface. This helps agents follow a repeatable, optimized process for engaging prospects or customers in telesales workflows. **Runtime permissions and fine-grained access control** Enforce runtime permissions to control access to sequence records such as sequence tasks and steps. **Granular role framework** Assign role-based access for sequence admins, writers, executors, and readers. Sequence admins have full control, writers manage their own sequences, executors (formerly viewers) have read-only access to sequences and sequence task records, and readers view sequence records. For more information, see Compatibility information for Customer Engagement Sequences. **Review sequences in Workflow StudioView sequences** Enable the sales operations teams to optimize and share the high-performing sequences across territories to promote best practices across the organization. **No-code interface for admins to configure sequences** Configuring multi-step sequences that define specific activities using a no-code playbook experience reduces dependency on developers. **Sequence tasks with predefined activities for agents** Predefined activities provide the following advantages to your agents: • Ensure consistent messaging and effective objection handling using clearly defined steps that dynamically adapt to customer responses. • Follow a repeatable, optimized process for engaging prospects or customers. • Avoid communications from sounding generic and improve engagement rates by customizing a prospect's name, company, and other details. • Reduce the chance of missing a follow-up, promoting consistency in outreach and reduction in manual effort.
Customer Service Problem Management	**Components installed with Customer Service Problem Management** The granular admin role enables developers and administrators to complete administrative configuration tasks for Customer Service Problem Management without requiring the full admin role. **Setting up a test group**

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Application or feature	Details
	Enables the system to trigger the required tests for service problem cases, incidents, and change request, helping to identify the root cause of the problem. Test group includes test definitions. **Diagnose and resolve a service problem case** Review, diagnose, resolve, and close a service problem case for the service-related issue experienced by the customer.
Customer Success Management	**Calculate health score** Starting with Customer Success Management 5.3.11, you can use the **Calculated** metric data source to determine the health score for an engagement. If you are upgrading from Customer Success Management 5.3.10 or earlier versions, you must run the `Set health migration status` script to enable the health score calculation using this data source. **Define a table data source** Starting with Customer Success Management 5.3.11, you can use the **Table** type data source to retrieve and analyze data from internal and external tables. To retrieve data from external sources, you must install the Workflow Data Fabric Hub application and create data fabric tables. **Risk and issues page** Use the risk timeline visualization to manage the risk occurrences. **Granular admin roles** The granular admin role enables developers and administrators to complete administrative configuration tasks for Customer Success Management without requiring the full admin role. **Read-only field enhancements** Read-only field protections have been moved from the client side to the server side. This move prevents users from updating read-only fields through client-side methods. **Success report dashboard** Use the Success report dashboard to see the overall view of all the engagements under your hierarchy and manage your entire customer portfolio. Monitor engagement metrics, risk indicators, and get insights into onboarding and adoption status, risk indicators, onboarding and adoption insights, and expansion and renewal metrics. **Product adoption and usage** Measure product adoption trends and proactively guide users to achieve desired outcomes using products and services that have been purchased. Identify active and power users and areas where additional training or support is required due to low engagement.

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Application or feature	Details
	Implementation record Track the progress of a partner or customer implementing a product or a service. Get a centralized view of the implementation status, identify risks, and run playbooks to mitigate issues. **Engagement hierarchy** View aggregate hierarchical data for an engagement. Make informed decisions, improve customer satisfaction through detailed tracking, identify risks early, and help prevent escalations. **Engagement timeline** View a chronological list of critical events related to an engagement. Review timelines to recall past events, customer interactions, and identify any issues. **Contextual color bands** Associate thresholds and visual representations to health metric data. View product adoption and usage information relative to a specific product.
Customer self-service for Sales and Order Management	**Customer-initiated RFQs** Request quotes for products and services without relying on manual outreach. The RFQ feature in the Business Portal streamlines the quoting process by enabling customers to: • Submit quote requests from within their portal experience • Specify the overall budget and cumulative target price for each top-level product • Track RFQ status and quotes in real time • Accelerate sales response time with seamless quote-to-order conversion **Generate quotes from RFQs** View all RFQs submitted through the Business Portal in the CSM/FSM Configurable Workspace, eliminating the need for managing and tracking them offline. Convert RFQs into quotes with a single action, accelerating the quote-to-order process, improving turnaround times, and enabling scalable quote management. **Create orders from the Business Portal** Deploying the Sales Cart plugin provides the following advantages to your B2B customers when they order products using the Business Portal: • Preserve products and configurations added to the cart across sessions and devices so customers can review or update their selections without placing an order. They don't have to start their shopping process all over

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Application or feature	Details
	again if they get interrupted, leave the site, or decide to come back later. • Enable better collaboration and decision making by downloading a cart summary in PDF format and reviewing products to be purchased and terms and conditions with business stakeholders. • Sign the acknowledgment section and share the cart summary PDF with the seller to place an offline order. • Provide the flexibility to select or modify billing and shipping addresses during the checkout process.
Data Loss Prevention Incident Response	**Create a Data Loss Prevention Incident Response SLA trigger** Enable prompt and efficient responses to incidents by creating SLA triggers. **Create a Data Loss Prevention Incident Response SLA definition** Outline the conditions and duration for responding to data breaches by creating Data Loss Prevention Incident Response SLA definitions. **Create an Application in Proofpoint and Obtain Client Credentials** Create an application in Proofpoint and configure the required settings to obtain client credentials. These credentials enable secure access to the Proofpoint API for seamless integration and automation. **Install and configure the Proofpoint integration for Data Loss Prevention** Install and configure the Proofpoint integration to use the#Proofpoint DLP incident data to investigate DLP incidents.
Data Management	**Data Management Console** View a summary of data usage on your instance and manage the growth of data directly from the Data Management Console. **Monitor data usage at the table level** View a summary of data usage for an individual table and monitor data usage in associated tables that store attachments, audit records, and journal entries. **View data usage for logical tables** Monitor data usage for logical tables, including the Incident [incident], Problem [problem], and Change Request [change_request] tables. **Identify which tables are driving the most growth in other tables** View tables contributing the most growth to the tables that store attachments, audit records, and journal entries. **Rule summary**

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Application or feature	Details
	Track the number of records in the backlog and view the execution history of a table's data management rules.
Data Management for CSM	**Naming customer relationship records for Consumer team member relationship tables and Household team member relationship tables** Use the **Type** field through related party configurations to name records in the consumer team member and household team member relationship tables. This functionality enables you to label relationships based on the purpose of the association and relevant industry use cases. **Migrating legacy workflow to low code** Added an **Escalation Approval Flow** field to the Escalation Template [sn_customerservice_escalation_template] table where existing customers can continue using their current escalation workflows or migrate to the new flows, depending on their customizations. As part of this update: • The legacy Escalation-Approval workflow has been migrated to the low-code flow designer. • The Escalation Master–Approval workflow has been converted into a business rule. **Account address enhancements** Enable contacts to access the account addresses that permit contacts to view both account-address records and the associated location information for accounts they're authorized to access. **Using CSM Data Classification application** Use the new CSM Data Classification (com.snc.csm_data_privacy) Store app that delivers base system classifications for CRM data, categorizing it as internal, personally identifiable information (PII), confidential, and more. The solution uses the ServiceNow AI Platform data privacy capabilities, such as data classification, to apply protection measures and enhance data security. **Support indirect sales through Business Locations with Order Management for business location, Quote Management for business location.** Use the Sales and Order Management capabilities for both internal and external business organizations to enable Order Management, and Quote Management systems for business locations. Support channel sales and indirect sales by enabling business location staff to collaborate with an enterprise in managing customer orders, quotes, and performing the following actions:

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Application or feature	Details
	• Permit enterprise sales agents to associate business locations as channel partners to create and fulfill customer orders and quotes. • Enable self-service order tracking for internal and external business location staff through the Business Location Service Portal to track and manage customer orders. • Support the tracking of multiple business locations for a single order or quote, either at the order line item level, order related party, quote line item level, or the quote related party. • Improve the indirect sales cycle efficiency by converting approved channel quotes into customer orders. **Support indirect sales through Business Locations with Opportunity Management for business location.** Use the Sales and Order Management capabilities with both internal and external business organizations using Opportunity Management for business locations. Support channel sales by enabling business location staff to create and modify business opportunities and to track end-to-end life cycle of opportunities. **ServiceNow CPQ integration with MACD workflows** Introduced new data model changes to enable ServiceNow CPQ configurator usage for MACD workflows. **Sales and Service API Core and Lead to Cash Core** Granular admin roles introduced in Lead to Cash Core and Sales and Service API core. **Explore Partial sync** Synchronize only specific sections of your data structure using the new partial sync capability in the create instance flow. This enhancement introduces the `allowedContextTypes` parameter, which enables you to specify exactly which types should be processed during synchronization operations. This leads to the following benefits: • Improved performance: Reduction in processing time for targeted updates. • Reduced resource consumption: Lower database queries, memory usage, and network bandwidth. • Faster response times: Users experience quicker synchronization operations. • Better scalability: System handles higher volumes with lower resource requirements. • Flexible configuration: Adapt sync behavior to your specific use case.

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Application or feature	Details
	Improved error handling for synchronization operations The partial sync enhancement includes improved error handling that provides clear, actionable error messages when mandatory fields are missing from synchronization requests. Benefits: • Faster troubleshooting with clear error messages. • Reduced configuration errors through validation. • Improved system stability with graceful handling. • Better developer experience with helpful guidance. **Recursive filtering and structure preservation** The partial sync enhancement implements advanced filtering logic to maintain data integrity while optimizing performance. • Consistent API responses across all operations • Predictable data structure for client applications • Reduced integration errors from missing fields • Simplified error handling in consuming systems **Granular roles in Install Base Management** Added new granular roles with the sn_install_base.install_base_admin admin role, which is installed with Customer Service Install Base Management [com.snc.install_base] plugin. • sn_install_base.install_base_read • sn_install_base.install_base_write • sn_install_base.install_base_create • sn_install_base.install_base_delete • sn_customerservice.customer_data_viewer • sn_customerservice.case.viewer These roles provide you with more control over administrative tasks like read, write, create, delete, data view, and case view related to install base and sold product related entities. **Billing account store application** Install the new CSM Billing Account Core store application, which introduces a foundational data model and hierarchy for managing billing accounts. It enables you to define billing relationships, establish account hierarchies, and track financial responsibility across your organization. **Sold product form** The following enhancements are added for the Sold Product in this release:

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Application or feature	Details
	• Billing Account: Enables direct reference to the associated Billing Account on the Sold Product entity within ServiceNow® CRM allowing agents to access financial information instantly during service delivery. This provides visibility into payment terms and conditions linked to the product, builds customer trust through transparent and predictable billing, and supports accurate revenue recognition for businesses. • Start and end Dates: Provides full lifecycle state-transition support (**In preparation, Active, Expired, Cancelled**) with automated date-driven updates.
Data Privacy	**New Data Discovery experience** Use the new Data Discovery experience, which simplifies the experience of discovering and anonymizing PII. **Column-level discovery** Select a specific column of a table for granular scanning during data discovery jobs. **Anonymization of encrypted field** Anonymize encrypted columns to help you achieve compliance with data privacy regulations and defense-in-depth data protection.
DevOps Change Velocity	**Import based evidence collection** Improve instance efficiency by skipping step-level pipeline processing for accelerated change management and evidence collection for GitHub Actions, Azure DevOps (ADO), GitLab and#Jenkins orchestration tools.
Developer Sandboxes	**Exploring Developer Sandboxes** View the total, available, and allocated sandboxes in your instance by using the Sandbox Management home dashboard. The dashboard also displays information about each sandbox, including the status, data utilization, owner, when the sandbox was last accessed, and when the sandbox was allocated. **Create a sandbox template** Enable your delegated developers to reuse the data so that they can test their changes without manually inputting the data every time. **Create a Data Generation Profile** Enable your customers to generate the data for testing within the context of developer sandboxes, but also independently of sandboxes.

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Application or feature	Details
	Note: Developer Sandboxes can't copy all the instance data. Data generation profiles enable a statistical sampling of data from selected tables with curated mappings to populate the sandbox with the data needed for building an application. **Allocate a sandbox** Allocate the sandboxes that were created to your development teams. **Retire Developer Sandboxes** Retire outdated sandboxes to make room for the new sandboxes in your instance. **Automatically backed up update sets** If you install Developer Sandboxes on an instance after Zurich Patch 5, update sets are automatically backed up when the instance is upgraded.
Digital End-User Experience	**View collected metrics with Metrics analyzer** Using the DEX Metrics analyzer, explore and analyze various metrics for Configuration Items (CIs) through selecting metrics by application, device, location, and OS. **Monitoring non-persistent VDIs** Set up monitoring of non-persistent VDIs to identify performance issues and to troubleshoot. **Set up page-level monitoring** Monitor a Web application performance at a specific page level and view the collected metrics in the Metrics analyzer. **Assign ITIL-related roles to DEX users** Exercise tighter control over the role management system and role delegation. Control who has access to Express list, Alerts, and Incident records after the ITIL-related roles have been removed from the dex_user or dex_engineer roles. **Monitor Microsoft Teams call quality** View detailed metrics for the Microsoft Teams calls of a particular user, including call quality, network metrics, and session data, with DEX for Microsoft 365. **Create a remedial action** Access the Create Remedial Action page from the DEX Administration workspace. DEX admins can create a remedial action or link to an existing remedial action to a check definition. To enhance the end-user experience, you can also run the remedial action on multiple impacted devices at once. **Device health page**

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Application or feature	Details
	View real-time data from the past 24 hours for alerts, change requests, and incidents impacting a device in the Device events Timeline chart on the Device health page. **DEX issue diagnosis and resolution agentic workflow** Service desk agents can use the DEX diagnosis and resolution agentic AI workflow to resolve issues on DEX monitored devices through a structured process that includes diagnosis of the cause, a resolution plan with actionable steps, and documenting the resolution in the incident record. **DEX issue diagnosis and resolution agentic workflow** Service desk agents can diagnose and resolve Zoom call quality issues using the DEX issue diagnosis and resolution agentic workflow, which integrates Zoom-specific diagnostics that correlate device, network, and application data. **Incident investigation with DEX** Service desk agents can diagnose and resolve common issues on DEX monitored devices from the Investigation tab in incident records within the Service Operations Workspace. View the health status of the device and related metrics, review the suggested resolutions, and execute remedial actions or follow self-help instructions to resolve the incident. Monitor the status of actions after they're completed. **Customize themes for Desktop Assistant, Customize Desktop Assistant home page, and Create a hyperlink card in Desktop Assistant** DEX Desktop Assistant administrators can customize the theme for Desktop Assistant by modifying specific CSS variables. You can also customize the logo, add hyperlink cards, and map these cards to sections on the home page. **Monitor Zoom call quality using DEX** Admins can view detailed metrics for Zoom calls made by users assigned to this device or who logged in within the past 15 days. The metrics include call quality, network performances, and call details enabling faster troubleshooting and improved end-user experience visibility. **View Zoom room metrics** Using DEX for Zoom, admins can monitor Zoom Room performance across their organization, view issues in each room, and analyze root causes to promote consistent meeting experiences. **Added new remedial actions** The DEX base system includes the following new remedial actions:

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Application or feature	Details
	• Add a registry key (Windows) • Clear Google Chrome browsing data (macOS and Windows) • Clear Recycle Bin (macOS and Windows) • Configure device power scheme (macOS and Windows) • Delete Network Drive (Windows) • Delete a file (Windows) • Elevate temporary admin access (macOS and Windows) • Map Network Drive (Windows) • Modify USB storage access: Execute (Windows) • Modify USB storage access: Read (Windows) • Modify USB storage access: Write (Windows) • Modify a registry key value (Windows) • Remediate Zscaler connectivity (macOS and Windows) • Repair corrupt Outlook files (macOS and Windows) • Reset Google Chrome browser settings (macOS and Windows) • Restart Audio Services (Windows) • Restart Microsoft OneDrive (macOS and Windows) • Restart Microsoft Outlook (Windows) • Updated the Clear application cache remedial action to enable selecting the Microsoft Teams application, helping improve Teams performance. **Enhanced metric rule experience** DEX administrators can now manage all types of proactive rules (both metric and configuration-based) within a unified interface, streamlining rule management across the DEX system. **AI-powered root cause analysis for Zoom call quality issues** Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant knowledge articles to help resolve the issue efficiently. **Get AI driven insights for boot time performance** Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-

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Application or feature	Details
	help instructions, and knowledge articles to resolve boot performance problems quickly. **View GPU device metric details** Monitor GPU and VRAM (Video Random Access Memory) usage on the Device page to assess graphics performance and identify bottlenecks. GPU usage shows the percentage of graphics processing capacity in use, while VRAM usage highlights memory consumption for graphics intensive workloads. These metrics help detect rendering issues, memory intensive applications, and performance degradation enabling faster investigation and resolution of GPU related device problems.
Digital Portfolio Management (DPM)	**Configure the Info tab in the DPM Admin Center** Show or hide various sections of the **Info** tab for your solutions in DPM. **Create enterprise service portfolios using a template** Create enterprise portfolios from scratch or by using a template. Enterprise portfolios are structured in a nesting tree format to facilitate navigation of service-related items and taxonomy nodes. Similar to personal portfolios, you can see key metrics to assess the portfolio performance. **Configure scheduled email reports in DPM Admin Center** Send periodic emails of KPI metrics to the DPM solution owners. This feature is off by default and can be activated in the DPM Admin Center under a new 'Email properties' section.
Dispute Rules Content Pack for Mastercard	**Decision tables for Mastercard dispute processing** Streamline dispute processing by validating Mastercard transaction details and questionnaire answers against the eligibility rules in this application's decision tables.
Dispute Rules Content Pack for Nacha	**Decision tables for ACH dispute processing** Streamline dispute processing by validating ACH transaction details and questionnaire answers against the eligibility rules in the decision tables included in this application. **Supporting Knowledge Base article** Verify chargeback eligibility with the included Knowledge Base article that contains a table of reason codes and chargeback rules.
Document Intelligence	**New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

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Application or feature	Details
Document Services	**Document comparison** Compare two versions of the document side by side. **Guardrails for PDF generation and accessibility** Use static and dynamic guardrails to help maintain stability during PDF generation and accessibility. **Smart Documents** Accelerate insights with quick summaries, dynamic Q&A, and FAQs that reduce time spent searching for information
Domain Separation	Domain Admins may now delete by domain to efficiently manage domains and reduce storage overhead. The tool also includes data recovery and retention, enabling rollbacks and retention policy setting. Changes to the domain table are now queued sequentially and batched into a single background job. This helps simplify domain table updates. Users are notified when a job needs to be delayed as well when a job needs to start.
Dynamic Translation	**Test Exclusion Rule** Use the new Test Exclusion Rule module to check your exclusion pattern in Dynamic Translation's Exclusion Framework. You can manually test either exact matches or pattern (regex) matches. See what your exclusion pattern matches when translating your input into target languages. When you are satisfied with your exclusion pattern, you can create an exclusion rule based on it with just one step.
Employee Center	Zurich Patch 1 **Check latest company news and events** Use the **Company News and Events AI Agent** to enable employees to check their company-related news and any upcoming events using the Now Assist in Virtual Agent. **Now Assist for Employee Experience Summarization skill** Enable a summary of the request, requested item, or case for approval task using Now Assist for Employee Experience. The skill provides a summary of the selected item from the available list that you want to work on. Zurich Early Availability **Now Assist for Employee Experience plugin** Enable employees to resolve and approve tasks easily through chat conversation using the Now Assist for Employee Experience plugin with Now Assist in Virtual Agent.

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Application or feature	Details
	Browser Extension for Employee Center View and manage content and other company resources through the Browser Extension for Employee Center. Access the extension as a pop-up window, or select the Browser Extension for Employee Center icon on the portal to open it in a new page. **Enhanced Requests Experience** Enhance the My Requests experience with features like easy segmentation, filtering, and keyword search. These features create a dynamic and scalable experience on the Employee Center portal for your admins, service, process, and experience owners. **Portal performance optimization** Control how your portal pages load, such as all at once or as needed, by using the new deferred and lazy load preferences. Lazy loading is enabled by default and displays content dynamically, reducing page load time. **High-traffic experience** Communicate the information about heavy usage and slower network conditions during high usage scenarios, such as live events and major announcements. **Taxonomy and connected content** Streamline the cleanup and syncing of outdated or invalid content, helping admins maintain a high-quality, well-performing portal with less manual effort. **Mega menu load** Load the Mega Menu in the background to speed up home page interactivity and enable your users to engage with visible content faster during first-time visits. **Notifications for Employee Center enhancements** Get Notifications for Employee Center in Content engagement that is available with Employee Center Pro. For more information, see Employee Center Pro release notes. **Quick start tests for Employee Center** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.
Employee Center Pro	**Portal performance optimization** Communicate information about heavy usage and slower network conditions during high usage scenarios, such as live events and major announcements. **Notifications for Employee Center enhancements**

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Application or feature	Details
	Get the Notifications for Employee Center feature in Content engagement. Add reactions and comments to published news articles to help improve user involvement. **Integrated experience and service feedback** Configure features flexibly as an admin and submit detailed experience feedback as an employee with the Integrated experience and Service feedback enhancements. With the enhancements, you can do the following: • Use new themes for experience feedback. • Add comments in addition to a rating when submitting experience feedback. • Review submitted feedback on the Feedback Analytics Dashboard. **Quick start tests for Employee Center Pro** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center Pro works as expected. If you customized Employee Center Pro, copy the quick start tests and configure them for your customizations.
Encryption	**Encrypt data using Row Conditions** Use row conditions for Field Encryption to define encryption rules for rows within a specific column, based on dynamic conditions.
Encryption Key Management	**Keep track of Field Encryption and Key Management changes** By default, the changes to the records on these tables are now logged to the Sys Audits [sys_audit] table: • Encrypted Field Configurations [sys_platform_encryption_configuration] • Module Access Policies [sys_kmf_crypto_caller_policy] • Cryptographic Modules [sys_kmf_crypto_module] For details on accessing the Sys Audits [sys_audit] table, see Viewing Sys Audit and Audit Relationship Change tables.
Enterprise Architecture	**Application rationalization page enhancements** • View business application bubbles whose X and Y-axis values are within the value range of +/-0.25 of each other as a grouped bubble. The grouped bubble displays the total number of business application bubbles that it contains. This grouping helps in clearing the clutter on bubble chart when there are too many

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Application or feature	Details
	business applications with similar values. For details, see Bubble chart view of application rationalization. • Zoom in, zoom out, or pan on the Bubble chart page using either on-screen buttons or by using a mouse device or trackpad interactions. For details, see Bubble chart view of application rationalization. • View the calculation logic behind the total number of business applications displayed on the Bubble chart page. For details, see Bubble chart view of application rationalization. • Select a single bubble on the Bubble chart page to view the associated business application details. Select a grouped bubble to view the list of business applications that are part of that grouped bubble. For details, see Bubble chart view of application rationalization. • View actual scores of business applications and compare them with their normalized scores. For details, see List view of application rationalization. • Increased maximum number of bubbles displayed on the Bubble chart to 500. • Apply the fiscal period filter to filter and view business applications for a specific fiscal period. • Apply the application rationalization filters to filter and view specific business applications on the bubble chart or list view page. An indicator is displayed on top of the filter icon to show the number of filters currently applied. • View the business application technical debt indicator score on the application rationalization list view page. On the application rationalization bubble chart view page, you can use the TRM technical debt indicator to form the bubble size based on the indicator score. • Export the list view of application rationalization data to Excel or CSV file format. You can use the data to obtain insights, share with stakeholders, and prepare for analysis. • Business applications with Retired or End of Life lifecycle stage aren't displayed on the Application Rationalization bubble chart page. **Data certification in Enterprise Architecture Workspace** • Use the Data Certification workflow in Enterprise Architecture Workspace to ensure the accuracy, completeness, and reliability of critical data within your organization. For details, see Exploring data certification in the Enterprise Architecture Workspace. • Create a data certification policy directly from the Enterprise Architecture Workspace using the Data

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Application or feature	Details
	certification workflow. For details, see Create a certification policy. • Run certification on demand for published policies to generate a new certification instance for an active policy. For details, see Run certification for a policy. • Activate a certification policy to add it to the active certification runs. This process ensures that the policy is active and can be used for certifications. You can deactivate a policy to remove it from active certification runs. For details, see Activate a certification policy. **Enterprise Architecture Workspace home page enhancements** Apply the Portfolio Overview and Health filters to filter and view specific business applications and business capabilities information. An indicator is displayed on top of the filter icon to show the number of filters currently applied. **Manage Enterprise Modeling and Visualization** • Create a diagrams using CSDM shapes to ensure consistency in how services, applications, and infrastructure are represented. Aligning with CMDB 5 standards, helps you in accurate reporting, impact analysis, and compliance across the enterprise. For details, see Common Service Data Model (CSDM) shapes. • Use the modified Enterprise Architecture shapes that are aligned with CSDM 5 standards for better modeling, accurate impact analysis, and reporting. For details, see Create a diagram using CSDM shapes. • Create diagrams using AWS shapes. The AWS shapes enable you to visualize AWS cloud components, model hybrid architectures, support cloud migration planning. For details, see Amazon Web Services (AWS) shapes and Create a diagram using AWS shapes. • Group or ungroup a general shape object. You can combine multiple related shapes into a single container for better organization and clarity in diagrams. For details, see Convert a shape to a group shape. • Expand or collapse a group shape to simplify visualization, improve focus, and supports hierarchical modeling. For details, see Expand or collapse a group shape. • View Business Process details for which the BPMN diagram is being created. Modify details such as name, parent, and description. For details, see Modify BPMN diagram details. • Reorder shape categories within the Shapes panel to customize the panel for faster access to frequently

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Application or feature	Details

	used shapes. For details, see Reorder shapes categories.
	• Show or hide the Shapes panel to optimize your workspace for different tasks. For details, see Show or hide shapes panel.
	• Switch between List view and Grid view in the shapes panel according to your modeling needs. For details, see Switch to list or grid view of shapes panel.
	• Download a diagram as an image to share it with other stakeholders with offline access or use it in the presentations. For details, see Download a modeling diagram as an image.
	• Select and delete diagrams from the Diagrams page.
	• Select upstream or downstream entities when adding related records for shapes. The upstream entities appear as a parent for the selected shape in the diagram while the downstream entities appear as a child for the selected shape in the diagram.
	• Add version label, version description, and planned rollout date details for diagram versions.
	• On duplicating a business process map, you can choose to associate the duplicated process map with a new or an existing business process.
	• Added support for shapes that enable AI governance. The shapes are added under the Enterprise Architecture category in the shapes palette. The shapes are:
	  ○ AI Dataset Digital Asset
	  ○ AI Model Digital Asset
	  ○ AI Prompt Digital Asset
	  ○ AI System Digital Asset
	• Perform undo and redo actions using buttons on the diagram page or using keyboard shortcuts.
	• Resize the shapes added to a canvas.
	• Drag shapes from the **Shapes** palette on to the canvas.
	• Add labels on the connector lines between shapes in a diagram.
	• Create diagrams for business process maps using the specific shapes related to the business processes.
	• Search shapes within the shape libraries.
	• Reorganize the order of shapes in a shape library according to your requirement.
	• Show or hide shapes in different diagram types.
	• General shapes can be rotated.

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Application or feature	Details

	• Enhanced the overall appearance of the diagram by hiding the connector ports and displaying them only when hovering over the shapes.
	• Open the Enterprise Modeling and Visualization diagrams from the following sections:
	  ○ From the Architectural Artifacts related list of a business application, business capability, or a business process record.
	  ○ From the **My approvals** tab of the Needs Attention section on the EA Workspace home page.
	  ○ From the Architectural Artifacts section of the Portfolio page.
	• Added support for all ArchiMate shapes.
	• Model Value stream diagrams.
	
	TRM catalog enhancement
	Export the TRM catalog data to Microsoft Excel or CSV format.
	Business Portfolio enhancement
	Export the Business Portfolio data to Microsoft Excel or CSV format.
	TRM category enhancements
	Assign an owner to a TRM category to ensure clear accountability and improved governance standards. The owner is responsible for maintaining consistent technology compliance standards for that TRM category.
	TPM lifecycle record enhancements
	• TPM lifecycle records are now assigned unique identifiers are automatically,while creating the TPM lifecycle record. These identifiers serve as clickable links that provide direct access to full record details.
	• Run the Populate Number field in TPM Discovered Technologies scheduled job to populate the TPM lifecycle record identifiers of existing records created using previous versions (before version 1.9.0) of the TPM plugin. For details, Run a scheduled job to populate Technology Portfolio Management lifecycle record identifier.
	
	Working with Portfolio list viewAI Portfolio section enhancements
	The following AI product models added to the AI Portfolio section:
	• AI System Product Models
	• AI Model Product Models

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Application or feature	Details

	• AI Dataset Product Models
	• AI Prompt Product Models
	
	Business application related list enhancements
	
	Added the AI Product Models as a related list. In the tab, you can:
	• Select **Add** to associate an existing AI system product model to the business application.
	• Select **Remove** to remove a AI system product model from a business application.
	
	For details, see Add AI systems to business applications.
	
	• Added the **Product capability** tab as a related list. In the tab, you can:
	  ○ Select **New** to create a new product capability and associate it with the business application.
	  ○ Select **Add** to add an existing product capability to the business application.
	  ○ Select **Remove** to remove a product capability from a business application.
	• Added the TRM products tab as a related list. In the tab, you can:
	  ○ Select **New** to create a new TRM product and associate it with the business application.
	  ○ Select **Add** to add an existing TRM product to the business application.
	  ○ Select **Remove** to remove a TRM product from a business application.
	• In the **Architectural Artifacts** tab of the business application related list, selecting the **New** button displays a modal to create an architectural artifact.
	
	TRM product related list enhancements
	
	• Added the **Product capability** tab as a related list. In the tab, you can:
	  ○ Select **New** to create a new product capability and associate it with the TRM product.
	  ○ Select **Add** to add an existing product capability to the TRM product.
	  ○ Select **Remove** to remove a product capability from a TRM product.
	• Added the **Business Applications** tab as a related list. In the tab, you can:

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Application or feature	Details
	○ Select **New** to create a new business application and associate it with the TRM product. ○ Select **Add** to add an existing business application to the TRM product. ○ Select **Remove** to remove a business application from a TRM product. **Architectural Decision Records (ADR) enhancements** • Create artifact type Architectural Decision Records (ADR) in one step. • Create and add multiple pages to the Architectural Decision Records (ADR) from the **Artifact content** tab. • In the Architectural Decision Records (ADR) page, you can tag the following: ○ Tag a user ○ Tag a record ▪ Architectural artifact ▪ Business application ▪ Business capability ▪ Business process ▪ Digital integration (requires the digital integration plugin) ▪ Digital interface (requires the digital integration plugin) ▪ Information object ▪ TRM product (requires the TRM plugin) ▪ Value stream (requires the value stream plugin) • Request approval workflow for Architectural Decision Records (ADR). • The version drop-down list is added to the Architectural Decision Records (ADR) page header. Select a version from the drop-down list to open the specific ADR version. **Data Certification changes** In the Enterprise Architecture Workspace, the certifications data is saved to and fetched from the CMDB Data Management Task Control [cmdb_data_management_task] table. If your certification data is still fetched from the Certification Schedules [cert_schedule] table, you might consider migrating your certification policies to the CMDB Data Management Task Control [cmdb_data_management_task] table. For more information, see Convert legacy certification schedules

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Application or feature	Details
	into Data Manager Certification policies and Publish a draft Data Manager policy in CMDB Workspace.
Enterprise Asset Management	**Organize your assets into hierarchical asset groups to manage your complex asset ecosystems** Organize assets into logical groups and subgroups to represent their dependencies and operational relationships. Use a dependency map to visualize the entire structure of the asset hierarchy, making it easy to see all the subgroups and assets within each asset group. **Inspect the condition of enterprise assets to determine their health and ensure reliability** Define condition attributes for enterprise models and assets and associate these attributes with templates to identify any potential issues throughout the asset life cycle. Enable scoring in the templates to calculate asset condition scores to determine whether an asset passes or fails the evaluation. Schedule asset condition evaluations via maintenance plans or work orders. View comprehensive reports on the asset condition outcomes on dashboards across your organization. **Optimize your operations with asset performance reports** Track the past performance of assets and get notified about trends, threshold breaches, or anomalies based on their location, model category, model, or classification. This tracking helps improve asset availability according to ISO standards. **Monitor supply and demand of assets in a stockroom with detailed inventory reports** Track and manage stockrooms efficiently by evaluating the inventory reports in the Inventory view of the Enterprise Asset Workspace. These reports help you: • Find replacement options or spare part availability for assets that are in use, being repaired, or in maintenance • Quickly identify shortages and align current demand in your stockroom with both current and incoming supply • Analyze the supply to meet open demand across all stockrooms or locations **Achieve faster diagnostics and enhanced maintenance efficiency with standardized failure and resolution codes** Enable technicians to record predefined failure reasons and resolution steps with configurable codes. You can create, update, and import these codes through spreadsheets in the Admin center of the Enterprise Asset Workspace. In the Repair flow, these codes help technicians record the reason for the specific issue with the asset and the appropriate solution for repairing it.

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Application or feature	Details
	Manage OT hardware models and assets in the OT Asset Workspace Enable OT asset managers to view and fulfill requests for OT hardware assets in the OT Asset Workspace. The reports and dashboards in the OT Asset workspace include OT hardware models, assets, and requests. The following OT Asset Management workflows and features now provide support for OT hardware assets and models, in addition to the workflows and features that continue to support them from the Yokohama release: • Bulk import • Asset reclamation • Advanced Shipment Notification (ASN) • Asset audits • Total Cost of Ownership (TCO) • Lease contract • Risk • Resale • Loaner • Move • Recall • Stock rule **Remediate unsuccessful enterprise asset calibrations** Remediate failed calibration events by initiating new work orders and corresponding work order tasks for those events. When you select the option to remediate a failed calibration event, you can choose an appropriate work order template to generate a new work order with at least one work order task. The work order and work order task are auto-populated with the asset that you want to calibrate, the location of that asset, the original work order, and all mandatory fields. In addition, the original and new calibration events and their corresponding tasks are linked together through the **Parent** field for full traceability. **Measure calibration tolerance conformance by using additional value types** Use the following additional value types to compare your calibration measurements against the corresponding tolerances that you define: • Range • Less than • Greater than

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Application or feature	Details
	In addition, use the True/False value type to assess the qualitative elements of your calibrations. **Manage unique identifiers for enterprise assets using CI identification rules** Define required and unique fields on asset records by creating identification rules on associated CI classes in the Identification and Reconciliation engine (IRE). When you create an asset whose model category is linked to a CI class with an identification rule, you should provide details for at least one of the fields, such as Asset tag, Serial number, and MAC address, that uniquely identify the asset. **Drop off and receive assets at a stockroom by using the ServiceNow Mobile Agent application** Return the assets that you have in your personal stockroom to a different stockroom by creating a Drop off task using the ServiceNow® Mobile Agent application. The asset manager of the destination stockroom receives the assets that you dropped off through a Receive task. The asset manager then verifies the received assets and closes the Drop off task using the Mobile Agent application. **Note:** Starting with the Xanadu release, you could create Drop off and Receive tasks in the Enterprise Asset Workspace. However, now you can also use the Mobile Agent application for the same purpose. **Receive shipment assets at a stockroom through the streamlined and unified receiving process** Receive assets from any workflow directly at the stockroom using the unified receiving functionality in the following workspaces: • Enterprise Asset Workspace • OT Asset Workspace • Medical Asset Workspace • Facility Asset Workspace This standardized receiving process reduces the time spent on receiving assets. By requiring each asset to be assigned a unique identifier when received at the stockroom, the quality of asset data also improves. You can receive assets in bulk by using a template. Additionally, you can view the results and validation comments in the staging table. During this process, the system handles existing assets, creates new ones as needed, and performs comprehensive validations. **Track asset movement from the receiving bay to an aisle-space in the stockroom**

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Application or feature	Details
	Move assets from the receiving bay to their designated aisle and space and improve asset tracking and inventory management by using the Asset put away feature. This task can be performed via the Enterprise Asset Workspace or ServiceNow Agent application.
Event Management	**Mixed alert grouping** Combine CMDB-based and tag-based alert grouping strategies into cohesive groups that reduce noise, enabling faster and more effective response. **AIOps 360 overview dashboard** Gain actionable insights with a 360-degree dashboard that showcases product value, tracks operational efficiency, and highlights automation impact. Monitor alert handling, service health, and AIOps outcomes to drive smarter, faster decisions across IT operations. **Mixed alert grouping in Service Operations Workspace** Choose how you want to group alerts from the **Criteria Type** field. Use the **Related CIs** option to combine CMDB-based and tag-based alert grouping. **Application services for impact calculation** Filter the application services to be considered in impact calculation for focused and accurate results. **Metric connector in Integrations Launchpad** Configure metric pull connectors to automate data retrieval and seamlessly integrate external metrics for efficient monitoring. **View links between alerts in new alert groups in Express List®.** Starting in version 26.9.0, investigate alert group details and visualize connections through Link View in Express List®, now available for log analytics-based alert groups and mixed alert groups. **Anomaly information for log analytic based alerts and metric intelligence alerts in preview panel in Express List®.** Starting in version 26.9.0, review visualizations for anomaly information in log analytic-based alerts and metric intelligence alerts in the preview panel in Express List[var.express-reg-tm]. **Configure new property for automatic resume of the live list updates following a pause, and configure time ranges in Express List®** Starting in version 26.9.0, admins gain the ability to configure the amount of time until the live list updates resume, after being paused in Express List®. Admins are also able to customize the time range options displayed in Express List®, such as the default time range. **Centralized management with the ITOM AIOps configuration center**

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Application or feature	Details
	Starting in version 26.11.0, the ITOM AIOps configuration center provides a centralized hub to manage AIOps settings, helping you integrate monitoring tools, optimize alerts, metrics, and logs, and manage services, dashboards, teams, and authorizations for improved visibility and operational efficiency. **Added Recommended category for AIOps 360 Overview dashboards** Starting in version 26.11.0, added a **Recommended** category to all officially released dashboards such as AIOps 360 Overview dashboard, AIOps Value Realization dashboard, to help you easily identify and access ITOM-approved dashboards. **Add a delay for incident creation from alerts** Starting in version 26.11.0, you can add a delay in Respond Automation before incidents are created from alerts, allowing alerts to auto-close if resolved and helping reduce unnecessary incident creation. **Added support for multiple subscriptions of AWS account** Starting in version 2.17.1, added support to enable multiple member accounts to forward CloudWatch/ EventBridge events to a centralized account, where a single SNS topic delivers them to the ServiceNow Event Ingestion endpoint, reducing manual setup from multiple configurations to one and cutting onboarding effort by up to 90%. **Configure Dynatrace metric connector from Integrations Launchpad** Starting in version 2.17.1, you can use the Dynatrace metric connector from the Integrations Launchpad to bring metrics from Dynatrace into ServiceNow Metric Intelligence for visualization, enrichment, dynamic thresholds, and anomaly detection. Starting in version 2.17.1, you can use the out-of-the-box Datadog metric connector to integrate Datadog metrics with ServiceNow Metric Intelligence, enabling anomaly detection, metric visualization, enrichment, and correlation of metric anomalies with events and log alerts. Starting in version 2.17.1, you can use the new Kafka connector to stream time-series metric data from Kafka topics into ServiceNow Metric Intelligence for real-time monitoring, anomaly detection, and alerting. **ITOM guided setup** Starting in 27.2.1, introduced ITOM Event Management guided setup, providing a sequence of tasks that help you install and get started with Event Management efficiently. **Live updates functionality has been updated in the Service Operation Workspace Lists.**

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Application or feature	Details
	Starting in version 26.11.0, a new toggle switch allows users to enable or disable live updates. When the toggle is set to on, alerts are updated automatically. When the toggle is set to off, a badge displays the number of available updates until the page is refreshed manually. The setting is saved for future logins by the same user. **Explore the new Dependency view for an alert** Starting in version 26.11.0, explore the new Dependency view for an alert. Access maps from the following locations: • in the preview panel, in the Configuration item section for the CI topology • in the Utilities panel of the alert record • in the action drop-down menu • in the Core UI alert form **Respond to multiple alerts in Express List** Starting in version 26.11.0, run response actions on multiple alerts at the same time in Express List.
External Content Connectors	**Zurich Patch 7** Retrieve searchable content and metadata from your Adobe Acrobat Sign source system. Retrieve searchable content and metadata from your Aha! Roadmaps source system. Retrieve searchable content and metadata from your Cornerstone source system. Retrieve searchable content and metadata from your Fluid Topics source system. Retrieve searchable content and metadata from your ManageEngine source system. Retrieve searchable content and metadata from your Workvivo source system. **Zurich Patch 4** **Connector admin role** Users with the sn_ext_conn.xcc_admin role can create, configure, and review details for external content connectors and crawls. **Adobe Experience Manager as a Cloud Service external content connector** Retrieve searchable content and metadata from your Adobe Experience Manager as a Cloud Service source system. **Asana external content connector**

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Application or feature	Details
	Retrieve searchable content and metadata from your Asana source system. **Docusign external content connector** Retrieve searchable content and metadata from your Docusign source system. **Dropbox external content connector** Retrieve searchable content and metadata from your Dropbox source system. **GitHub Enterprise Cloud external content connector** Retrieve searchable content and metadata from your GitHub Enterprise Cloud source system. **HubSpot external content connector** Retrieve searchable content and metadata from your HubSpot source system. **Lucidchart external content connector** Retrieve searchable content and metadata from your Lucidchart source system. **Miro external content connector** Retrieve searchable content and metadata from your Miro source system. **monday.com external content connector** Retrieve searchable content and metadata from your monday.com source system. **Notion external content connector** Retrieve searchable content and metadata from your Notion source system. **SAP DMS external content connector** Retrieve searchable content and metadata from your SAP DMS source system. **Smartsheet external content connector** Retrieve searchable content and metadata from your Smartsheet source system. **Trello external content connector** Retrieve searchable content and metadata from your Trello source system. **WordPress external content connector** Retrieve searchable content and metadata from your WordPress source system. **Workday external content connector** Retrieve searchable content and metadata from your Workday source system. **Zoom external content connector** Retrieve searchable content and metadata from your Zoom source system.

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Application or feature	Details
	Configure user permission settings for an external content connector Specify the source system and User [sys_user] table fields to examine for matches when an external content connector maps source system users to your ServiceNow AI Platform users. **Statistics for external content connector content crawls** Review statistics about the documents (items or files with searchable content and metadata) retrieved by a content crawl. **Statistics for external content connector user permission crawls** Review statistics about the permissions (user and group-membership security principals) retrieved by a user permission crawl. **Analytics for external content connectors** Review metrics that show how your external content connector has run over time. **Zurich Patch 1** **Amazon S3 external content connector** Retrieve searchable content and metadata from buckets in your Amazon S3 source system. **Box external content connector** Retrieve searchable content and metadata from user boxes in your Box source system. **GitLab external content connector** Retrieve searchable content and metadata from issues, wikis, merge requests, tags, branches, and commits in your GitLab source system's groups, projects, and repositories. **Microsoft OneDrive external content connector** Retrieve searchable content and metadata from individual drives in your Microsoft OneDrive source system. **Microsoft Viva Engage external content connector** Retrieve searchable content and metadata from conversations in your Microsoft Viva Engage source system's communities. **ServiceNow® instance external content connector** Retrieve searchable content and metadata from KB articles in your ServiceNow AI Platform instance. **Webcrawler external content connector** Retrieve searchable content and metadata from pages and subdomains in public web sources. Select a predefined web source or specify a custom web source. **Zendesk Guide external content connector**

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Application or feature	Details
	Retrieve searchable content and metadata from articles in your Zendesk Guide source system's knowledge bases. **Statistics for external content connector content crawls** Review statistics for searchable items retrieved by a content crawl. **Statistics for external content connector user permission crawls** Review statistics for user and group permissions retrieved by a user permission crawl.
Field Service Management	**Using Dispatcher Workspace** Use Dispatcher Workspace to perform the following tasks: • Use the advanced resource filter to sort contractors and equipment. • Add agents to Dispatcher Workspace to see their schedules, or assign them tasks if you manage the assignment group or territory they're a part of. This action can be done without loading the entire assignment group or territory that the agent is a member of. • Set up the calendar to use multiple time zones at once. For more information, see Show multiple time zones at once in Dispatcher Workspace. • Navigate from a work order task to a related list of smart assessments that are associated with that work order. **Assigning work order tasks to agents manually** Use the records page to perform the following tasks that was limited to Dispatcher Workspace before: • Flag a work order task. • Use assignment assistance. **Schedule Optimization** Use Schedule Optimization to do the following: • Initiate immediate optimization to adjust schedules and tasks when an in-day event occurs, like a new priority 1 task, a canceled task, an agent taking PTO, or an agent running late. • Assign the best agent for a work order task based on agent efficiency, which helps schedule and assign tasks more appropriately, using Field Service Agent Efficiency. • Define work, travel, and overtime penalty values for each agent so the optimization engine can either

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Application or feature	Details
	schedule a nearby agent with a higher penalty or a distant agent with a lower penalty. • Improve task scheduling by assigning dependent tasks to a single technician within the same shift. **Workforce** Enable managers to show or hide work order tasks from the **Calendars** tab in Workforce. When Workforce Optimization for Field Service is enabled, these tasks can also be viewed in Hybrid and Map views. **Field Service Scheduling** Manage resource attributes for any duration, whether a single day or multiple days. **Appointment Booking** Use Appointment Booking to do the following: • Enable better control over task sequencing using new dependency types, such as 'Finish to Start - Same Day' and 'Finish Together' with lag options, integrated with appointment booking for more precise scheduling. Enhance operational insight for all roles through improved visualizations including dependency trees, conflict alerts, and task indicators, which support dispatcher decisions and technician execution. • Optimize appointment recommendations by allowing radius configuration at the territory level, tailored to diverse areas, such as urban versus rural. This capability includes an extension point for customers to implement custom radius logic with default instance-level values if no specific configuration is set. • Enhance appointment recommendations by allowing grading against user-defined similar services rather than identical ones, resulting in more versatile scheduling options. This feature includes an extension point for customers to specify which services they consider similar, and the system defaults to same-catalog matching if no custom configuration is provided. • Increase scheduling flexibility with new features to support slot overlap and overrides. This capability enables territory-based customization of appointment windows, default schedules, and specific slot-level overrides, giving more control over availability.
Field Service Management for Telecommunication	**Managing work orders for telecommunication services** Manage the work orders for field services to support the installation, activation, and site assessments that are needed for connectivity services. This feature supports the POST, PATCH, GET, LIST, and DELETE operations for work orders via the TMF 697 Open API.

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Application or feature	Details
Financial Services Card Operations	**Overview of the Dispute Management workflow** Resolve Mastercard disputes quickly with an enhanced end-to-end workspace that supports all stages of the dispute life cycle, including pre-arbitration and arbitration. Use comprehensive tools to simplify and accelerate the dispute management process. **ACH disputes workflow** Resolve ACH disputes faster with a guided, end-to-end workflow that unifies intake, investigation, and resolution—built on a framework ready for any non-card transaction. The unified intake now features a new dispute reason framework for accurate regulatory mapping and embedded WSUD signature collection for seamless authorization capture. The overall workflow centralizes data, applies real-time regulatory checks, and surfaces next best actions to reduce manual effort and speed decisioning, all on a modular design that can scale to additional non-card dispute types.
Financial Services Operations Core	**Payment card application** Store the details of physical payment cards across the entire card life cycle, from issuance to servicing. You can also store tokenized values for sensitive data, such as the primary account number (PAN). **Deny-Unless ACL** Use Deny-Unless access control lists (ACLs) on FSO tables for non-authenticated users, such as users with public roles. With this minimum-security setting, only your authenticated users can read, write, delete, or create actions on these tables. For more information about the Deny-Unless ACLs, see the Deny-Unless ACL topic in the ServiceNow® Platform Security documentation.
Financial Services Operations Integration with Mastercard	**Mastercom subflows for disputes** An integration layer that provides predefined subflows and a supporting data model to enable seamless execution of Mastercom spoke actions for dispute management. This layer includes the following subflows: • Mastercom - Look up Transaction Details • Mastercom - Look up Clearing Transaction Details • Mastercom - Create Fraud Report • Mastercom - Create Claim • Mastercom - Look up Chargeback Details • Mastercom - Look up Second Presentment Details • Mastercom - Look up Case Filing Details • Mastercom - Validate Claim Response Details

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Application or feature	Details
	• Mastercom - Create Chargeback • Mastercom - Acknowledge Chargeback • Mastercom - Update Chargeback • Mastercom - Look up Chargeback Documents • Mastercom - Look up Chargeback Documents Status • Mastercom - Process Pending Documentation Queue • Mastercom - Process Issuer Worked Queue • Mastercom - Process Reject Queue • Mastercom - Process Issuer Re-presentment Unworked Queue • Mastercom - Process Sender Case Filing Queue • Mastercom - Create Case Filing • Mastercom - Take Action on Case • Mastercom - Look up Case Documents • Mastercom - Look up Case Documents Status • Mastercom - Look up List of Claims **Additional Mastercom subflows for disputes** New set of subflows to promote execution of Mastercom spoke actions for dispute management. This set includes the following subflows: • Mastercom - Look up Authorization Transaction Details • Mastercom - Look up Claim Details • Mastercom - Take Action on Existing Claim • Mastercom - Process Pending Queue • Mastercom - Look up Chargebacks Related Information • Mastercom - Look up Fraud Related Information • Mastercom - Reverse Chargeback
Financial Services Operations Integration with Visa	**Enable cardholder purchase inquiry property** Enables or disables integration with the Cardholder Purchase Inquiry API in the Visa card dispute playbook.
Flows, subflows, and actions in Workflow Studio	**Create and manage external event sources** Create an external event source on your ServiceNow instance that listens to events occurring in an application or system outside of the ServiceNow AI Platform®. Based on the external event source, you can define one or more external trigger definitions in your instance and then associate the external trigger definitions with the external event source. When an event that you specified in the external trigger definition occurs, the external trigger

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Application or feature	Details
	definition executes one or more flows. You can update or remove external event sources that you create. **Create a domain-separated saved external trigger** Create a domain-separated saved external trigger. Configurations that you make to the trigger are auto-saved. After the trigger is published, you can edit only the **Label** field values. **Create a reusable scheduled trigger** Create a scheduled trigger that starts your flow when you need. Use the trigger across your flows. **Create a skill for conversational subflows and actions** Create a skill for the conversational subflow and action and make the skill discoverable in conversations. You can have multiple skills for the same subflow or action. **Enhancements in the subflow and action conversational settings** To make the error messages more useful in a conversation, you can show specific error messages from the subflow or action rather than showing generic error messages. Additionally, if you override an input with reference, you can apply a filter to limit the number of records in the Reference field. **Make a flow wait for an email reply** Pause a flow until an email reply is received to an outbound email record **Show subflow stages in a parent flow** Show subflow stages as part of the execution details of a parent flow. **Save flows, subflows, and actions automatically** Save flows, subflows, and actions automatically as you work on them. **Support Now LLM Long Term Stable models (LTS) with Flow generation** Support the Now LLM Long Term Stable models (LTS) for Flow generation. **Support Now LLM Long Term Stable models (LTS) with Flow summarization** Support the Now LLM Long Term Stable models (LTS) for Flow summarization. **Use an AI agent action** Use flow data to run an AI agent and configure the expected agent output for use later in the flow. **Use your preferred LLM to generate descriptions for subflow or action skill, input, and output**

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Application or feature	Details
	Leverage generative AI to generate descriptions for the subflow or action skill, inputs, and outputs. You can configure a default LLM to generate the descriptions. **View flow history** View and manage the history of a flow. See past configurations of a flow to copy, restore, or remove them. **View subflow history** View and manage the history of a subflow. See past configurations of a subflow to copy, restore, or remove them.
Generative AI Controller	**Zurich Patch 4** **Administrator access to Gen AI log** Access the Gen AI log [sys_generative_ai_log] table to gain insights for debugging purposes. HR-related records remain restricted to HR admins. **Enhanced AI asset inventory** Track the enhanced AI asset inventory through AI Control Tower using new metadata fields in the Model [sys_generative_ai_model_config] and Prompt [sys_generative_ai_config] tables. Gain better visibility into AI asset status and life-cycle details, such as retirement dates. **Long-Term Stable model for generative AI** Promote stability and adoption for entitled users with a Long-Term Stable (LTS) model. The LTS model provides regulatory alignment, predictable behavior, and life cycle stability to integrate GenAI with confidence. **Zurich Patch 2** **AI Model Version Mappings** Review the mappings between AI model versions and their providers in the Gen AI Model Version Mapping [sys_gen_ai_model_version_mapping] table. This table shows the mappings between source and target models, along with associated metadata, such as skill type, model type, resource associations, and provider information. **Identify third-party LLM information** Access the Gen AI Log Metadata [sys_gen_ai_log_metadata] table to identify which LLM model, version, and requested language was used to generate the AI content. **Restrict LLM usage based on the domain** Enable or disable Now Assist for each domain so that you can restrict the use of LLMs and avoid using AI for data processing, if needed.
Goal Framework	**Goal Framework and AI Control Tower**

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Application or feature	Details
	Categorize your strategic priorities and goals as Artificial Intelligence to track and monitor strategy progress from the AI Control Tower workspace. Use the **Type** field for strategic priorities and the **Category** field for goals to classify them as Artificial Intelligence and monitor their progress in the AI Control Tower workspace. **Role enhancements** With the sn_gf.goal_admin role, you can edit any goal and target as needed, even when you aren't the owner or contributor of a goal or target.
HR Multi Instance Integration	**HR Multi Instance Integration** Partners and service providers for HR service fulfillment often are running their own instance of HR Service Delivery. HR Multi Instance Integration provides inter-instance communication and hybrid HR services with fulfillment in different instances through the following capabilities: • Ability to control your organization employee's experience and interactions per your organization's culture, branding, and policies. • Ability to outsource services. • Consistent user experience for employees across the entire HR catalog, regardless of whether they are interacting locally or remotely from any third-party provider. • Because HR workflows or business process are not restricted to a single instance, they can flow seamlessly across instances. • Uniformity and standardization for HR agents on the provider instance enables them to work on local cases or remote HR cases from the provider's ServiceNow AI Platform instance with a minimal learning curve. • Managing and controlling access at the remote catalog level to meet security and compliance requirements. • Synchronization of relevant information such as submitted request (provider task) status, comments, and attachments by service providers. • Ability to fulfill an HR case partially by providers and partially by consumers. • Ability to create HR tasks and approval tasks for remote HR cases. **Note:** Only manual approval flow is supported, and not the automatic approval flow.

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Application or feature	Details
	• Initiate document signing tasks for remote users via universal tasks. This feature is available only when the Document Template plugin is installed along with the HR Multi Instance Integration for Provider application. • Enable remote users (consumer users) to complete HR tasks, document tasks, and approval tasks via magic links shared in universal tasks. Magic links route remote users to the provider instance for completing the assigned tasks. • Support the **URL** task type in Universal Task. This task type enables you to specify a URL link that is shared in the universal task assigned to a local or remote user. • Support the **External** field in the HR Profile data. When the HR profile belongs to an employee in consumer company, the **External** field is marked True.
Hardware Asset Management	**Track asset movement from the receiving bay to an aisle-space in the stockroom** Move assets from the receiving bay to their designated aisle and space and improve asset tracking and inventory management by using the Asset put away feature. This task can be performed via the Hardware Asset Workspace or ServiceNow Agent application. **Improve asset data accuracy and usage by tracking and managing unassigned assets through asset attestation** Validate whether assets are in use and confirm asset assignments by initiating the attestation using the Asset Attestation playbook in the Hardware Asset Workspace. Employees can then confirm whether they're using the assigned serialized hardware assets on the go by using the intuitive Now Mobile app. Reports on open remediation tasks in the Hardware Asset Workspace, generated when employees confirm they don't have assets, provide actionable insights for asset managers. **Confirm receipt of hardware and consumable assets through the Employee Center portal** Enable your employees to acknowledge the receipt of assets that are in transit and reserved for them through the Employee Center portal. When employees confirm that they have received the assets, the **State** and the **Assigned to** fields are updated in real time, minimizing the risk of data errors. **Receive shipment assets at a stockroom in the Hardware Asset Workspace** Complete the receive tasks for hardware and consumable assets that you received from any workflow at the stockroom using the unified receiving functionality in the Hardware Asset Workspace. This standardized receiving process reduces the time spent on receiving assets. By requiring each asset to be assigned a unique identifier

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Application or feature	Details
	when received at the stockroom, the quality of asset data also improves. You can receive assets in bulk by using a template. Additionally, you can view the results and validation comments in the staging table. During this process, the system handles existing assets, creates new ones as needed, and performs comprehensive validations. **Optimize your operations with asset performance reports** Improve asset availability according to ISO standards by tracking the past performance of assets and getting notified about trends, threshold breaches, or anomalies based on their location, model category, model, or classification. **Monitor supply and demand of assets in a stockroom with detailed inventory reports** Track and manage stockrooms efficiently by evaluating the inventory reports in the Inventory view of the Hardware Asset Workspace. These reports provide the following benefits: • Find replacement options for assets that are in use, being repaired, or in maintenance • Quickly identify shortages and align current demand in your stockroom with both current and incoming supply • Analyze the supply to meet open demand across all stockrooms or locations **Gain expanded insight into the content library information through content dashboard analytics** Gain in-depth information related to various content tables and trends in content change from the enhanced Content Library portal. The introduction of numeric widgets, line graphs, bar charts, and content-specific tabs provides complete visibility to content shipped and analyze content coverage. The expanded search feature with additional filter options enables you to view the records for a particular period or release.
Health Log Analytics	**Facilitate Cribl log data ingestion by Health Log Analytics using the Cribl integration** Starting in version 37.0.15, use the Cribl log data integration to streamline Health Log Analytics data ingestion with Cribl. If your organization uses Cribl for filtering and routing large volumes of log data from various sources, the log format received by HLA is distinct from other types. The Cribl integration enables HLA to detect and separate transport headers from inner log messages in this format, forwarding only the inner message to the source type structure for processing. You can configure the Cribl integration conveniently through the Integrations Launchpad.

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Application or feature	Details
	Leverage additional information available on the integration's Overview screen Starting in version 37.0.15, take advantage of extra information presented on the Overview screen. The screen now displays the ITOM Gateway in the log processing pipeline and the log streaming rate per minute, aligning it with the metrics for the MID Server and the HLA Engine. The Overview screen also shows the source time of the last processed log. **Export source types to an update set by log source** Starting in version 38.0.16, export all source types related to one or more selected log sources to an update set together. You can then import the update set to the target environment. **Map log data to service instances and components for alerts in context** Starting in version 38.0.16, map your logs to service instances and components so that Health Log Analytics can generate alerts in the correct context. Contextualizing your log data is especially important when the integration processes logs from multiple service instances and components. **Display Integrations Launchpad from the ITOM AIOps configuration center** Starting in version 38.0.16, open the Integrations Launchpad from ITOM AIOps configuration center. The ITOM AIOps configuration center is a centralized workspace that enables you to configure and manage AIOps features from a single place. **Set up a GCP PubSub integration from the Integrations Launchpad** Starting in version 38.0.16, set up an integration from the Integrations Launchpad for receiving log messages that were published to a Google Cloud Platform (GCP) Pub/Sub topic and streaming them to your ServiceNow instance. **Set up a Microsoft Azure Event Hubs integration from the Integrations Launchpad** Starting in version 38.0.16, set up an integration from the Integrations Launchpad for streaming events from Microsoft Azure Event Hubs to your ServiceNow instance. **Set up an Edge Delta TCP or REST integration from the Integrations Launchpad** Starting in version 38.0.16, set up an integration from the Integrations Launchpad to enable Health Log Analytics to process Edge Delta log messages streaming into your ServiceNow instance over the TCP transport protocol or via REST.

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Application or feature	Details
	Monitor ServiceNow instance logs with the ServiceNow Log Export data input Starting in version 38.0.16, set up a data input for monitoring ServiceNow instance node logs from both Java code and JavaScript in Health Log Analytics.
Hermes Messaging Service	**Monitor Hermes data usage** Monitor data usage by application and track data usage by topic using the Hermes Usage Dashboard. **Synchronize topic partition count** Verify that the partition count is synchronized between topics in Hermes clusters.
Hiring	**Create a job requisition as a hiring manager** As a hiring manager, request a job requisition for a vacancy in your organization that you want to fill. **Tracking a job requisition in the Hiring tab** View the status and details of a job requisition, compare applications, and perform other actions as needed. **Tracking an application record from the Hiring tab** Track an application on a job requisition, provide recommendations for the application, monitor interviews and feedback, and more. **Collaborate with the recruiter** Engage with recruiters to collaborate and identify what needs your immediate attention, helping you manage job requisitions more effectively. **View hiring content** Refer to the various hiring materials available under the Hiring tab to get a better understanding of the hiring policies and processes.
ITOM AIOps	**Facilitate Cribl log data ingestion by Health Log Analytics using the Cribl integration** Starting in version 37.0.15, use the Cribl log data integration to streamline Health Log Analytics data ingestion with Cribl. If your organization uses Cribl for filtering and routing large volumes of log data from various sources, the log format received by HLA is distinct from other types. The Cribl integration enables HLA to detect and separate transport headers from inner log messages in this format, forwarding only the inner message to the source type structure for processing. You can configure the Cribl integration conveniently through the Integrations Launchpad. **Leverage additional information available on the integration's Overview screen**

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Application or feature	Details
	Starting in version 37.0.15, take advantage of additional information presented on the Overview screen. The screen now displays the ITOM Gateway in the log processing pipeline and the log streaming rate per minute, aligning it with the metrics for the MID Server and the HLA Engine. The Overview screen also shows the source time of the last processed log. **Benefit from enhanced Log Analytics alert group and mixed alert group functionality in the Express List** Starting in version 26.9.0, identify connected Log Analytics alerts and mixed alert group correlations faster using the Link View functionality. Utilize enhanced Now Assist Alert Analysis with additional context for Log Analytics alerts. **View visualizations of anomaly information for Log Analytics-based alerts and metric intelligence alerts in Express List®** Starting in version 26.9.0, review anomaly charts for Log Analytics alerts and Metric Intelligence alerts in the preview panel in Express List®. **Configure automatic resume for live updates when the live alert list is paused, and configure time ranges in Express List®** Starting in version 26.9.0, enable admins to configure the amount of time until the active display resumes after being paused in Express List®. Admins are also able to customize the time range options displayed in Express List®. **Map log data to service instances and components for alerts in context** Starting in version 38.0.16, map your logs to service instances and components so that Health Log Analytics can generate alerts in the correct context. Contextualizing your log data is especially important when the integration processes logs from multiple service instances and components. **Monitor ServiceNow instance logs with the ServiceNow Log Export data input** Starting in version 38.0.16, set up a data input for monitoring ServiceNow instance node logs from both Java code and JavaScript in Health Log Analytics. **Live updates functionality has been updated in the Service Operation Workspace Lists.** Starting in version 26.11.0, a new toggle switch allows users to enable or disable live updates. When the toggle is set to on, alerts are updated automatically. When the toggle is set to off, a badge displays the number of available updates until the page is refreshed manually. The setting is saved for future logins by the same user. **Explore the new Dependency view for an alert**

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Application or feature	Details
	Starting in version 26.11.0, explore the new Dependency view for an alert. Access maps from the following locations: • in the preview panel, in the Configuration item section for the CI topology • in the Utilities panel of the alert record • in the action drop-down menu • in the Core UI alert form **Respond to multiple alerts in Express List** Starting in version 26.11.0, run response actions on multiple alerts at the same time in Express List.
ITOM Cloud Accelerate	**Configure a custom catalog ID in Cloud Account Management account request** Users with the cw_admin role can set which catalog to use for Cloud Account Management (CAM) requests by updating the *sn_itom_cam.cam_catalog_id* system property. This property is set by default to the base system CAM catalog. **Viewing Cloud Account Management dashboards** Access the Compliance dashboard, Overview page, and Cloud assets dashboard through the Cloud Asset Explorer section in the new **Monitor and Track** tab. • Compliance dashboard: View data across AWS, Azure, Google Cloud Platform (GCP), and OCI accounts in one centralized location. • Overview page: ○ View total discovered assets, grouped by cloud provider and categorized into Compute, Databases, Virtual Machines, and Storage categories on the Overview page. ○ Monitor total accounts by provider, with change tracking since the last update. • Cloud assets dashboard: ○ Governance and operations teams can monitor, track, and act on compliance and asset details through the Cloud assets dashboard. ○ Identify missing ownership information for accounts to support accountability and audit readiness. ○ Asset viewers can drill down to view detailed information for each configuration item (CI). **Viewing the home page in Cloud Account Management**

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Application or feature	Details
	• Visualize growth trends across cloud providers with a time-based graph showing account activity. • Leverage direct access to Cloud Discovery Workspace and Cloud Cost Management from the dashboard. • Use filters like cloud provider and business unit to refine the dashboard view for tailored insights. **Cloud Provisioning and Governance** The legacy workflows are no longer supported starting with the Zurich release. You can continue using existing custom workflows and deprecated base system workflows but use the new base system Flows for all future needs. In the Zurich release, the Cloud resource operation request and Blueprint request workflows have been migrated to subflows.
ITOM Visibility	**Discover your Alibaba Cloud resources** Starting with Discovery and Service Mapping Patterns store version 1.29.0, Discovery supports Alibaba Cloud. Discovery enables real-time visibility and automated population of the CMDB with configuration data for cloud resources. **Create a cloud discovery schedule in Discovery Admin Workspace** Starting with version 1.11.0, Discovery Admin Workspace supports creating Discovery schedules for Amazon Web Services, Azure, and Google Cloud Platform cloud providers. This update advances the integration of cloud discovery capabilities into a unified workspace, reducing operational complexity and aligning with the upcoming deprecation of Cloud Discovery Workspace. For the procedural information, see: • AWS • Azure • GCP **Discover AWS EC2 VMs using AWS Systems Manager (SSM)** Perform detailed discovery of EC2 hosts running in AWS without the requirement for a direct SSH or PowerShell connection by discovering AWS EC2 VMs by using AWS Systems Manager (SSM). **Discovery Guided Setup** Starting with version 1.11.0, you can access ITOM Discovery Guided Setup from the Discovery Admin Workspace home page. This setup provides a structured process to configure Discovery and maintain accurate CMDB visibility quickly.

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Application or feature	Details
	View command validation-related entries using new role in Pattern Designer Enhancements Starting with Pattern Designer Enhancements version 3.9.0, the new pde_viewer role has permissions to view **Command Validation Tasks**, **Command Validation Tasks Results**, and **Command List**. The pde_viewer role is restricted to viewing the command list modules and doesn't have permissions to modify or edit them. The pde_viewer role can view the following tables only: • Command List [pd_command_list] • Command Validation Task [pd_command_validation] • Command Validation Task Results [pd_command_validation_results] • Pattern Shared Library Mapping [pd_pattern_to_shared_library_mapping] • Temporary Variable Mappings [pd_temp_variable_value_mapping] **Discover new products with Discovery and Service Mapping Patterns** Discover the following products using Discovery and Service Mapping Patterns version 1.29.0: • Alibaba Cloud • OCI GovCloud • 10 addition Azure cloud services • 22 additional AWS cloud services • New AWS API Gateway data model • AWS datacenters with resources only • OLVM templates, disks, and networks • Nutanix Prism using API v4 Discover the following products using Discovery and Service Mapping Patterns version 1.28.0: • 22 additional Azure cloud services • GCP Cloud Function • GCP AlloyDB • GCP Redis Cluster **Receive updates for activated patterns** Starting with Visibility Content version 6.28.0, activating or deactivating a pattern won't be considered a customization, and it will continue to receive updates. Patterns that were previously activated or deactivated will reset to the latest predefined version after upgrading while retaining the last active field value.

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Application or feature	Details
	Enhance your resource management with the new Tag Categorization feature from Tag Governance Starting with version 1.7.0, automate the tagging process to promote a consistent, organized way to manage tags by using five predefined tag categories provided by Tag Governance. **Estimate your cloud license count prior to using ITOM cloud solutions using CLE** Cloud License Estimator (CLE) provides an estimated resource count for all cloud resources eligible for licensing.#It validates the#provided cloud#account details and estimates the resource#count#based on the prevailing licensing rules. **Improve admin efficiency with new Actions menu** Discovery Admin Workspace version 1.10.0 introduces a new **Actions** drop-down menu on the **Anomaly Detection** tab of the Diagnostics page, offering quick access to anomaly detection settings and a **Clear all anomalies** option to remove related records from key tables. **Enjoy increased control and improved accuracy in the Automated Service Suggestions feature in Service Mapping.** Ensure that candidates remain relevant and useful through a new property that excludes irrelevant information from Application Service Candidates, such as non-operational or retired servers.
Identity	**Machine Identity Console** Use the Machine Identity Console to see what data integration accounts are accessing and how they're configured. This console helps you make smarter security decisions about setting up these accounts.
Impact	• Implement Scan Engine to enable proactive management of instance quality, compliance, and performance. • Examine ServiceNow instances for violations of the active leading practice definitions and report violations that are stored in the Scan Findings table. • View existing or resolved findings that resulted from the instance scans or from summarized and detailed scan information. • Empower developers to receive real-time, AI-driven recommendations within their workspace to identify and resolve code quality issues, enabling adherence to ServiceNow leading practices and reducing technical debt proactively. **GenAI-powered Root Cause Remediation**

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Application or feature	Details
	Identify the cause of performance issues and receive suggestions for corrective actions by implementing root cause remediation (RCR) after generating the root cause summary (RCS). **Performance insights in user-configurable dashboard** Assess the performance status of your ServiceNow instances using the ML-based instance performance widget. **Analyze user experience and monitor application performance in Instance Observer** Monitor response times using operational metrics. **Generative AI-powered Root cause analysis** Generate a structured root cause summary using a large language model (LLM) anomaly detection system that can automate the process and analyze system logs, performance metrics, and alerts. This root cause summary simplifies the analysis process and helps to diagnose the problem before the issue occurs. **Note:** The Generative AI-powered summarization component is not available to users in the regulated market. **Instance Observer alerts for Guided-tier customers** The top six alert cards evaluated to be most important based on alerts that users have used and benefited from in the past are now available to Guided-tier Instance Observer customers in addition to the Advanced-tier and Total-tier customers. **Use popular alerts to receive notifications** View the most popular alerts displayed on the first page of the Configure Alerts page. You can also set up alerts and view notifications. **Triage a ServiceNow instance based on nodes** Triage your ServiceNow instances based on production nodes that are categorized as All, Generic, Worker, and UI nodes. This categorization removes unhelpful irrelevant standby nodes and helps triage useful production nodes. **Custom Performance report** Generate a custom report selecting a maximum of 20 metrics and a minimum of one metric from a wide range of 90 metrics available across the Instance Observer application. This report is almost the same as Performance Trend report, however it offers you the flexibility to choose more metrics from the performance categories in the Performance page and build a dynamic report, and also to customize how charts are displayed in the report.

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Application or feature	Details
	Accelerator request Request and manage accelerators across different instances from both Impact Delivery Instance and Impact Store Application. Interact with the experts in Impact from the Impact Store Application. **Accelerator Catalog** Use the following new accelerators: Technical Accelerators: • Jumpstart Your CSDM:Crawl: Get an overview of the crawl phase of the Common Service Data Model (CSDM) maturity journey, a brief assessment of current crawl data, and actionable steps to complete the phase. • Jumpstart Your External Content Connectors (XCC): Get a demonstration of the possibilities and capabilities of External Content Connectors (XCC). • Jumpstart Your Now Assist in Document Intelligence : Get a demonstration of the possibilities and capabilities of Now Assist in Document Intelligence. • Jumpstart Your Strategic Portfolio Management-Project Workspace: Get a demonstration of the possibilities and capabilities of Project Workspaces within Strategic Portfolio Management (SPM). • Jumpstart Your Workflow Automation: Playbooks: Get a demonstration of the possibilities and capabilities of playbooks in Workflow Studio. • Jumpstart Your AI Control Tower: Get a demonstration of the possibilities and capabilities of ServiceNow's AI Control Tower. • Jumpstart Your SPM-Collaborative Work Management: Get a demonstration of how customers can set up and utilize CWM to plan, manage, visualize, and collaborate on work with their teams. • Jumpstart Your Now Mobile for Employees: Get an introduction and overview of the base system capabilities and a demonstration of the configuration steps needed to get started with Now Mobile. • Jumpstart Your ITOM Discovery: Get foundational guidance for successful IT Operations Management (ITOM) Discovery implementation, and a demonstration of its possibilities and capabilities. Strategic Accelerators:

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Application or feature	Details
	• ITOM Maturity Accelerator: Get guidance on fine-tuning IT Operations Management (ITOM) with a base-level understanding of maturity tied to business outcomes. • Stakeholder Path to Value: Get deep qualitative insights into how process owners and key stakeholders utilize the ServiceNow platform to deliver vital services across the organization. • Foundations of AI Governance: Foundational knowledge that will help you start your AI Management journey and take control of your AI deployments. **Outcomes based contextual learning recommendations** • View the recommendations for the most relevant personalized course recommendations based on your performance context to help you strengthen specific skills. • View the recommendation for every capability. Multiple courses are available for some recommendations. **Value management** Value reports • Use value reports to evaluate the impact of improvements in key success metrics over time and translate them into operational and monetary value. • View a report created by your delivery team for a product implemented across multiple ServiceNow instances. This feature is available only to Total-tier and Advanced-tier customers, or Guided-tier customers subscribed to the accelerator-for-value reports. Gen AI based outcome summarization • Collect information from multiple areas like adoption, metrics, and initiatives, and generate key insights. • View the outcome metrics for a positive or negative trend. • Monitor which recommended applications are adopted over time to determine effectiveness. • Track the consumption of related accelerators to support outcomes and identify any gaps or underused accelerators. Install Impact Value Management Data Collection Content Pack Apps dependent plugins Install at least one dependency plugin to enable data collection jobs in Impact value management data collection apps. For Strategic Portfolio Management, two dependency plugins must be installed to enable data collection functionality.

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Application or feature	Details
	Work items in the Impact Store Application • Create a work item from a capability mapped to a Product Adoption Roadmap, and view the created work item in the Work Items section of the details page of the capability. • Manage and track the SPM and (CWM) work items created in Impact on the Work Items page. • Access a centralized Work Items page to track and manage all the SPM and CWM work items created in Impact. • Filter and track work items using aspects like Impact source, state, progress, and status. **Product Adoption** • Update information by editing the Usage Status directly on the details page of each capability. • View the last updated information of the Capabilities Map, including the user and the timestamp. • View who is editing the Product Adoption Roadmap when it is in the locked state. • Filter and view overall adoption status by product using the Product filter drop-down list. • Product Adoption Roadmap templates are now available for Customer Service Management, Field Service Management, and Governance, Risk, and Compliance. • Unlock a locked Product Adoption Roadmap if you have an Impact admin or platform owner role. When you unlock it, all changes to the current version are discarded and the Product Adoption Roadmap reverts to its last published version. • View a Now Assist generated summary of description, features, benefits, and related resources when you select a capability. • Filter entitled capabilities by the subscriptions. • View which subscriptions provide entitlement to an entitled capability in the **Included with these subscriptions** section when you select a capability. **Consumption Report** The Consumption report provides an overview of your Impact tier features and their usage, which helps you identify your underused or unused Impact benefits. Gen AI based consumption report summarization

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Application or feature	Details
	• Monitor the overall consumption of the accelerator in your plan. This information could include status details for ongoing, completed, and not yet started accelerators. • View the usage details for the Instance observer and Developer Support seats. • View the overall summary of the active Now Support cases and the enhanced case response time for Impact P1 and P2 support cases for your account.
Industrial Process Manager	**Discovered subnets supported by the AMAZING feature** During OT subnet mapping, the AMAZING feature uses discovered subnets to help identify OT devices and assign them to the correct equipment model entity. **Map OT devices to equipment model entities from the Equipment Model Manager** In the Equipment Model Manager of the Industrial Workspace, map OT devices to equipment model entities using the **Unmapped OT Devices** and the **All Devices** tabs in the Equipment Model Manager. When no locations exist, generate a complete location hierarchy for an ISA equipment model entity tree to establish location references that match the ISA hierarchy. **Use the OT Network Map to visualize your OT network** Use the OT Network Map in the Industrial Workspace to visualize your OT network, subnets, and device-to-device connections. **Set the operational status for equipment model entity sites** Set equipment model entity sites to not in use in the Industrial Workspace by selecting the **Not in use** value for the **Operational Status** field. **Filter out Not in use and Retired equipment model entities from view** Filter out **Not in use** and **Retired** equipment model entities in the Industrial Workspace using the **Operational Status** field value for a site. **Add child equipment model entities to a Favorites view in the Industrial Workspace** Use the Favorite icon (☆) to add a child equipment model entity as a favorite in the Equipment Model Manager on the Industrial Workspace. You can then use the **Show Favorites** toggle to display them. **Assign Processing Order to sort equipment model entities in a site**

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Application or feature	Details
	Use the **Processing Order** field to assign values to an equipment model entity that determines their functional importance in a site. **The Daily Activity tab in the Equipment Model view in the Industrial Workspace** View the list of previous day's activities on the **Daily Activity** tab of an OT device. The activities include adding an OT device and changing the field-level attributes for existing OT devices. For example, IP address, Device Criticality, and more.
Instance Data Replication	**Monitor scheduled replication sets** Monitor the progress your scheduled replication sets in the IDR Monitoring Dashboard. **Track scheduled replication requests** Track the progress of scheduled replication requests in the Scheduled Replication Requests related list.
Instance Scan	**Scan cancellation** Cancel or abort an ongoing scan by either selecting **Cancel Scan** in the scan execution modal or the **Cancel Scan** related link in the results record. **Queuing of scans** Leverage the scan queue feature to line up your scans for automatic execution following the current scan.
Integration Hub	**Generate the parsing phase for REST-based Data Stream actions** Automatically configure the splitter step, script parser step, and outputs for REST-based Data Stream actions. The **Test REST step** functionality in REST-based Data Stream actions executes a request to the configured REST endpoint, analyzes the response payload, and automatically sets up the parsing and output components. **Stream Connect enhancements** • Use a MID Server cluster, instead of a single MID Server for message replication. With a MID Server cluster, if one of the MID Servers fails, the other MID Servers can share the load of the failed MID Server. • In the Kafka subscription record, view the estimated time required for a consumer to process the current queue. The subscription record also links to the consumer record, so that you can see which consumer is processing the queue. • Specify a compression format for Stream Connect producers with the

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Application or feature	Details
	com.glide.kafka_producer.compression_type system property. Stream Connect supports the GZIP and LZ4 compression formats. **View alerts in the Stream Connect dashboard** Get detailed information about alerts, including their severity level, state, type, and the affected entity in the Stream Connect dashboard. **Test connection aliases directly from configuration templates** For aliases using a configuration template, you can configure a Test Action field. This field enables you to test a connection from within the Action Properties section of actions in Workflow Studio. **Support for PowerShell version 6.0 or later in the PowerShell step** Enable the PowerShell step to use a newer version of PowerShell by adding the MID Server property `mid.property.ihub.prefer_powershell6Plus` and setting it to `true`. **Use WS-Security in a SOAP step on a MID Server** Enable a WS-Security policy in a SOAP step running on a MID Server. **Delay parallel loading in custom (load by script) data sources** Configure a delay for parallel loading in custom data sources. When the data source is called, the parallel loading is scheduled to run after the configured amount of time. **Spoke-specific AI agents** AI agents that implement different agentic workflows are available for various spokes. Use these spoke-specific AI agents to execute agentic workflows. **Save draft, publish, update external trigger definition, and support domain separation** The external trigger definition is updated to match the trigger builder so that the external trigger definition supports the saving of draft, publishing, updating external trigger definition, and supporting domain separation. **Create and manage external event sources** Define and manage custom trigger definitions after creating external event sources.
Intelligence for CSM	**Guided Decisions - Enable Guided Decisions as a Playbook Activity with Inputs and Outputs** Added support for the Guided Decision with Inputs and Outputs activity in Playbook. Use this activity to embed decision trees that accept inputs and generate outputs, guiding users through complex decisions within your playbooks.

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Application or feature	Details
	Recommended Actions - View the relevancy score of the AI search results View the relevancy score on the search result recommendation cards in the Search tab of the Recommended Actions panel for the default guidance for search results, Attach and share article, Share KB in chat interactions, and all no-code (Link incident to current case, Link problem to current case, and Link change request to current case) guidances. To enable this feature, you must enable the Show relevancy score for results check box in the Context form. **Recommended Actions – Limit the number of search results for more precise output** Limit the number of search results (Top N) that appear in the AI search tab in the Recommended Actions context side panel. To configure top N search results, you must enable the Top N check box in the Context form and then define the Search Results Limit in the Search Application Configuration. **Recommended Actions - Filter search results across multiple sources in the Contextual side panel** Filter search results corresponding to multiple sources in the AI search tab of the Recommended Actions contextual side panel. You can also filter the search results at the facet-level. **Recommended Actions – Track the AI search usage trends with the AI search analytics dashboard** Track and analyze the AI search usage in Recommended Actions using the AI search analytics dashboard. The AI search events and actions performed by the agent are captured in the Search Events, Search Source Events, Search Signal Events, Search Result Event, and Search Result Event Action tables. This data is used in the AI search analytics dashboard. **Recommended Actions - Read-only access to TI solutions for the Resource Generator author role** Access Task Intelligence (TI) solution definitions in read-only mode as a Resource Generator author [sn_nb_action.resource_generator_author] to configure recommendations with Machine Learning (ML) solutions from TI models. In other words, the sn_ti_admin.tia_user role is added to the Resource Generator author role. **Recommended Actions - Filter search results across multiple sources on the Search page** Filter search results corresponding to multiple sources on the Search page. You can also filter the search results at facet-level. **Recommended Actions - Optimize the Recommended Actions refresh behavior by excluding non-critical field updates**

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	Exclude the non-critical fields from triggering a Recommended Actions refresh on the record pages by adding the non-critical fields to the **Exclude fields** field on a context record. In a child context, you can also include the field exclusions of the parent context. You can enhance a user's UI experience when you prevent excessive UI updates and still ensure that relevant updates trigger as intended. **Recommended Actions - Trigger Refresh for Recommendations explicitly or based on UI events** Trigger recommendations refresh in the Recommended Actions tab on the contextual side panel when a UI or back-end event update is made. This provides dynamic and more contextually relevant recommendations based on the outcome of UI and back-end events. To trigger a recommendations refresh: • configure UI component's Data Broker in the UI builder for UI events • execute the ForceRefreshRecommendationsscript include for back-end events **Recommended Actions - Configure dynamic JSON-based context inputs** Configure JSON-based context inputs in a context to populate accurate recommendations corresponding to dynamically changing contexts. You can configure parameters associated with the context table along with context table parameters. To support scenarios where a single workflow may leverage multiple active contexts simultaneously to generate recommendations. This uses the context inputs in rule condition builders, resource generators, and recommendation-action mappings, with minimal performance impact and backward compatibility. **Recommended Actions - Enhanced KB article sharing for Agents** Identify the Knowledge Base (KB) articles that are not accessible to the case requester with the help of a Lock icon. In the recommendations on the contextual side panel of the CSM Configurable Workspace, a Lock icon on a recommendation card denotes that the recommended KB article cannot be accessed by the case requester. **Process Mining - SLA breach analysis** Identify and analyze cases where service level agreements (SLAs) have been violated. The SLA breach analysis project provides insights into the root causes of breaches, highlights bottlenecks, and recommends improvements to optimize the performance of your processes. **Quick start tests for Customer Service Management** After upgrades and deployments of new applications or integrations, run quick start tests to verify that

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Application or feature	Details
	Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations.
Interview management	**Define your interview setup** Configure interview phases with custom names, durations, and other key parameters, and then use them to efficiently schedule interviews, enhancing transparency and saving time. **Request applicant to share scheduling preferences** Request applicants on a job requisition to share their scheduling preferences to plan a seamless interview process. **Request interviewer to share scheduling preferences** Request interviewers on a job requisition to share their scheduling preferences to plan a seamless interview process. **Share scheduling preferences** As an interviewer, when requested by recruiters, share your scheduling preferences to help them schedule interviews accordingly. **View applicant's scheduling preferences** View the scheduling preferences shared by applicants to schedule interviews accordingly. **View interviewer's scheduling preferences** View the scheduling preferences shared by interviewers and schedule interviews accordingly. **Schedule an interview** Schedule interview with applicants on a job requisition to get started with the interview journey. **Manage interviews as a recruiter** As a recruiter or recruitment coordinator, manage interviews for a job requisition as needed. You can update the interview status, view feedback, send reminders, complete or cancel interviews, and more. **Manage interviews as an interviewer** As an interviewer, view the details of all the interviews that you’re a part of and manage them as required. **Provide interview feedback as a recruiter** As a recruiter or recruitment coordinator, provide feedback for interviews that you're a part of. **Provide interview feedback as an interviewer or hiring manager**

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>As an interviewer or hiring manager, provide timely and constructive feedback on the interviews in which you participate, to support application comparison and well-informed hiring decisions.</td></tr>
<tr><td>Journey designer</td><td>Zurich Patch 1
Generate onboarding ramp-up agentic workflow
Use the Generate onboarding ramp-up plan agentic workflow to establish an efficient process for generating onboarding plans that are personalized for each new employee joining your organization.
Agentic workflows<table><tr><th>Agentic workflow name</th><th>Description</th></tr><tr><td>Generate onboarding ramp-up plan</td><td>AI agents work together to generate personalized plans that are designed to ramp up the knowledge and skills of new employees who are beginning to embark on their onboarding journey.</td></tr></table>New third-party AI model provider options available for all Now Assist applications
Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
Zurich Early Availability
Configure the journey overview page
As an admin, you can now configure the journey overview page and hide the Task Templates and Create a Journey for Your Team widgets.</td></tr>
<tr><td>Knowledge Center</td><td>Search knowledge article
Build a complete and accurate knowledge base, focus on continuous improvement by discovering and filling content gaps, removing redundant information, and optimizing existing articles for better quality.
Knowledge Center Article Optimization
Improve the quality and health of your knowledge articles by using the Article Optimization tool in the Knowledge Center to scan the articles, and get instant, actionable feedback.
Generate and edit articles using Now Assist in the Knowledge Center article editor</td></tr>
</table>

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Application or feature	Details
	Use the editing tools in the Knowledge Center to format knowledge article content such as text, images, and media. **Potential knowledge gaps** Proactively identify and fill potential knowledge gaps. Identify missing knowledge articles and recurring issues that have incomplete or no knowledge article to refer to.
Knowledge Graph	**Tagging in Knowledge Graph Designer** The Knowledge Graph landing page now includes a dedicated tagging section that allows users to create, edit, and manage tags. **Using Enterprise graph schema** Enterprise Graph is a pre-configured Knowledge Graph schema that eliminates the need for custom schema creation in KG designer. By mapping all tables, the Enterprise Graph schema enhances the breadth of query capabilities, enabling database queries across all instance tables. **Tagging in Knowledge Graph Designer** Tags are lists of key tables that are important for answering natural language questions. They provide hints to Enterprise Graph on which tables to prioritize when retrieving information, thereby improving the accuracy of results. **Test a Knowledge Graph schema** Enter a query and test the Knowledge Graph schema using different LLM options. You can also add previous conversations before you run the query. **Configure LLM for Knowledge Graph** Select and configure between Now LLM Service, Azure OpenAI GPT-4.1 and GPT-4.1 mini, Google Gemini 2.0 Flash and 2.5 Pro, and AWS Anthropic Claude 3.7 Sonnet LLM providers with ServiceNow third-party model strategy.
Knowledge Management	Boost efficiency and simplify operations by replacing the existing Knowledge Management processes built on workflow with the latest and innovative, simple-to-use visual flow designers.
Lead-to-Cash Process Management	**Set up business objects** Create a visual overview of the sales process hierarchy by defining and setting up business object groups of sales entities and their relationship with other entities. For example, an opportunity-to-cash business object group could include business entities such as an opportunity, opportunity line, opportunity task, quote, order, and so on.

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Application or feature	Details
	Create sales process records Enable sales managers and contract administrators to create sales process records for individual accounts. **Monitor sales process using sales dashboard** Enable sales managers and contract administrators to view and manage the sales process from a single interface. The dashboard provides the following capabilities: • Visualize the sales process in a node map, showing relationships between different sales entities in a hierarchical format. • Toggle between hard links (actively monitored) and soft links (database relationships) to manage the monitoring scope. • Use checklists to capture the steps and activities required for a sales process. • View details for each of the associated sales entities, such as line items, tasks, emails, activities, and line characteristics. • View, upload, and download files and attachments related to the sales process record or child entities. **Customize the sales dashboard** • Customize the number of levels displayed in the nodal hierarchy by configuring the *sn_12c_cockpit.node_default_levels* system property. • Customize the details you want to display on the node map tiles using decision tables. • Create predefined filters to consolidate and view hard-linked records-related tasks. For example, you could create a new filter option to filter in-progress tasks. **Create business process tasks** Sales managers and contract administrators can create business process tasks and associate them with sales process records or business process records. The linked business process task can be viewed on the Tasks tab of the sales process record.
Legal Conflict of Interest	The risk assessment utility evaluates conflict of interest disclosures against predefined risk factors to calculate a risk score and determine the risk level (Low, Medium, or High). The risk level automatically triggers the appropriate approval workflow. The utility supports three evaluation types: Condition, Subflow, and AI skill.

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Application or feature	Details
	Note: AI skill evaluation is available once you have installed and configured Now Assist for Legal Service Delivery (LSD). Using natural language to submit a conflict of interest request from Now Assist in the Virtual Agent interface reduces the effort required to fill in form fields because details provided in natural language are automatically populated into the intake form. Achieve faster resolution due to automated risk assessment that routes requests to the appropriate approval workflow based on calculated risk scores. **Note:** The conversational intake functionality is available only once you have installed and configured Now Assist for Legal Service Delivery (LSD).
Legal Hold Notification	**Legal hold matter management** Manage legal hold matters by submitting, updating, tracking, and closing them through a streamlined process that reduces effort and ensures organizational compliance. **Submitting legal hold matter** Submit a legal hold matter to initiate the data preservation process when a legal hold is issued. **Issuing legal hold notice** Issue a legal hold notice to custodians to initiate timely data preservation, ensure accountability, and reduce the risk of data loss. **Legal hold notice acknowledgement** Record custodian acknowledgments of legal hold notices to confirm their responsibility to preserve data and ensure accountability. **Assign new custodians** Assign newly identified custodians to existing legal hold matters to ensure comprehensive and up-to-date data preservation. **Acknowledge reminders** Send reminders to custodians who haven't acknowledged legal hold notices to ensure accountability in data preservation. **Closing legal hold matter** Close a legal hold matter once the hold is lifted to complete the data preservation life cycle.
Legal Matter Management	

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Application or feature	Details
	Protect sensitive legal information by marking legal matters as Privileged & Confidential, helping to ensure access is restricted to only authorized stakeholders.
Legal Request Management	Protect sensitive legal information by marking legal matters as Privileged & Confidential, helping to ensure access is restricted to only authorized stakeholders.
Lifecycle Events	**Lifecycle Events logging** Capture events that occur in a Lifecycle Events case by enabling logging for the Lifecycle Events application. Give organization administrators the ability to view the event logs that are generated to identify errors or to acquire information about the processes that ran in a Lifecycle Events case.
Localization Workspace	**Guided Setups for Configuring Localization Workspace** Two Guided Setups are available in the interface to assist admins with configuration of Localization Workspace. Guided Setups provide an outline and actionable steps for the configuration process. From version 2.0.2. **Configuration hub** Configuration Hub provides centralized access to the tables and properties often used by admins. You can update the tables and properties of dependent applications such as Dynamic Translation without leaving the Localization Workspace interface. From version 2.0.2. **Language Groups** You can optionally preconfigure language groups. Your users save time and effort by selecting an available language group rather than adding each target language individually to a translation request. From version 2.0.2. **Bulk select or deselect for content items** When users create a translation request, Localization Workspace retrieves and displays all translatable documents for a content type. A bulk select/deselect option is available on the retrieved list to enhance efficiency. From version 2.0.2. **Text search for content items** When users create a translation request, Localization Workspace retrieves and displays translatable content items in a list. You can search for terms in the titles of content items to filter the retrieved list. From version 2.0.2. **Optional due date field for translation requests** Your users can enter a due date when creating a translation request. Translation request due dates can be used to trigger email notifications. From version 2.0.2.

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Application or feature	Details
MCP Server Console	**Version 1.2** **Create tools from additional capabilities for use with ServiceNow MCP clients** With this release, Moveworks is shipping a Moveworks Quickstart Server. This server allows users to pilot access to upcoming capabilities like Knowledge graph, Subflow, Action, and scripted REST APIs for use with Moveworks MCP client, and ServiceNow Model Context Protocol Client application. These tools can only be added to Moveworks Quickstart Server. **Version 1.0** **Get started with the preconfigured Quickstart Server** Get started learning about MCP servers and connecting MCP clients to a ServiceNow instance with the preconfigured Quickstart Server. The Quickstart Server includes tools for looking up and summarizing incident and case records. **Create MCP servers** Create MCP servers that expose different tools for different use cases, such as for HR or IT workflows, or for different MCP clients. **Create tools from Now Assist skills** Create tools for MCP servers from Now Assist skills and configure which fields are exposed as tool inputs. **Connect to MCP clients using an OAuth inbound integration** Create an OAuth inbound integration to use when configuring MCP clients to connect to an MCP server.
MID Server	**ITOM Infra Services Workspace** The ITOM Infra Services Workspace provides a concise overview of MID Server activity. The dashboard integrates several previously disparate tables so that issues can be monitored and resolved. The workspace provides real-time monitoring, proactive alerts, automation of common tasks, and centralized diagnostics to reduce downtime and support tickets. **MID Guardian Agent** The MID Guardian Agent is an advanced AI feature within the MID Server ecosystem/ITOM Infra Services workspace, designed to proactively assist users in diagnosing and resolving issues related to configuration, connectivity, upgrades, and operations. By intelligently analyzing logs, signals, and runtime behaviors, it offers guided troubleshooting steps, automated fixes, and predictive insights. This significantly reduces Mean Time to Repair (MTTR) and enhances the reliability and operational efficiency of the MID server.

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Application or feature	Details
Manufacturing Commercial Operations	**Quality issue management** The MCO agents portal enables the manufacturers to identify, manage, and resolve product quality issues throughout the entire life cycle, from initial detection through remediation and closure. **Data model** The quality issue management data model facilitates the OEMs to understand the quality issue management tables and their functions. **Phases and Sub-phases** The MCO agents portal enables the manufacturers to create phases and sub-phases within a recall campaign and launch it for selected assets, and notify the targeted dealers. **Pre-authorization request** The dealer portal enables the dealer to initiate the pre-authorization request to confirm whether certain parts, labor fees, or repairs are covered under a warranty or service contract. **Recall campaign** The dealer portal enables the dealer to initiate reimbursement claim requests from the OEM for the work performed on the recalled products. **Repair claims** The dealer portal enables the dealer to raise a reimbursement claim request for the repair of an equipment or product that is under a warranty contract. **Sales promotion** The dealer portal enables the dealers to raise post sales promotion claims from the OEM depending on the claim case. **Dealer portal** The dealer portal helps the agent to manage the day-to-day business activities and monitor the real-time data insight. **Plugins installed with MCO** The new MCO plugin enables you to install the Manufacturing Commercial Operations and other dependent modules.
Mastercard Spoke	**Pre-arbitration and arbitration case filing** Dispute agents (issuers) can create pre-arbitration cases and escalate them to arbitration, or directly create arbitration cases by skipping pre-arbitration, using the new Mastercard spoke actions. New Mastercard Spoke actions include:

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

Mastercard Spoke

<table>
<tr><th>Category</th><th>Spoke actions</th></tr>
<tr><td>Mastercom Case Filing Management</td><td>• Create Case Request Builder
• Create Case Response Parser
• Look up Case Documents Request Builder
• Look up Case Documents Response Parser
• Look up Cases Status
• Take Action on Case
• Look up List of Claims</td></tr>
<tr><td>Mastercom Chargeback Management</td><td>• Look up Chargeback Documents Request Builder
• Look up Chargeback Documents Response Parser</td></tr>
<tr><td>Health Check</td><td>Look up API Suite Health</td></tr>
</table>

</td></tr>
<tr><td>Mobile Platform</td><td>

Client-side localization

Use the Mobile Custom Localization app, available from mobile client version 20.6, to let mobile users view app content in any language. This feature improves platform consistency and accessibility for global users. The ServiceNow Store app provides a collection of mobile strings that automatically populates the instance with translatable content required for localization. Once these strings are translated into a custom language, the mobile app automatically retrieves and displays them within the app interface.

Improved error handing for uploads manager

Use the improved error handling in the upload manager to confirm that the necessary files are uploaded successfully. This feature is available in all areas of the ServiceNow mobile applications where you can upload attachments. This includes the following:

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Application or feature	Details
	• Activity stream • Input form screen with an attachment input type • Input form screen with an attachment input action • Functions of type attachment • Cabrillo JS events within a web page **Option to save videos and photos locally when using ServiceNow mobile apps** Enable users to save and retrieve pictures and videos taken with the camera on their ServiceNow mobile app, directly to their device. By default, these images are saved for 24 hours on the phone's local storage. You can set the storage time to be from 1 to 168 hours (1 week). **Additional descriptive element of type card for input form screens** Add cards created in the Mobile Card Builder as a descriptive element in input form screens. Descriptive elements offer more context to users, making it clearer as to what is required for certain inputs within an input form screen. **Page menu button added to input form screen** Display a page menu button for input form screens with more than two pages, showing users the current page that they are on, such as "Page 3 of 5." Tapping the button opens a page menu that lists all available pages and their level of completeness. This list helps users track their progress in completing an input form. **Complete an input form screen in a non-sequential order** Work on all pages of an input form screen, even if required fields are not completed. Users can use the next and previous buttons at all times, enabling them to complete the form in a non-sequential manner. In addition, users can use the page menu to work on any page of their choosing. **Error indicator for failed submissions in input form screen** View an information icon in the top menu bar in cases where a submitted input form contains at least one error. The icon remains accessible when working through all input form screen pages. Tapping the icon opens a page that lists the validation errors, enabling users to correct these errors and submit an error-free input form. **Slider option for adding numeric values in input form screen** Configure sliders as an additional method for users to add numeric values in an input form screen. Sliders offer the advantage of defining minimum, maximum, incremental, and default values. **New icons added that you can use in your mobile apps**

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Application or feature	Details
	Use new icons that have been added to the following font families in your mobile apps: • Actions font icons • Screen font icons • Mobile card font icons • Image icons **Mobile App Builder and Mobile Card Builder Studio integration** Develop and modify mobile applications and cards in ServiceNow Studio. Utilize all your necessary tools within a single, cohesive development environment. **Now Assist in Virtual Agent** The following features have been added to ServiceNow Now Assist in Virtual Agent: • Upload documents and files with Doc QnA to have Now Assist generate summaries or answer questions about them. • Search the internet from within Virtual Agent using web search mode. • Capture and analyze data from a variety of visual sources such as images, emails, handwritten notes, websites, and applications using ServiceNow AI Lens. • View shared files when using people citations. **Now Assist Skill Kit integration** Create and use custom Now Assist skills in your mobile app using Now Assist Skill Kit.
Model Risk Management	**Manage model risks** Manage the risks associated with the use of models using the Model Risk Management application. It offers a structured approach to identify, assess, validate, and address model risks throughout the model life cycle. This approach reduces operational and compliance risks caused by inconsistent or inadequate model oversight. **Model Risk Workspace** Get a comprehensive overview of all items requiring attention from Model Risk Management governance and model validators. The Model Risk Workspace gives model risk governance team and model validators a centralized location to monitor, track, and act on model-related tasks and issues. It organizes information into tabs, making it easier to prioritize tasks. **Request a new model** Request a new model by providing details such as the purpose, owner, model complexity, and expected outputs. It helps streamline the model onboarding process and

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Application or feature	Details
	confirms that all required information is captured upfront for the Model Governance team to review. **Perform model risk assessment** Perform model risk assessments initiated by the Model Governance team to identify and evaluate risks associated with quantitative models using the Model Risk Management application. It helps Model Owners to assess potential risks early and supports the Model Governance team in ensuring model compliance and reliability. **Note:** You can perform model risk assessment in the Initiation, Pre-deployment, and Monitor stages of a model. **Perform model validation** Perform model validation to assess and validate models, collect required documents, report issues, and determine whether a model is fit for use. This process confirms that models meet required standards and are ready for deployment. **Note:** You can perform model risk validation in the Pre-deployment and Monitor stages of a model. **Schedule assessment and validation tasks** Schedule assessments and validations for models in the Monitor stage either manually or automatically. • Schedule model risk assessment and validation directly from the model risk record to ensure regulatory compliance and effective risk management. For more information, refer to Schedule assessment and validation tasks. • Configure frequency and filter conditions in model workflow settings to create model risk assessments and validations automatically for models that meet the defined criteria. For more information, refer to Schedule assessment and validation tasks automatically. **Reassign model assessments and validations** Reassign a model risk assessment and validation to another stakeholder from the model risk record when the task is in progress state. It confirms that the task continues without delay when the original assignee is unavailable. **Copy assessment responses** Copy responses from the most recent completed assessment into new assessments. Respondents can review and edit the pre-filled responses before submission to save time and ensure consistency.

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Application or feature	Details
	Note: You can copy responses only from model risk assessments, not from model validations. **Create an issue for model** Add or create model issues and their remediation actions. Capture validation findings or performance problems and follow them through to resolution. **Override model ratings** Override the risk rating and materiality tier of a model manually at any stages of its life-cycle. This helps maintain data accuracy, transparency, and governance when business context or expert judgment requires adjustments to system-calculated values. **Centralized model documentation** Store and manage all model-related documents in one place with version control, audit readiness, and traceability. Create, share, upload, and track documents throughout the model life cycle.
Next Experience	**Lazy loading of Workspace pages user preference available** Control how your Workspace pages are loaded, either all at once or as needed, by using the new Workspace lazy load user preference. Lazy loading is enabled by default and displays content dynamically, reducing page load times. See the Accessibility information section for additional details. **Use the menu toggle to view the Now Assist menu in wide mode** View the Now Assist menu in wide mode to reduce the need for scrolling and truncating content. **Configure Next Experience accessibility preferences** Use a new accessibility preference to keep page alerts visible. See the Accessibility information section for additional details. **Usage Analytics utility menu available** Obtain usage analytic data for your applications and web pages with the Usage Analytics utility menu. The Usage Analytics menu appears for those users with the analytics_viewer role. **View the number of active calls from the OpenFrame phone icon** View the number of active calls from the numbered badge on the OpenFrame phone icon.
Notifications	**Email diagnostics dashboard** With email diagnostics you can track bounce management, email delivery metrics, email sender, and reader jobs health. **Email agentic workflow**

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Application or feature	Details
	With email agentic workflow you can intelligently handle new email agentic workflows by identifying intent, executing actions, & drafting appropriate email responses.
Notify	**Notify workflow activities** Manage the subflows for Notify use cases with the following actions. • Input - Advanced: This action is intended for advanced scenarios where the *Say and Play* activity must be repeated multiple times. • Get Notify Number: This action generates a Notify number by accepting the required type as input —*Voice*, *SMS*, or *both*.
Now Assist	**Zurich Patch 7** Review the summary, alerts, and notifications regarding changes in model provider version states as they are deprecated or retired. Send information from Now Assist panel conversations directly to relevant fields on incident pages using action buttons. This eliminates the need to manually copy and paste content between Now Assist panel conversations and the incident form. Automatically see the most recent Now Assist panel conversation for an incident when you switch between incident tabs. Now Assist panel remembers which conversation belongs to which incident and displays it when you return to that incident. Configure which record types will support Now Assist panel context switching. This enables teams to customize the Now Assist panel experience based on a business unit's workflow and use cases. View your Now Assist panel chat history grouped by incident record. Conversations related to a specific incident are grouped together rather than organized chronologically, making them easier to find. View the correct conversation history when you navigate between different incident records. Send information directly from a Now Assist panel conversation to an Agent Chat conversation. This makes it easier to collaborate and share helpful information during incident resolution. Build custom Now Assist panel integrations that are tailored to specific business needs by passing custom context data in any format when initiating Now Assist panel conversations or executing skills.

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Application or feature	Details
	Enhanced content detection with third-party guardrails Now Assist Guardian supports third-party service provider guardrails, such as Microsoft Azure, Amazon Bedrock, and Google Model Armor to ensure any inappropriate content is logged and blocked during content generation. This gives you the flexibility to choose the detection provider that best aligns with your existing cloud infrastructure. **Zurich Patch 6** **Requester Approval Checklist skill** The Requester Approval Checklist skill in the ServiceNow AI Platform® generates a structured checklist by mapping real-time request data against your organization's knowledge articles. **Note:** The skill is always on by default. **Zurich Patch 5** **New system properties for the Now Assist Readiness Evaluation app** • Reduce performance issues when a large volume of data is assessed with the *sn_assess.assessment_limit* system property. • Customize the estimated remediation effort for select efforts with the *sn_assess.effort_visibility* system property. Setting this system property to `true` turns on the **Remediation properties** tab in the Now Assist Readiness Evaluation dashboard. • Decide the maximum number of records to process for the ITSM assessment with the *sn_assess.task_limit* system property. **Zurich Patch 4** Manage the versions of model providers across various skill groups and instance levels in Now Assist. You can modify and update versions for both base system and custom skills. **Now Assist skills** Unlock the benefits of the Now Assist Fulfiller subscription to be able to explore and activate all the skills available in the system from Now Assist Admin. **Role masking in Now Assist AI agents** Define roles within **role restrictions** for individual skills in Now Assist Admin to enforce resource access restrictions when a skill is invoked. This feature promotes precise control over the resources that can be accessed, like data and APIs.

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Application or feature	Details
	Share your experience in the Now Assist journey by providing feedback when prompted. **Voice input setting automatically activated** Activate the Now Assist panel to automatically turn on the Voice input setting, which is now located on the Assistants page. **Now Assist panel** Request additional information or clarification by asking a follow-up question in the Now Assist panel. **Synthesized Now Assist responses** View synthesized Now Assist responses from within Google chat to have a richer conversational experience. **Now Assist support in article optimization** Improve the quality and health of your knowledge articles by using Now Assist based Article Optimization in the Knowledge Center. Scan knowledge articles and get instant, actionable feedback. **Use Now Assist to identify knowledge gaps** Identify and fill potential knowledge gaps proactively, including missing knowledge articles and recurring issues that lack or have an incomplete knowledge article. **Agentic workflows from within Google chat** Initiate and view agentic workflows from within Google chat. **Monitor sensitive topic invocations** Access the Gen AI Metrics [sys_generative_ai_metric] table to review the logged invocations of sensitive topics and gain insights into how these topics are being triggered and monitored. **Long term stable models** Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls. You can now have multiple Now Assist context menu configurations on the same record form and field. You just have to create the required configuration and add to the form or field. Using the Now Assist Context Menu open prompt inline and pop-over variant you can quickly produce high-quality, accurate, and lucid knowledge articles, saving time and improving support in Knowledge Management. **Zurich Patch 2** **Now Assist Readiness Evaluation**

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Application or feature	Details
	Use the Now Assist Readiness Evaluation app to help you evaluate your organization's readiness to implement agentic and generative AI Now Assist capabilities. Assessments for agentic AI include: • IT Service Management (ITSM) • Customer Service Management (CSM) Assessments for generative AI include: • AI Search • Virtual Agent (VA) • IT Service Management (ITSM) • Customer Service Management (CSM) • HR Service Delivery (HRSD) The results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case. **Zurich Patch 1** **for SPM** Implement the open prompt capability to enhance your ability to add additional context and generate accurate content with Now Assist context menu. This feature enables interactive conversations with both supported ServiceNow® generative AI skills and custom-built skills. **Configure skills with custom prompts for knowledge article templates** As an admin, clone the KB generation skill and update prompts for AI model providers. This feature helps the agent use custom templates and custom prompts to generate knowledge articles with Now Assist from single and multiple knowledge bases. Choose and update your preferred LLM provider at the instance, skill, or skill group level for Now Assist base system skills. Deactivate skills that aren't compatible with any of the LLM providers and access the audit history to view updates by the AI steward in AI Control Tower. Manage the default and supported languages by the different LLM providers under Multilingual service for translation. Access citations to the articles referenced from the Knowledge Base. Explore references and insert the generated reply to your email.

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Application or feature	Details
	Use the enhanced Now Assist panel for an intuitive and personalized experience. The updated Now Assist panel can be resized and moved anywhere on the ServiceNow AI Platform. **Now Assist Guardian supports third-party LLMs** Extend guardrail support to third-party LLMs, such as Amazon Bedrock, Google Cloud Vertex AI Studio, Google AI Studio, and Azure OpenAI, to verify that any inappropriate content is logged and blocked during content generation. **Increase the maximum response token limit for custom skills** Increase the maximum response token limit for a Now Assist custom skill beyond the default value of 1000. This ability supports dynamic pricing based on output tokens and calculates the price for each skill executed per assist.
Now Assist AI agents	**Zurich Patch 7** **Evaluate voice AI agents for overall task completion and tool choice accuracy** Automated evaluations support voice AI agents. Get a better picture of overall performance by evaluating previous executions against standardized metrics. **Zurich Patch 5** **ServiceNow AI agents as secondary agents** Enhance user experience for Secondary Agents by displaying the Agent card URL to admins for easy access and management so the admin can view, copy, and consume the URL easily. Additionally, when adding an MCP tool, the name and description of the tool are populated automatically as per the details fetched from the server and the user can update the details. **Zurich Patch 4** **Configure role masking for AI agents and agentic workflows** Role masking restricts access to specific roles based on configuration to verify that agentic workflows, AI agents, and tools run within the boundaries of the roles configured to meet their business needs while reducing the risk of unauthorized access to the agents and the agentic data. **Add AI agent learning** Enhance AI agent learning through episodic memory, enabling AI agents to improve by learning from past successful interactions. **Select channels and access for an agentic workflow** Create and update UI actions for workflow executions and display handling. You can specify conditions for the display of the UI actions.

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Application or feature	Details
	Add a desktop action to an AI agent Add Desktop action as a tool to an AI agent to perform desktop automation for repetitive tasks. **Configure Now Assist AI agents** Support multilingual conversations for AI agents across languages. **Manually test the execution of an AI agent and Manually test the execution of an agentic workflow** The testing page on AI Agent Studio has two testing options: • Manual test • Automated evaluation Observe the different versions of an AI agent behavior in manual tests and in automated evaluations using the **Manual tests** and **Automated tests** tabs. **Test user access to an AI agent and Test user access to an agentic workflow** Test how an AI agent or agentic workflow completes a task and if it enables users permission to access it. **Model Context Protocol Client** • Authorization upgrades to support segregation of Resource Server and Authentication Server through Protected Resource Metadata (PRM). • Use the *mcp_guardian_check* property to enable guardian checks for MCP Client when there's an MCP tool call. • Supervise the pagination with mouse device support to show large number of services from an MCP server through the *sn_mcp_client.cursor.max_iterations* system property. • Add a title field for human-friendly display names that can be used as a programmatic identifier. **Use in-product experiences for agentic workflows on forms** In the Core UI and workspaces, you can use UI and declarative actions to run agentic workflows. You can also see the presence, progress, and output of agentic workflows performed on a record. The execution details for each agentic workflow include who is supervising the workflow, estimated and total time taken, processing messages, and step history. **Review and approve requests and tickets with the Approval Assistance AI agent** You can use the new approval assistance AI agent to view all pending approval requests and access detailed

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Application or feature	Details
	information about them. You can then approve requests and tickets and make updates to them from Now Assist in Virtual Agent. **View the Approval Info Record widget** The Service Portal Approval Info Record widget shows details about the approval request and a full record for an approval including the activity stream. **Configure email notification alerts for AI agent and agentic workflow executions** Configure alert email notifications for unexpected or undesired behavior from AI agents and agentic workflows. You can configure the thresholds for triggering the alerts on the Agent Properties table, and you can add or update the recipients of the email notifications from the Notifications table. **Create an external AI agent** Create new external AI agents that connect to third-party agentic AI systems. Use Agent2Agent protocol or integrate agents manually to configure them in AI Agent Studio to use in the ServiceNow agentic AI system. **Add a Knowledge Graph to an AI agent** Use Enterprise Graph (Small) as a resource to create a Knowledge Graph tool for an AI agent in the AI Agent Studio. **Zurich Patch 3** **Add an MCP server tool to an AI agent** The Model Context Protocol Client enables guardian checks for offensive content when Notion is selected as the MCP server. **Configure Model Context Protocol Client** The Model Context Protocol Client application supports the latest MCP version. **Add a Knowledge Graph to an AI agent** Use Global Graph as a Knowledge Graph resource when creating a Knowledge Graph tool for an AI agent in the AI Agent Studio. **Zurich Patch 1** **Model Context Protocol Client** Enable users of the ServiceNow® AI Agent Studio to access tools that are hosted externally and published using an MCP server via the Model Context Protocol Client application. Authenticate users with the MCP server to add the MCP tool to an AI agent. **Configure ACLs for AI agents and agentic workflows**

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Application or feature	Details
	Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available. **Zurich EA** **Review agentic activity in AI Agent Studio** View and troubleshoot the agentic workflow and AI agent executions on AI Agent Studio via the **Activity** page. **Configure Now Assist AI agents - Dynamic Orchestrator** Maps the appropriate agents for an agentic workflow with Dynamic Orchestrator for better performance and accuracy of the agentic workflow execution. **View analytics for customer satisfaction with AI interactions** Multiple new metrics have been added to the AI Agent Analytics dashboard, accessible from the AI Agent Studio to provide insight into average customer satisfaction and customer satisfaction with the best and worst performing agentic workflows and agents. **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. **Add tools and information to an AI agent** The output transformation strategy for an AI agent output contains a new option called **Custom**. Using the custom output transformation strategy, the tool output gets transformed according to the LLM instructions. **Configure Now Assist AI agents - AI Agent Background Channel** Invoke the agentic conversations from Workspace or Core UI via the AI Agent Background channel that is associated with the AI Agent Background Provider to execute the AI agents and agentic workflows. **Configure Now Assist AI agents - Interactive and non interactive AI agents** Run AI agents and agentic workflows execution in one of the following ways: • **Interactive Mode**: AI agents reach out to the user for information during fallback. • **Non interactive Mode**: AI agents don't reach out to the user during fallback but send the execution output to the user.
Now Assist Skill Kit	**Zurich Patch 7**

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Application or feature	Details
	Use labeling workflows to annotate UI templates Use the labeling framework to create and manage ground truth data. Published data collections can now be turned into labeling projects. Each record becomes a task assigned to labelers who annotate using pre-configured UI templates **sStructured output support for AI responses** Enables consistent parsing in agentic workflows and reduces ambiguity in downstream automation. **Use multi-table data generatorNew multi-table synthetic data generation option** You can generate related records across multiple tables in a single operation. You no longer need to generate each table separately and manually link records. Define your table relationships, set the cardinality and Now Assist Data Kit generates coherent, referentially linked records across all tables in one pass, with foreign key integrity maintained automatically. **Create a modelAI Control Tower integration with custom LLMs.** Improve oversight and compliance for AI deployments with formal approval flows for custom models. **Now Assist Skill Kit rolesUpdate to the abilities of the admin role** The sn_skill_builder.admin role is now broken into smaller, task-specific roles, including a custom LLM-specific admin role. **Zurich Patch 4** **Create a model** When you bring your own model you can keep data in your own environment and fine-tune it to meet your specific needs. **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. **New skill deployment option** Deploy skills using UI Builder. **Choose a language for data generation** When you create synthetic data, you can select what language you want to receive the data in. **AI-assisted ground truth** Use AI to assist creating ground truth for your data. **Import data with a CSV file** Import data from a CSV file to create a dataset. **Create a custom data generator**

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Application or feature	Details
	Create and use a custom data generator to create synthetic data.
Now Assist for App Engine	**Zurich Patch 4** **Custom app record summarization skill** Generate summaries for records in custom applications and tables with the custom app record summarization skill. **Configure the custom app record summarization skill** Configure the custom app record summarization skill so that it generates summaries for the tables and records that you specify. You can add context about the table or tables and describe the purpose of the table, so that Now Assist can use that information when generating summaries. **Summarize a record in-product using Now Assist for App Engine** Select the **Summarize** button on a record in-product to generate a summary. You can also summarize a record through chat in the Now Assist panel. See Summarize a record through chat using Now Assist for App Engine for more information. **Zurich release notes** **New third-party AI model provider options available for Now Assist** Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini.
Now Assist for Collaborative Work Management (CWM)	**Generate acceptance criteria for stories in CWM** Generate clear, consistent acceptance criteria for user stories with the acceptance criteria generation skill. By using story details as context and predefined templates, the skill helps you generate acceptance criteria in a format that aligns with your organizational requirements. **Generate and improve content using open-text prompts** Help improve your content and productivity with the ability to enter custom prompts directly in the Docs, alongside the Summarize, Elaborate, and Shorten options. Generate content with Now Assist for CWM directly in your Docs. In addition, summarize existing sections, elaborate where needed, and refine drafts. **New third-party AI model provider options available for all Now Assist applications**

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Application or feature	Details
	Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
Now Assist for Configure, Price, Quote (CPQ)	Zurich Patch 7 Generate a summary of a quote to: • Summarize key quote components during early customer discussions or pre-discovery. • Provide an updated view of the quote after revisions, without requiring review of multiple records. • Provide a single, consolidated snapshot of all actions, tasks, and notes derived from a quote in one place. • Highlight custom pricing, discounts, and negotiated changes made during the quoting process. • Review the quote prior to sending it to the customer to confirm accuracy and completeness. • Support internal handoffs by summarizing the quoted offer for internal teams.
Now Assist for Creator	**Zurich Patch 7** **Generate themes using the new theme generation workflow in Theme Builder** Leverage the new theme generation workflow in Theme Builder to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling. **Edit already published catalog items using Now Assist** Edit and refine published catalog items conversationally using Now Assist in Catalog Builder. **Generate UI policies in Catalog Builder** Use Now Assist to create new UI policies, update existing ones, and deactivate them, all through simple, conversational prompts. Each UI policy can include multiple actions, and Now Assist can create that for you. **Assign catalog item location with Now Assist** When creating or editing a catalog item, you can use plain language to assign values for catalog, category, or topic. If the value you provide matches an existing entry, Now Assist automatically applies it to the item, helping to streamline the process and reduce manual data entry. **Zurich Patch 4** **Configure AI model providers for Now Assist for Code skills** Choose a model provider for Now Assist for Code skills in the script editor. You can choose from the models that are enabled in the AI Control Tower. **Planning tool available with the Build Agent**

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Application or feature	Details
	Build a detailed, step-by-step plan for your application development with the Build Agent planning tool. You can refine the plan iteratively by prompting for changes and providing feedback until you reach a final version. **Build Agent supports Azure OpenAI and Google Gemini** Use Build Agent with Azure OpenAI and Google Gemini in addition to Anthropic Claude on AWS. **Use images as prompts in Build Agent** Attach images, such as architectural diagrams or UI wireframes, to provide context for prompts in the Build Agent. **Generate catalog items conversationally with Now Assist in Catalog Builder** Create catalog items and record producers efficiently using the conversational interface within Catalog Builder. Communicate your requirements and specifications for your desired catalog items through guided conversation. Now Assist for catalog generation helps to simplify and streamline the catalog item creation process. **Preview catalog items during the creation process** Preview catalog items during the creation process. Quick previews enable you to verify that catalog items appear and function as intended before publication. **Getting help with the Now Assist panel in UI Builder** Create pages using natural language text prompts with Now Assist in UI Builder. Quickly add layouts, components, and content to your pages without manually configuring each element. You can also quickly analyze page structure and data flow by asking questions using natural language. **Key features of UI Builder agent** Ask your questions about using UI Builder to the UI Builder agent. The UI Builder agent provides an overview of page configuration, such as the structure and interconnections of page elements. You can also use the UI Builder agent to apply different layouts, configure components, and update styling. **ATF troubleshooting agent** Accelerate troubleshooting and resolve test failures quickly by using ATF troubleshooting agent on covered metadata. **Zurich Patch 3** **Application development with Figma MCP server** You can now connect the Build Agent to the Figma MCP server. The Figma MCP server enables the Build Agent to access the structured data within Figma files. This connection accelerates the transition from application

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Application or feature	Details
	design to development, helping to make the developer workflow more efficient. **Zurich Patch 2** **New Build Agent (Trial) available** A trial version of the Build Agent is now available with Build Agent (Trial). With Build Agent (Trial), you can explore limited interactions with the Build Agent for free. **Zurich release notes** **New third-party AI model provider options available for Now Assist** Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini. **Build Agent, an autonomous AI agent for ServiceNow application development** The Build Agent, located in a chat panel within the ServiceNow IDE, functions as an autonomous AI agent capable of independently generating a complete ServiceNow application. It can handle various code-related tasks, such as rewriting tables, explaining code, validating and improving existing applications, fixing application errors, and more.
Now Assist for Customer Service Management (CSM)	**Zurich Patch 7** **Metrics to measure genAI skills** Monitor how users engage with genAI and agentic skills in Now Assist for CSM to provide actionable dashboards and reports for workflow optimization. **Navigation to customer 360 insights summary card in cases** Access all relevant case information by navigating to the customer 360° insights page from the summary card. **AI voice agent for CSM** Access a case status and create cases through voice interactions with a unified AI voice agent for case management. **In-product agentic indicators** Identify when agentic AI is active in a record in the **AI Workflows** tab, which includes a presence icon and record indicator. **Zurich Patch 5** **Complaint Case AI agents collection** The Complaint Case AI agent collection automates complaint handling by gathering missing details, analyzing sentiment, categorizing issues, and suggesting resolutions. It streamlines intake, triage, and communication, which helps reduce case closure time.

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Application or feature	Details
	Zurich Patch 4 **Enabled the is_template property** Enabled the is_template property for all Now Assist skills to clone consistently. Clone any base system genAI skill and customize it in the Now Assist Skill Kit to set up quickly and simplify skill modification. Applies to all Now Assist for CSM skills. **Access the Sentiment analysis dashboard in Core UI** Locate and access sentiment analysis data without searching through multiple menus with a defined navigation path in the Sentiment analysis dashboard in the Core UI interface. **Sentiment trends analysis dashboard** Get a comprehensive view of customer sentiment across case. The dashboard uses LLM-powered insights to explain sentiment changes and lets you drill down to find root causes and real time insights—helping managers take targeted actions. **Trending topics dashboard** Get a comprehensive view of trending topics across cases along with insights and visualizations to facilitate deeper analysis. This feature helps support teams track trend progression, regional impact, and analyze specific trends using customizable filters. **Provide customer 360 insights agentic workflow** Use the provide customer 360 insights agentic workflow to provide synthesized and relevant customer insights to live agents via conversations. This agentic workflow is designed to support human agents by responding to natural language queries regarding cases, customer history, products, and interactions. This feature expedites access to vital information and case resolution, identifies patterns, and leverages past similar cases for guidance as well as triggers actions from the Now Assist panel. **Activity response generation skill** Use the activity response generation skill to automatically generate recommendations for resolution notes, work notes, and comments. This feature helps agents add meaningful updates to case records, improving efficiency and interactions. **Now Assist context menu configuration for extended tables within resolution notes** Configure output fields for resolution notes through the Now Assist context menu configuration page so skills apply to extended tables without any additional setup. **Zurich Patch 1** **Use the triage cases agentic workflow security directives**

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Application or feature	Details
	Implement security on AI agents and agentic workflows through ACLs and user identities. **Now Assist for CSM genAI security directives** Implement security in Now Assist for CSM skills through ACLs and user identities. **Early Availability** **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
Now Assist for Enterprise Architecture (EA)	**Compare Enterprise Modeling and Visualization diagrams** Learn the details of the changes in the Enterprise Modeling and Visualization diagrams by comparing a diagram with its previous version. You can compare business application hierarchy, business capability map, and business process map diagrams. **Elaborate or shorten content in form fields** Elaborate or shorten text in the **Description** field of the following records using the Refine text Now Assist skill: • Business application • Business capability • Business process • Value stream stages • Information object Also, generate, elaborate, or shorten text in the **Reasoning** field in the **Planned Disposition** section of the business application record. **Business Application Insights skill configuration changes** For the Business application insights Now Assist skill, you can view the business application source fields based on which the business application insights are generated. Also, you can determine the availability of the skill by defining a specific criteria in the **Define access** tab of the Business application insights skill. **Role restrictions for Now Assist for EA skills** Role restriction is added to the default roles associated with the following skills: • Diagram change analysis • ADR Doc Summarization and Actions • Business application insights • Refine text

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Application or feature	Details
	Business Application Insights skill Learn the details of business applications and gather concise and actionable insights on business applications from the summary that is generated by Now Assist for Enterprise Architecture (EA). The business application insights help you to make informed decisions without manually reviewing large volumes of data. **Implement access control lists for security in AI agents** Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities. ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user. To learn about ACLs for Now Assist for Enterprise Architecture (EA) agents and skills, see Configure Now Assist for Enterprise Architecture (EA) and Enterprise Architecture AI agent generate enterprise architecture diagram agentic workflow. **Generate a summary of the Architectural Decision Records (ADR) document or get a particular information from the document** On the Architectural Decision Records page, use the field option in the Now Assist menu to derive a particular information about the ADR content. **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
Now Assist for FSM	**AI agent: Parts Manager** Track and validate parts usage when closing work order tasks. The Parts Manager AI agent analyzes activity notes to update parts statuses and automatically adjusts inventory when tasks are closed. The AI agent is available through the Now Assist panel on platform and through the ServiceNow Agent mobile app. **AI agent: Create Work Order from image** Create work orders by uploading photos of equipment issues. The AI agent extracts relevant information from the image to populate work order fields. **Primary action button for Now Assist Virtual Agent** Access Now Assist Virtual Agent from a primary action button in the ServiceNow Agent mobile app navigation bar. Administrators can configure this button to launch Now Assist Virtual Agent or another global function. **Voice-to-text input in Now Assist Virtual Agent**

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Application or feature	Details
	Use voice input when interacting with Now Assist Virtual Agent in the ServiceNow Agent mobile app. Tap the microphone icon to dictate messages instead of typing. **AI agent: Create Work Order** You can leverage AI to create work orders from a written description of the issue. The Create Work Order AI agent is available through the Now Assist panel on platform and through the ServiceNow Agent mobile app. **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. **Custom template and custom prompt support** As an admin, you can clone the KB generation skill and customize the input fields. You can also clone the Work order task summarization skill, then access the skill in the Now Assist skill kit, and update the prompts.
Now Assist for Financial Services Operations (FSO)	**Zurich Patch 4** **Standalone AI agents in FSO** Automate ACH dispute resolution using AI-powered agents to assist in these tasks: **1.** Evaluate merchant analysis **2.** Evaluate Nacha operating guidelines **3.** Review ACH dispute return recommendation **4.** Dispute communication initiation These AI agents provide recommended outcomes along with supporting rationale to assist decision-making. However, the final decision remains entirely with the dispute agent. Dispute agents can now close tasks faster and with confidence using the **Apply Recommendation** option. With one click, the recommended outcome and rationale are applied and the task is closed, saving time, reducing manual effort, and boosting productivity. **Now LLM LTS support for Now Assist for FSO** Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls. **Early availability** **ACL security implementation**

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Application or feature	Details
	Enable security implementation to execute AI agents, agentic workflows, and generative AI skills through ACLs and user identities in Now Assist for FSO. Predefined ACLs are provided for case summarization, Disputes intake via Virtual Agent, and the Help resolve friendly fraud AI agent and agentic workflow.
Now Assist for HR Service Delivery (HRSD)	Zurich Patch 7 **Some Now Assist skills are now turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Australia Early Access): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **ER Interview Summarization** Use the ER interview summarization skill to obtain summary of the ER case interview, which includes details such as quick recap, key assertions and responses. **Self-scheduling option in Schedule interviews agentic workflow** Recruiters and recruitment coordinators can now use self-scheduling to streamline interview scheduling by presenting applicants with available time slots to choose from. This option reduces the time to schedule in the absence of overlapping applicant-declared availability and minimizes the probability of manual handover to recruiter. The workflow recommends self-scheduling when beneficial, offers panelist-compatible slots sorted by confidence level, and automatically schedules interviews once applicants select their preferred time. **Offboarding knowledge transfer plan generation agentic workflow** The offboarding knowledge transfer plan generation agentic workflow captures and organizes critical knowledge when employees leave. AI agents interact with managers to collect requirements, discover documents from the specified time period, categorize content into meaningful work areas, and facilitate employee review before sharing with successors. **Generate onboarding ramp-up plan** The generate onboarding ramp-up plan workflow has been enhanced to create more relevant and personalized ramp-up plans for new hires. The workflow now recommends additional Journey services (catalogs and order guides) based on previously completed

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Application or feature	Details
	journeys and services requested by peers in similar roles. Managers can review these recommendations in Now Assist in Virtual Agent and add new services through a conversational experience. **Streamline feedback collection and review using the Employee feedback collection AI agent** As an admin, create reusable feedback templates using the Platform Surveys tool allowing managers to select and preview templates when requesting feedback, and help them quickly view a summarized snapshot of a reportee's recent feedback with easy navigation to the feedback page in Manager Hub for detailed insights. Zurich Patch 4 **Predict service and transfer HR cases agentic workflow** Analyze an HR case and automatically route it to the most appropriate HR service with the predict service and transfer HR cases agentic workflow. **Resolve noncritical HR cases agentic workflow** Use the resolve noncritical HR cases agentic workflow to assess the criticality of HR cases, and automatically respond to noncritical inquiries without human intervention. Human agent intervention is required when the request is identified as critical. **Resolve critical HR case agentic workflow** Resolve critical HR requests efficiently with the resolve critical HR case agentic workflow. This workflow generates a tailored fulfillment plan for an HR case using fulfillment instructions, KB articles, or resolution notes of similar past cases. It helps accelerate the resolution process by providing planning support to HR agents. **Summarize an ER case using Now Assist for HRSD** Use the ER case summarization skill to obtain a comprehensive overview of the ER case, which includes key details, such as allegations, evidences, and interviews. **Help resolve tuition reimbursement requests agentic workflow** Use the policy based HR evaluator skill to automatically compare employee tuition reimbursement submissions against company policies and return a decision of approval, denial, or request for additional information. **HR Voice AI agents** Help employees handle self-service HR issues, such as creating cases, checking case status, and requesting time off, using real-time voice interactions with HR AI voice agents. With advanced speech-to-text and text-to-speech capabilities, configurable caller authentication, and seamless integration with Contact Center as a Service (CCaaS) providers, such as Twilio and Genesys,

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Application or feature	Details
	the agents can deliver an efficient and personalized experience for employees. Zurich Patch 2 **Collect employee feedback with the help of an agent in Now Assist** As a manager, collect feedback from employees with the help from an agent in Now Assist. Identify which colleagues to request feedback from through Talent Development applications, journeys, and interaction patterns in Microsoft. Send, track, and manage feedback requests with built-in reminders. Leverage existing to-dos to send and manage feedback requests seamlessly. **Create a growth conversation with the help of an agent in Now Assist** As a manager, use the growth conversations preparation AI agent to schedule and prepare for employee growth discussions. The agent provides a clear summary of employee activity and career journey as well as data-driven talking points for focused and impactful conversations. **Note:** This feature is available when you have both Now Assist for HR Service Delivery (HRSD), which installs Now Assist for Talent and HR Talent AI Agent Collection. Zurich Patch 1 **Implement access control in Now Assist AI agents** Enable security settings to run AI agents and agentic workflows by using ACLs and user identities. You can configure and manage the ACLs in AI Agent Studio. **HCM AI agents** Use AI agents to enable employees to place requests to the HCM system, such as apply for time off or update details. **Resolve HR cases agentic workflow** Generate a fulfillment plan in a series of steps for an HR case by selecting the **Generate Plan** button on the HR case. HR agents can add prompts to further refine the AI-generated fulfillment plan before the plan is published to the work notes of the case. **HR case sentiment analysis** Prioritize cases by the sentiment score and monitor sentiment trends over time. HR agents can review a brief summary to understand the reasoning for the sentiment score for each HR case. **Schedule interviews agentic workflow** Use AI agents to automate the interview scheduling process from the Now Assist panel and use the inputs

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Application or feature	Details
	from recruiters or recruitment coordinators to send out interview invites. **Generate onboarding ramp-up agentic workflow** Accelerate onboarding with the generate onboarding ramp-up plan agentic workflow, which creates personalized and team-specific plans for every new hire. Powered by AI agents, it tailors learning paths, team tasks, and 1:1 introductions to help employees ramp up fast, build stronger connections, and reach productivity quickly. **Resolve noncritical HR cases agentic workflow** Evaluate case criticality and retrieve relevant knowledge articles to resolve HR cases, minimizing the need for agent intervention. Generate a fulfillment plan for an HR case, which helps resolve the HR case fast. Zurich Early Availability **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. **Use AI agents to create job requisition** Use AI agents to automate the process for creating a job requisition from the Virtual Agent chat window by using the inputs from your hiring managers.
Now Assist for Hardware Asset Management (HAM)	**Zurich Patch 7** **Manage your assets with comprehensive and real-time data** View consolidated asset information through AI-generated analysis summary on the asset record. The AI-generated summary dynamically updates based on the asset state and includes context from any active incidents or tasks. The summary displays the asset life cycle, current assignment and location, audit status, financial metrics, and identifies missing data to support asset management activities. **Zurich Patch 1** **Optimize hardware asset repair process with the suite of AI agents** Automate the repair of defective and out-of-warranty hardware assets by using AI agents in the help repair hardware assets agentic workflow. These AI agents validate the repair tasks, provide detailed troubleshooting and repair instructions, and complete the tasks on receiving user confirmation. **Configure ACLs for AI agents and agentic workflows** Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their

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Application or feature	Details
	guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.
Now Assist for IT Operations Management (ITOM)	**Zurich Patch 7** Set up the new Dynatrace MCP server agent, which replaces the Dynatrace analysis AI agent, for deeper alert analysis. In the analyze alert impact agentic workflow, you can ask more detailed questions about Dynatrace alerts, such as questions about logs, topology, or recent changes. In the manage alerts autonomously agentic workflow, investigations now pull more comprehensive Dynatrace context based on alert type. **Updates to the manage alerts autonomously agentic workflow** The manage alerts autonomously agentic workflow has been updated to provide additional AI insights in the preview panel and alert record. These updates include: • Summaries of the logic behind automated decisions, such as auto closures of insignificant alerts • A written summary of the Service Observability dashboard Additionally, automated alert groups are now supported across Now Assist features such as alert assist and AI insights. **Analyze log analytics alerts to assess impact and triage urgency** The manage alert autonomously agentic workflow now includes AI-driven analysis for log analytics alerts. The alert hypothesizer skill evaluates historical patterns to assess if triage is required. It also classifies alerts as proactive or reactive, where proactive indicates emerging risk and reactive indicates an active issue. The analysis can include contextual insights such as potential failure scenarios to support an alert investigation. **Analyze Service Observability dashboard skill** The analyze Service Observability dashboard skill uses generative AI to summarize a single Service Observability dashboard and calls out insights found in charts. This summary helps operators quickly orient to and understand a particular dashboard. Once activated, this skill is available on all Service Observability dashboards and runs automatically from Incident Investigation when Service Observability is installed. **Analyze service health** The analyze service health skill uses generative AI to analyze all available Service Observability dashboards for the selected service in the Service Operations Workspace (SOW). It generates a summary of a service's

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Application or feature	Details
	health and calls out any found insights. Once activated, this skill is available from the header of a service record in the SOW. **Zurich Patch 5** **Enhance IT operations with AI-driven, autonomous alert management using the manage alerts autonomously workflow** Automate alert triage, impact analysis, and root cause investigation with an AI-driven workflow that replaces manual operator steps with autonomous decision-making. The workflow processes incoming alerts end-to-end and surfaces consolidated insights through Express List, giving operators immediate visibility into what happened, what's affected, and why. **Configure the Datadog and Gemini Cloud Assistant observability skills** Set up the new Datadog and Gemini Cloud Assistant observability skills to get insights from those tools in the manage alerts autonomously agentic workflow. With Datadog and Google Gemini, the workflow now supports five observability tools, including Dynatrace, Kentik, and New Relic, helping you investigate and respond to a wider range of alerts. **AIOps LEAP skill setup** Status information for records grouping job run is available when skills are modified with support KB content. **AIOps LEAP settings page** The new interface for the AIOps LEAP properties includes default configuration to achieve opportunity savings and reporting. **Action Insights panel** The Action Insights panel on the automation opportunity details page provides suggestion to create sub-groups when there are large volumes of records. This helps optimize opportunities and knowledge gaps for architects. **Zurich Patch 4** **View an error analysis by Now Assist in Agent Client Collector** Starting in version 6.0.0, use Now Assist AI agents to gather information about errors occurring on Agent Client Collector agents. For example, you can verify the underlying cause behind a specific error or error code. **Zurich Patch 1** **Configure the Dynatrace analysis AI agent** Set up the Dynatrace analysis AI agent in the analyze alert impact agentic workflow to investigate Dynatrace alerts. With Dynatrace, the agentic workflow now supports three observability tools, including Kentik and New Relic,

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Application or feature	Details
	helping you investigate and respond to a wider range of alerts. **Expand the analyze alert impact agentic workflow with four new AIOps agents** Get a fuller view of alert impact with four new AIOps agents in the analyze alert impact agentic workflow. Along with observability data, the agentic workflow now includes information from within ServiceNow to help surface business impact and related issues. Activate the AIOps agents to include them in the agentic workflow. **Enhance your decision-making process with the analyze potential impact agentic workflow** Assess the potential impact of a change using the analyze potential impact agentic workflow. This workflow provides an analysis of the relevant servers and suggested services that might be impacted by your change request, ensuring that you have all the insights needed to make informed decisions before making a change. **Add access control lists for security in AI agents** Enable security settings to run AI agents and agentic workflows using ACLs and user identities. You can configure and manage the ACLs in AI Agent Studio. **Now Assist certificate renewal AI agent** Use the Now Assist certificate renewal AI agentic workflow to automatically renew certificates before they expire. You can perform the following with the Now Assist certificate renewal AI agent: • Renew individual certificates • Find all certificates about to expire • Renew all certificates about to expire in a single prompt **Utilize the triage and analyze alerts agentic workflow in the context of an incident** Initiate the triage and analyze alerts agentic workflow from the Now Assist panel in the context of the incident form to perform all the functions of the workflow. This workflow automatically assigns, acknowledges, and summarizes origin alerts, determines their significance through historical analysis, and analyzes related incidents.
Now Assist for IT Service Management (ITSM)	**Zurich Patch 7** **Creating a catalog item for unlocking accounts using the voice AI agent** Use the demo Submit account unlock catalog with the voice AI agent to create a catalog item to unlock the specified account when a user calls the help desk.

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Application or feature	Details
	Enhancements to Troubleshoot Outlook issue with voice AI agent Email relevant troubleshooting articles and instructions to users when you troubleshoot Outlook issues for them. **ITSM Conversational analytics dashboard** Get insights into virtual agent adoption, usage trends, and track metrics in Now Assist in Virtual Agent. **Generate a response to request activity** Automatically generate a response in record activity streams using the activity response generation skills for requests and requested items. **DEX issue diagnosis and resolution agentic workflow** Service desk agents can diagnose and resolve Zoom call quality issues using the DEX issue diagnosis and resolution agentic workflow, which integrates Zoom-specific diagnostics that correlate device, network, and application data. **AI-powered root cause analysis for Zoom call quality issues** Use Now Assist for Zoom call issues to identify the root cause of call quality degradation and review the supporting metric evidence for deeper insight. The analysis highlights the contributing device and network factors directly in the Zoom call quality view. Get the real-time guidance, including device ready remedial actions, contextual self-help instructions, and relevant Knowledge articles to help resolve the issue efficiently. **Get AI driven insights for boot time performance** Monitor device boot time to identify slow start-up issues and use Now Assist to investigate the root cause and get suggested resolutions, including remedial actions, self-help instructions, and Knowledge articles to resolve boot performance problems quickly.
Now Assist for Legal Service Delivery (LSD)	**Zurich Patch 7** Submit a Conflict of Interest (COI) request through a natural language conversation. The conversational intake for Legal Conflict of Interest is available in the base system. **Zurich Patch 4** **Now LLM LTS support for Now Assist for Legal Service Delivery (LSD)** Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls. **Some Now Assist skills are turned on by default** The new default behavior works as follows:

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Application or feature	Details
	• New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Zurich Patch 1** **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
Now Assist for Manufacturing Commercial Operations (MCO)	**Zurich Patch 4** **Execute recall campaigns faster** Use the create recall corrective actions AI agent to extract the information available in the repair documents. The AI agent identifies and collects all relevant data contained within the repair documents and generates the corrective action and the corresponding charges. The AI agent sets the asset applicability criteria to determine which corrective actions are applicable to that particular subset of the impacted asset.
Now Assist for Operational Sustainability Management Management	**Zurich Patch 4** **Use agentic AI in Now Assist for Operational Sustainability** The carbon calculations agentic workflow acts as a copilot for sustainability teams, streamlining carbon accounting workflows. It intelligently selects metric definitions and emission factors from the library, generates calculated metric definitions, and enables user review and adjustments before final use. **Zurich Patch 1** **Extract data from utility invoices** Now Assist for Operational Sustainability with document intelligence for utility bills, designed to streamline your ESG metric data collection and reporting. Here are the key highlights: • Extract ESG metric data with Gen AI-Powered Document Intelligence from utility bills, like electricity, gas, and water, with accuracy and efficiency. • Automate data collection by eliminating manual data entry and reducing errors.

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Application or feature	Details
	• Integrate extracted data with ESG metric workflows for a seamless experience. • Scale your operations with an enterprise-scale solution that handles large volumes of data. • Confirm compliance and transparency with built-in audit features that support reporting requirements.
Now Assist for Operational Technology Manager (OTM)	**Zurich Patch 4** **Search for related records in an OT CMDB table** Use the OT CMDB search function to find an OT configuration item (CI) and OT device information in an OT CMDB table. **Upload, validate, and import your OT device inventory spreadsheet using the Import OT device spreadsheet into OT CMDB agentic workflow** Use the Import OT device spreadsheet into OT CMDB agentic workflow to begin the process for uploading, validating, and importing your OT device inventory into ServiceNow.
Now Assist for Operational Technology Service Management (OTSM)	**Early Availability** Automatically summarize an OT incident using the **Summarize** UI action to produce a concise summary of the incident. Automatically generate resolution notes for an OT incident using the **Generate resolution notes** UI action to produce a concise summary of the incident. Automatically generate a KB article for an OT incident when the state of the incident is set to **Resolved**. The article contains the following information: • Site • OT Device • Equipment model entity • Summarization • Resolution notes • KB Base • Author
Now Assist for Order Management	Zurich Patch 7 **AI-powered invoice case management for customers** Enable customers to report quantity-related invoice disputes through an AI-powered virtual assistant on the Business Portal. Customers can describe the discrepancies through natural conversation, and the assistant validates details, creates cases, and

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Application or feature	Details
	autonomously resolves eligible disputes by issuing credit notes or replacement orders, or connects customers with a human agent when needed. **Invoice dispute intake with voice assistant** Enable customers to report quantity-related invoice disputes using voice commands through an AI-powered voice assistant on the Business Portal. Customers can describe discrepancies through natural speech and the assistant captures dispute details to create invoice cases or connects customers with a human agent. **Human agent handoff with context transfer** Help customers to escalate complex disputes seamlessly to a live agent. The full conversation context, including invoice details, dispute reason, and prior AI actions are transferred to the CSM/FSM Configurable Workspace, enabling live agents to continue without asking customers to repeat information. **Now Assist for invoice case resolution** Help accelerate invoice dispute resolution by surfacing similar cases and common resolution patterns in the Now Assist panel. Agents can request help with an invoice case to view how similar disputes were resolved, reducing research time and improving consistency. **Automated email notifications for invoice cases** Keep customers informed with automated email notifications at key points in the invoice case life cycle, including case creation confirmation, resolution details with credit note or replacement order information, and the next steps for cases requiring human review. **Return Merchandise Authorization** Leverage the RMA AI agent for automated entitlement and case handling with the following features: • Automates entitlement checks with real-time warranty validation • Selects best-fit resolution and sends for customer approval • Generates recommended actions when no valid entitlement is found • Provides proactive case updates and follow-ups • Answers customer queries and handles multi-intent emails Zurich Patch 4 **Enable the manage order operations agent in the Business Portal** Activate the manage order operations agent so that you can make the agent available to your customers on the Business Portal.

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Application or feature	Details
	Request order changes using Now Assist Use the manage order operations agent to provide a seamless experience to your customers on the Business Portal, enabling them to create order cases using a virtual assistant effortlessly. The AI agent can intelligently categorize requests for expedited delivery by creating order-related cases linked directly to the specific order, significantly reducing manual case creation and speeding up resolution times. Interaction channels include chat and voice options. **Summarize an order using Summarization for Order Management** Generate a summary of a complex order for a unified view of the order's current state to: • Respond confidently to customer queries with accurate, real-time order status. • Track changes and validate details to maintain consistency and transparency. • Minimize errors and improve communication across suppliers and partners. • Monitor tasks that are at risk of missing deadlines. • Assign tasks to appropriate resources based on priority and skill. • Make rapid prioritization decisions to avoid delays and help ensure timely fulfillment.
Now Assist for Retail Service Management (RSM)	Zurich Patch 4 New tools or scripts have been added to support store inquiry case management, including: • Updating case details: Modifying the current information about a case, such as adding resolution information or updating work notes. • Fetching similar cases: Retrieving past cases that have similar descriptions to the current case. • Retrieving metadata for selectable links: Gathering information about a source (like a case or document) to create a selectable link to it. • Get case details: Retrieving the current information about a case, such as its short description.
Now Assist for Sales Force Automation (SFA)	**Zurich Patch 2** **Use agentic workflows in Now Assist for Sales Force Automation (SFA)** The Help nurture new leads agentic workflow works with a team of AI agents to assist the sales agents to manage the life cycle of leads, either independently or under supervision.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
Available workflows for lead management AI agents for the AI agent collection
<table>
<tr><th>Workflow name</th><th>Description</th><th>Available AI agents</th></tr>
<tr><td>Help nurture new leads</td><td>• Outlines the steps required to engage the lead with the sales agent.
• Sends initial outreach and follow-up emails.
• Retrieves emails, classifies the intent, and routes it to the right sales agent to take action.
• Schedules, reschedules, or deletes the appointments based on sales agent availability.
• Manages the leads who want to opt out or uninterested.</td><td>• Lead outreach AI agent
• Inbound email AI agent
• Appointment management AI agent
• Lead disinterest AI agent</td></tr>
</table>
</td></tr>
<tr><td>Now Assist for Sales and Order Management for Telecommunications (SOMT)</td><td>
Zurich Patch 4
Order enrichment agent
Use the order enrichment AI agent to collect the customer order information, identify if the order needs enrichment, and create the enrichment tasks. The AI agent creates a task and triggers the order fulfillment AI agent on its completion.
Order fulfillment agent
Use the order fulfillment agent to identify the tasks for domain orders using historical data from similar orders. After decomposition, the fulfillment AI agent creates
</td></tr>
</table>

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Application or feature	Details
	and fulfills order tasks by checking the historical and applicable tasks. **Configure ACLs for AI agents and agentic workflows** Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.
Now Assist for Security Incident Response (SIR)	**Zurich Patch 7** **Resolve a security incident** Help enhance the incident resolution plan generation by adding your existing runbooks to the AI runbooks section within the plan generation skill. The existing runbooks provide additional context to the plan generation skill. **Zurich Patch 4** **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent. **Exploring Security Incident Quality Assessment with Now Assist for Security Incident Response** Use generative AI to create a quality assessment report of a security incident. The reports are generated using a predefined, natural language rule set. The report provides an overall assessment summary followed by the detailed assessment for all the rules. **Zurich Patch 1**

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Application or feature	Details
	Generate SIR Shift Handover Report The AI agent helps add security incident details to a shift handover report. The agent populates the different sections of the shift handover with appropriate content by identifying the relevant details from the security incident. The AI agent can fetch details of the security incident and identify if the analyst has access to the shift handover record. The AI agent can generate content for each section of the shift handover record and asks for analysts feedback on the content. The AI agent refines the content based on the feedback and saves the content to the records on approval. **Zurich Early Availability** **Using AI agentic workflows in Now Assist for Security Incident Response** The analyze security operations metrics agentic workflow helps security managers to analyze their teams' performance. • Generate metrics for Security Incident Response (SIR) records for case volume, mean time to assign (MTTA), and mean time to resolve (MTTR) for a date range of your choosing. • Request suggestions for how to improve MTTR, MTTA, and volume based on your metrics. **Enhancements to correlation insights in Now Assist for Security Incident Response** You can generate and view results for correlation insights in the Security Incident Response Workspace. • Correlation insights aren't limited to the primary configuration item (CI) or affected users associated with a security incident. You can base your correlation insights on any CI or affected user for a security incident. • You can generate correlation insights from the **Investigation** tab for a security incident in any state in the Security Incident Response Workspace. • You can generate insights for multiple items simultaneously for Associated Observables, Configuration items, and Affected Users. • Results are displayed in a modeless dialog that you can size and move. **Using the security incident resolution agentic workflow** Use the security incident resolution agentic workflow to close your security incidents. Analysts can chat with AI agents in natural language to resolve the security incidents. The AI agent analyzes the incident details, existing runbooks, Knowledge articles, and past similar security incidents as inputs, and provides a resolution

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Application or feature	Details
	plan. The AI agent also assists the analysts to resolve the security incident.
Now Assist for Software Asset Management (SAM)	Zurich Patch 1 **Use an agentic workflow to automate software asset sourcing to improve operational efficiency** Use AI agents in the Help manage software request agentic workflow to automate software asset sourcing, either through automatic license allocation or by creating purchase orders. **Use an agentic workflow to create reclamation rules for enhancing software license utilization tracking and reducing waste** Use AI agents to create reclamation rules automatically for installed or subscription-based software, reducing manual analysis of product use and cost. The AI agent analyzes factors such as spend and utilization to suggest reclamation rules. **Use an agentic workflow to reclaim unused software to minimize compliance risk and optimize savings** Use AI agents to automate the reclamation process for installed or subscription-based software. The AI agent evaluates software removal candidates and provides suggestions for reclamation based on intelligent checks that help ensure safe removal. **Configure ACLs for AI agents and agentic workflows** Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.
Now Assist for Source-to-Pay Operations	**Now Assist for FSC Common** The Field Extractor skill extracts the invoice number and supplier invoice number from the inquiry case that is generated through different channels (emails, virtual agent chats, or web content). The access control lists (ACLs) confirm that only authorized agents can activate or configure the skill. The Supplier summarization skill in Source-to-Pay Operations workspace provides unified view of supplier-related inquiries and pending actions. This feature helps specialists and supplier managers to quickly view a concise summary of supplier-related cases, tasks, and exceptions.

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Application or feature	Details
	The Inquiry classifier skill auto-populates the subcategory of an invoice inquiry case by analyzing its description and short description in the Accounts Payable Operations. **Now Assist for Sourcing and Procurement Operations (SPO) skills in a Virtual Agent chat** Requesters can leverage contextual generative AI by using Now Assist for SPO in a Virtual Agent chat to complete self-service tasks, such as purchasing products. **Now Assist for Sourcing and Procurement Operations (SPO)** Upload quotes from vendors to request a purchase using the Procurement product recommendation AI agent. Now Assist automatically extracts supplier information, item descriptions, quantities, and pricing from uploaded vendor quotes to pre-fill purchase requisition forms, eliminating manual data entry and accelerating request submission. Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls. The Help fulfill procurement requests agentic workflow has been renamed to Conversational intake for sourcing and procurement to better reflect its expanded scope and capabilities. Employees can initiate sourcing and procurement requests conversationally, with the agent automatically applying organizational policies, routing logic, and pre-filling request details for faster completion. To enhance performance and simplify maintenance, the Conversational intake for sourcing and procurement agentic workflow now includes three core AI agents. The Procurement purchasing plan and Procurement sourcing plan AI agents have been consolidated into a single, unified Procurement product recommendation AI agent. • **Procurement request tracking AI agent**: Finds and summarizes request status details to answer employee inquiries. • **Procurement product recommendation AI agent**: Recommends products based on organizational buying criteria, creates purchasing or sourcing plans, and guides employees through the checkout or request process. • **Procurement inquiry analysis AI agent**: Analyzes employee inquiries to determine next steps, routes

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Application or feature	Details
	tasks to the appropriate agent, provides knowledge-based answers, and manages fallback handling for unsupported requests. **Now Assist for Supplier Lifecycle Operations (SLO)** Now Assist for SLO includes the Coordinate supplier onboarding agentic workflow to streamline the supplier onboarding process by automating supplier registration. AI agents automate the supplier onboarding process by validating profile data and banking details, checking for duplicate suppliers, task generation, communication with suppliers, and final approvals, streamlining the entire process for faster time-to-activation. To make the workflow more dynamic, the Supplier document strategy generator AI agent creates tasks by referring to a KB article which has all the details about the regions and industry related tasks and documents required for onboarding. The KB article is available as a part of demo data, however, the admin can edit and configure this KB article as required. The following AI agents in the Coordinate supplier onboarding agentic workflow perform the supplier onboarding tasks: • **Supplier data steward AI agent**: Validates supplier data and checks for duplicate records, creates an invitation case for the supplier contact and assigns the necessary supplier tasks. Also, if required, communicates to the supplier about missing information that must be updated. • **Supplier data validator AI agent**: Validates supplier-provided profile information and banking details (like account name, account ID, and bank name) in real time. • **Supplier approval AI agent**: Manages approval or rejection of the supplier onboarding. • **Supplier document strategy generator AI agent**: Generates a plan to create tasks after referring to the dedicated KB article which includes all the details about the tasks required for onboarding based on the region and industry. For more information, see . The Now Assist for APO includes Inquiry resolution provider agent and Recommend invoice owner which resolves invoice inquiries autonomously and recommends business owner for invoices (Non-PO, Non-PO type credit memo). • The Inquiry resolution provider AI agent processes high volumes of repetitive invoice inquiries through various channels (web, email, virtual agent, mobile and manual

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Application or feature	Details
	entry) to significantly reduce the workload of human agents. • The Recommend invoice owner AI agent identifies the missing business owner through semantic matching or by creating tasks. The Recommend invoice owner agent triggers when a Missing or invalid business owner exception is raised. For more information on the AI agents, see **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
Now Assist for Strategic Portfolio Management (SPM)	**Zurich Patch 4** **Schedule project insights email** • Schedule project insights email in the Configure project insights modal. The project email is emailed to the project managers and users and continues on the selected schedule that you select until the project is inactive or paused. • Schedule and instantly send the project insights email to your project managers by selecting the **Send preview** button. • Track important updates such as the delayed end dates, the status turning red, or the state updates of your projects and receive project insights email on the schedule that you select. • Select the email frequency that works for you: weekly, bi-weekly or monthly. • Monitor critical elements such as milestones, resources, projects, and project tasks. • Receive proactive, AI-based notifications when project milestones or critical tasks could lead to delays using Monitor project task agent. Use the Enable critical task alerts option from planning page to enable the project task monitor AI agent. • Choose the recipients to whom you want to send the project insights email. **Identify similar records using Now Assist** Detect similar existing demand records when creating or editing a demand using the identify similar records skill. The skill compares the **Name**, **Description**, and **Business Case** fields for contextual similarity. **Accelerate target creation with the target generation skill** Generate measurable targets from goals information and optional context with the target generation skill. The skill

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Application or feature	Details
	automatically populates key fields in the target creation form, helping teams define clear, measurable outcomes and create targets quickly. **Generate acceptance criteria for stories** Generate clear, consistent acceptance criteria for user stories with the acceptance criteria generation skill. By leveraging story context and predefined templates, the skill helps you align with requirements. **Enhancements to Story generation** Use the upgraded agile story generation skill to convert epics into actionable user stories quickly. Powered by an agentic workflow, the skill analyzes epic details to recommend the optimal number of stories, enables adjustments, refines story content, and creates story records. **Zurich Patch 2** **Improve efficiency and quality using refine records skill with Now Assist Context Menu** Simplify record creation and updates by using the refine records skill with Now Assist context menu. Improve record quality by enabling AI-assisted text refinement in the text fields of Product idea, Demand, Epic, Projects, Capability, Feature, Stories, Project tasks, Risks, Strategic priorities, Goals, Targets, Initiatives, Feedback, Milestones, and Story forms. **Zurich Patch 1** **Configure ACLs for custom roles** Update the ACLs for custom roles that require access to Now Assist skills. **Generate and improve Docs content** Help improve your content and productivity with the ability to enter custom prompts directly in the Docs, alongside the Summarize, Elaborate, and Shorten options. Generate content with Now Assist for SPM directly in your Docs. In addition, summarize existing sections, elaborate where needed, and refine drafts to help improve your productivity. You can interact with Now Assist directly in your Doc to create content, add context, or improve existing sections. **New third-party AI model provider options available for Now Assist** Google Gemini 2.0 Flash, Google Gemini 2.5 Pro, and AWS Claude 3.7 Sonnet are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI GPT-4.1 and GPT-4.1 mini.

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Application or feature	Details
Now Assist for Telecommunications, Media and Technology (TMT)	**Zurich Patch 4** **Address voice quality issues** Collect customer details about the voice quality issue, open a service ticket with RADCOM (https://radcom.com/), and generate a resolution plan. **Risk signals and issues summarization** Generate summary details including the record and associated risk solutions and risk occurrences for risk signal and issues records. **Zurich Patch 1** **Help remediate bill issues** Handle billing inquiry case requests, analyze customer invoices, and recommend better plans based on customer usage patterns. **Analyze network incidents** Identify historic incidents and determine resolution plans. The AI agent also has the capabilities to identify field values, estimate resolution time, and create actionable tasks. **Support renewals and expansion** Streamline customer success management by automatically assessing account health, value realization, and adoption trends. Deliver timely, data-driven insights that guide renewal planning and play recommendations. **Trigger risk mitigation touchpoint** Enable customer success agents to optimize meeting schedules within the customer success workflow by creating and managing meetings. Create and manage meetings based on key details such as invitees, agenda, meeting type, and scheduling preferences. **Success summarization** Generate summary details including overview, current status, and open tasks for success initiatives, internal plays, and customer plays. Enhance Zoom meeting summaries by updating key notes, and enabling sentiment tracking. **Analyze metric data trend** Collect and analyze metric data for engagements, identify patterns, and generate a trend chart. **Service summary generation** Generate a service summary for a product inventory. **Knowledge graph schema generation** Use the Knowledge Graph (KG) to create Knowledge Graph schema. **Customize a summary card for service summary**

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Application or feature	Details
	Customize the summary card of the service summary and UI actions according to your needs. **Register consumers using Agentic AI** Initiate the consumer registration process using agentic AI to receive step-by-step guidance, including error checks during registration and support for resolving those errors. **Configure ACLs for AI agents and agentic workflows** Configure the access control lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.
Now Assist for Third-party Risk Management (TPRM)	**Zurich Patch 7** **Now Assist for Third-party Risk Management (TPRM)** If you have the third#party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer] and have installed the if you have the third#party assessment reviewer role [sn_vdr_risk_asmt.vendor_assessment_reviewer] and have installed the Now Assist for Third-party Risk Management (TPRM), you can use generative AI to automatically identify and recommend issues based on assessment responses. The TPRM issue management recommendation skill recommends issues with rationalized summaries. Recommended issues are presented for review and are created as standard TPRM issues only after user confirmation. **Zurich Patch 4** **Now Assist for Third-party Risk Management (TPRM)** If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor] role and have installed the Now Assist for Third-party Risk Management (TPRM) for TPRM application, you can use generative AI to automatically summarize complex issue records. The TPRM Issue Summarization skill works across all issue states including New, Analyze, Review, Finalize, and Closed and can help reduce manual review time, improve consistency in issue descriptions and remediation guidance, and accelerate triage and reporting for customers managing high volumes of third-party risk data. **Some Now Assist skills are turned on by default** The new default behavior works as follows:

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Application or feature	Details
	• New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.
Now Assist for Vault	**Zurich Patch 4** **Generate a custom data pattern by using Now Assist for Vault** The generate custom data pattern skill now uses the Now LLM Service as the default provider. You can switch to another provider as needed. **Zurich release notes** **Using Now Assist for Vault** The Now Assist for Vault application generates custom data patterns from text descriptions to streamline your workload, checks role access for an encrypted column to monitor your instance's encryption access posture, and schedules data discovery jobs to detect sensitive data. Enable these skills in Now Assist Admin console: • Generate custom data pattern • Check role access for encrypted column • Schedule Data Discovery job
Now Assist for Vulnerability Response	**Zurich Patch 5** **Retrieve Vulnerability Response data** Chat with an AI agent using natural language to retrieve host (Vulnerability Response) and Application Vulnerability Response (AVR) data in the Unified Security Exposure Management (USEM) and legacy Vulnerability Response workspaces. **Zurich Patch 4** **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent. **Create a custom API service graph connector in the Security Posture Control (SPC) workspace**

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Application or feature	Details
	Use generative AI to help your developers create SPC API connectors quickly with the Connector builder framework module in the SPC workspace. With a Now Assist skill that is included with the Now Assist for Vulnerability Response application, your developers have the option to automate steps in the Connector builder framework. • Automate the steps for selecting API templates, populating request and header parameters, and response field mapping. • Use your custom API connector to integrate with security tools and import asset data that is based on the unique requirements of your environment. • Help your cybersecurity teams monitor your overall security posture and identify assets that are missing key security tools with the API connectors that you build. See Creating your own API connectors in Security Posture Control for more information and the required applications. **Generate insights to prioritize risks** Use generative AI to provide contextual summaries, actionable recommendations, and quick links in the Security Exposure Management Workspace, helping you prioritize critical risks and accelerate remediation. **Generate recommendation for approval impact analysis** Use generative AI to provide on-demand recommendations to approve or reject a request directly from the Exception Change Approval record, enabling approvers to make fast, consistent decisions while reducing manual analysis effort. **Zurich Patch 2** **Granular roles** The sn_vul_ai.write_rem_insights and sn_vul_ai.read_rem_insights granular roles have been added and are inherited by the sn_vul.vulnerability_admin and sn_vul.vulnerability_analyst roles automatically. These roles provide you with more control over read and write access for the records on the Remediation Compliance Insights [sn_vul_ai_remediation_insights] caching table. The VR.System role also inherits these granular roles so background job execution for the workflow can occur. **Zurich Patch 1** **Identify duplicate vulnerable items with Now Assist for Vulnerability Response** Use generative AI to identify duplicates for your active host vulnerable items that are imported by your vulnerability scanners. Use generative AI reasoning with Now Assist to help your analysts differentiate between

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Application or feature	Details
	primary vulnerability items (VITs) and those VITs that are duplicates. Close duplicate VITs and move their associated detections automatically to the primary VIT records. **Identify preferred vulnerability solutions with Now Assist for Vulnerability Response** Use generative AI to analyze available remediation options pulled from integrated third-party products like Red Hat, Tenable for Vulnerability Response, or internal solution management systems. Evaluate each option against the specific configuration item context, for example, the OS version or software version, and get recommendations for the most viable fix for implementation. **Zurich Early Availability** **Using agentic workflows in Now Assist for Vulnerability Response** The assess vulnerability exposure agentic workflow enables vulnerability managers to determine your exposure to vulnerabilities. • Determine your exposure to the most current Cybersecurity and Infrastructure Security Agency (CISA) known vulnerabilities in your environment and assess their potential impact to your configuration items (CIs) and business services. • Identify assets with Common Vulnerabilities and Exposures (CVEs). • Determine the number of active VITs that correspond to CVEs. Create watch topics for VIT remediation. The analyze vulnerability remediation status agentic workflow helps vulnerability managers to monitor and assess remediation target compliance. • Track Service Level Agreement (SLA) compliance - Understand how effectively your organization is meeting remediation goals for vulnerabilities based on your SLAs. • Analyze missed SLAs by severity, assignment group, and configuration item (CI) class - Pinpoint gaps in remediation by categorizing overdue VITs based on severity, assignment groups, and CI classes to enable targeted interventions and smarter resource allocation.
Now Assist for Workplace Service Delivery (WSD)	Zurich Patch 7 Use the case summarization skill to summarize the case context and take appropriate action. Zurich Patch 1 **Optimize cleaning activities agentic workflow**

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Application or feature	Details
	Use the optimize cleaning activities agentic workflow to manage cleaning and maintenance schedules of a maintenance case based on the space utilization rate of the location where a maintenance case is created.
Now Assist in AI Search	**Zurich Patch 4** **Automatic activation for Now Assist Multi-Content Response Genius Results** When you use Guided Setup to activate the Now Assist panel, Now Assist Multi-Content Response Genius Results are automatically activated for relevant search profiles. **Hybrid search** Hybrid search blends keyword search and semantic vector search to offer a blend of superior search recall and contextual relevance for knowledge article, Catalog Item, external content, and topic retrieval searches. **Configure AI Search as the source for Ask Now Assist suggestions** Admins can configure the system to use AI Search as the source for Ask Now Assist suggestions, enabling suggestion term highlighting and more flexible search operators in enhanced chat. **Zurich Patch 1** **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.
Now Assist in Contract Management	**Zurich Patch 7** **Feedback for Now Assist contract analysis** Provide feedback on AI-identified non-standard and missing clauses to help improve AI accuracy over time. When reviewing contracts using Now Assist contract analysis, you can indicate whether the AI suggestions were helpful or not helpful by using the thumbs up or thumbs down feedback options. You can also provide optional qualitative feedback with comments. The feedback option is available in both the workspace and Microsoft Word add-in. The feedback provided on each clause is captured in the **Contracts Gen AI Feedback** table. **Automatically navigate to non-standard clauses in Microsoft Word add-in** Locate non-standard clauses easily in Microsoft Word. The document scrolls to the relevant section using AI

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Application or feature	Details
	citations when you select a Now Assist suggestion in the Microsoft Word add-in. **Zurich Patch 4** **Automated obligation extraction** Use the manage contract repository agentic workflow to automatically identify and capture key contractual obligations from signed contracts and create obligation records in the contract repository. The AI agent in the manage contract repository agentic workflow uses the Now Assist Contract obligation extraction skill to extract key contractual obligations from contracts. **Using contract playbook to review AI-extracted obligations** Review extracted obligations in the contract playbook, with options to edit, approve, or reject each obligation. Approved obligations are added as obligation records in the contract repository while rejected obligations are deactivated. **Contract obligation extraction skill in Now Assist in Contract Management** Configure and map use cases for obligation extraction skill in the Now Assist Admin console to automatically extract key contractual obligations from signed contracts. The AI agent in the manage contract repository agentic workflow uses the Now Assist Contract obligation extraction skill to extract key contractual obligations from contracts. **Conversational contract search and insights Workflow** Contract documents are often complex and stored across multiple formats and repositories, making keyword-based search inefficient and error-prone. The new Now Assist powered conversational search feature enables you to search contract documents using natural language and dialogue-driven queries. The conversational search feature does not support searching within contract documents that are scanned PDFs. **Some Now Assist skills are turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Now LLM LTS support for Contract Management Pro**

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Application or feature	Details
	Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls. **Zurich Patch 1** **Using contract playbook to review AI-extracted metadata and contract reminder date** Use the playbook within a contract repository record to review the metadata extracted by the AI agents in the manage contract repository agentic workflow. You can make necessary changes to the extracted information, and submit it to update the contract repository. If the contract end date is available, the **Review contract reminders** tab appears in the playbook, enabling you to review and update the AI-calculated contract reminder date and specify recipients for contract renewal or terminations. **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. **Select large language models for use cases in Now Assist in Contract Management** Select a large language model (LLM) provider for a contract analysis or metadata extraction use case. The selected LLM is applicable only for the specific use case and overrides the LLM selected for Now Assist in Contract Management skills.
Now Assist in Document Intelligence	**Zurich Patch 7** **Document and visual insights AI agent enhancements** The document and visual insights AI agent can recognize and provide citations for multiple attachments. **Zurich Patch 4** **Open document in a new tab** View a test document in a larger workspace on a separate browser tab during use case setup. **Image captioning in Knowledge Center** Extract information from images to support accessibility captioning in knowledge base articles. **Document and visual insights AI agent enhancements** Leverage features that enable you to use the document and visual insights AI agent with selected LLMs to upload files, extract information without a predefined use case, and display results in a dedicated document view.

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Application or feature	Details
	• Select an LLM for the AI agent to use when processing documents and images. • Now LLM Service is not an available option for LLM selection. • Prompt the AI agent to upload a file to process. • View the results of the AI agent actions in a document view screen. **Zurich Patch 1** **Document Intelligence for Now Assist Skill Kit** Use document and visual intelligence to leverage extraction, question answering, and summarization capabilities for a skill created with Now Assist Skill Kit. **Language model selection** Select the language for a use case to help the optical character recognition (OCR) model to detect text in the document and image files. **Image mode selection for use cases** Turn on image mode to process images more efficiently for use cases that use a multimodal AI model. **Model provider flexibility at the use case level** Choose a model provider at the use case level, including a Now Assist default option that uses the instance-level model selected in AI Control Tower. **Information extraction for Operational Sustainability Risk Management** Extract ESG-related information from invoices to support Operational Sustainability Risk Management initiatives and regulatory compliance. **Improved security for the document and visual insights AI agent** Enable access control lists (ACLs) to improve the security for the document and visual insights AI agent. ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user. The document and visual insights AI agent and its skills are classified as a worker or helper agent. A worker can act as an AI user with different privileges than the human user. A helper only has the privileges of a human user. **Early Availability** **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI.

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Application or feature	Details
Now Assist in Platform Analytics	**Zurich Patch 4** **Gather insights, plan, and collaborate in the AI Data Explorer (December 2025)** Ask quick questions, receive tailored recommendations, and collaborate with AI and your colleagues to build long-term analysis. Enable teams to discuss and act on findings instantly. Centralize insights and narratives for better decision making. Guide users with contextual insights and suggestions. Main features include: • Extended analysis generates a deeper level of analysis that can reveal new insights, enabling you to make more informed decisions. • Add a data visualization from an exploration to a dashboard • Share explorations with tagged users • Duplicate an exploration • Duplicate an answer in an exploration • Summarize an exploration AI Data Explorer leverages Query Generation to translate natural language questions into actionable insights. Query Generation enables users of AI Data Explorer to analyze their data and access a broader range of data sets. Key capabilities include: • Ability to add tables to the semantic data layer • Multi-table source support • Workflow Data Fabric table support • Database view support
Now Assist in Virtual Agent	**Zurich Patch 7** Improve the chat greeting and input experience by making it easier for users to start and continue conversations with the Now Assist in Virtual Agent (NAVA) personalized welcome screen. Enable users to ask natural-language questions and receive concise, synthesized answers while maintaining transparency, trust, and efficient task completion. Provide a consistent, reusable building block framework for the NextWave web experience using primitives and widgets. Enable a web search experience that includes a "Include Web results" button in the input box that includes internal and external web results.

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Application or feature	Details

	Test voice agents directly in Assistant Designer with live transcription, tool execution tracking, and conversation logs.
	
	Dutch and Thai language support for voice assistants enables users to experience natural pronunciation and culturally appropriate interactions with AI voice agents.
	
	Zurich Patch 4
	
	Assistant Designer
	
	Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience. Assistant Designer is comprised of three main areas: Assistants, Asset library, and Analytics.
	
	Configuring assistants overview
	
	• Access the **Assistants** tab within Assistant Designer by navigating to **All** > **Assistant Designer**. The **Assistants** tab is only available for customers who have the Now Assist license. NLU-only customers don't have access to Assistant Designer.
	
	View assistants
	
	• View chat and voice assistants within the **Assistants** tab of Assistant Designer.
	  ○ The card view is the default view for the assistants.
	  ○ An inactive (gray) or active (green) label is shown for each assistant.
	  ○ Activate, deactivate, test, edit, or delete an assistant.
	  ○ A display experience label is shown on each chat assistant card.
	  ○ A domain label is shown on assistant cards if an assistant is created outside of the global domain. If assistants are only created within the global domain, the label isn't shown.
	  ○ The ability to view or edit an assistant depends on the domain that the admin has access to.
	  ○ The name and date are shown for when the assistant was last updated.
	  ○ Voice assistants show a voice icon and label on the card. Voice assistants can't be tested within Assistant Designer.
	  ○ The map view shows the assistant hierarchy where you can open, turn on or off, or delete an assistant.
	• View the side panel for quick access to **Pick up where you left off**, **Recent activity**, and **Resources**.
	
	Create a voice assistant

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Application or feature	Details
	• Start creating an AI voice assistant by providing a name and description. Tag to a business unit to analyze your voice assistant. • Power your voice assistant with agentic experience by adding AI agents. • Personalize your voice assistant by choosing a language, adding a welcome message, and an AI voice persona. **Note:** The supported languages are: ○ English ○ German ○ Spanish • Secure the voice interactions by setting up caller authentication methods and safeguards. Create a chat assistant • Add basic details such as a name and description for your chat assistant, and set your assistant as a primary assistant. The Basic details page within the UI has replaced the Overview page. • Now Assist panel – Platform (default) assistant can be set as a primary assistant and linked to secondary assistants. Now Assist panel – Developer assistant doesn't have this option. • The name and description of the Now Assist panel assistants can't be changed. Use agentic support for a chat assistant • Let the assistant use AI agent skills and agentic orchestration. Admins can choose between agentic or standard (Q&A) modes depending on business needs and user experience goals. Turn on or off the **Prioritize AI agents during skills discovery** feature. Assign search sources to a chat assistant • Restore search sources back to the default (Now Assist Multi-Turn Catalog Ordering and Now Assist Q&A). • Now Assist panel - Platform (default) assistant now has the option to copy an existing search configuration. • Dynamic global search configuration has been added to the list of search application configurations. • Create or configure additional search sources by selecting the **External Content Connectors** link. This replaces a card view.

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Application or feature	Details
	• Manage knowledge articles by selecting the **Knowledge Center** link. • In edit mode, search sources are found within the Information Sources sub-tab. Add a Knowledge Graph schema to a chat assistant • Adding a Knowledge Graph schema has moved from the Information sources page to its own page. • Add a Knowledge Graph schema is now available for the Now Assist panel - Platform (default) assistant. For the NLQ schema, if Global Graph or Global Graph Mini is selected, you have the option to select tags for specific workspaces that are active on the instance. • Define the mapping relationship between individual workspaces on the instance and predefined Knowledge Graph tags when Global Schema is selected for NLQ. • In edit mode, Knowledge Graph is found within the Information Sources sub-tab. Add assets to a chat assistant • By default, all Now Assist skills (Now Assist Q&A, Now Assist multi-turn catalog ordering, Now Assist topics, subflows and actions, custom skills, and AI agents) are turned on. Therefore, the Now Assist skills page has been removed. • Map an asset to an assistant. Assets are the building blocks of each assistant, providing them with instructions and functionality for helping users. Assets include topics, subflows and actions, custom skills, and AI agents. For Now Assist panel - Developer assistant, only topics (asset type) is available. • In edit mode, assets are found within the Information Sources sub-tab. Display your chat assistant on a portal, channel, or mobile app • Leverage Now Assist capabilities in Google chat. • Use **Prominent action button override** to allow a different chat assistant other than the default assistant to be launched on a mobile app. • In edit mode, display experiences are found within the Settings sub-tab. Display your assistant on Platform or ServiceNow Studio

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Application or feature	Details
	• The **Add ServiceNow Platform** drop-down menu has replaced the **Add agent experience** drop-down menu. A Now Assist panel assistant can't be added to other display experiences. • In edit mode, display experiences are found within the Settings sub-tab. Brand an assistant • Minor enhancements to the look-and-feel of the standard chat preview pane. • In edit mode, branding is found within the Settings sub-tab. Manage an assistant chat experience • A standard chat preview pane is shown for the default greeting topic (Now Assist – Greeting) and the default closing topic (Now Assist – Closing). Selecting custom topics won’t show a preview pane. • Fallbacks have a standard chat preview pane and each fallback is shown if toggled on. • For the Now Assist panel - Platform (default) assistant, web search, record producer, and custom fallback are available options. End this chat and survey are available for the standard chat experience. • In edit mode, chat experience is found within the Settings sub-tab. Enable additional chat features • Web search, response streaming, document uploads, and closed chat were moved from the Manage chat experience page to its own page. By default all chat features except web search are turned on. • Response streaming can be turned on at the assistant level regardless of whether Dynamic Translation is turned on or off. However, response streaming doesn't work when Dynamic Translation is being used. • In addition to web search, response streaming, document uploads, and closed chat, Now Assist panel Platform assistant has voice input. Voice input allows users to use a microphone to enter the input. • In edit mode, additional chat features are found within the Settings sub-tab. Review chat assistant settings • New sections that have been added include: Agentic support, Knowledge Graphs, Assets, and Chat features. • Testing an assistant has been removed from the Review page.

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Application or feature	Details
	Test a chat assistant • Test a chat assistant from **Assistant Designer** > **Assistants** tab or from within each page while in edit mode. Edit a chat assistant • Edit a chat assistant from **Assistant Designer** > **Assistants** tab. You will be directed through an edit flow with a slightly different UI from the create flow. Analyzing assistants • Monitor, evaluate, and optimize the performance of your AI-powered assistants within the **Analytics** tab of Assistant Designer. **Copy received messages** Use the copy message icon in the feedback panel to copy received Virtual Agent responses. **New system properties** • Set the *com.glide.cs.nass.synthesized_response.disabled_popove* to `true` to hide the popover for disabled catalog items for Now Assist in Virtual Agent and Now Assist panel's enhanced chat. • Set the *sn_ais_assist.enable_pi_in_nba* property to `true` to allow conversational history-based suggested actions and fill multiple suggested action slot options. • View the *sn_nowassist_va.enable_nass_show_all_options* property to decide whether to allow the **View all options** link in an enhanced chat conversation's greeting topic. • The *com.glide.interactive_view.enabled* property opens an interactive side panel view next to the chat window. The default value is `true` to activate AI Engagement Experience on your instance. **View org chart in the interactive view** Select **View org chart** from the people citation's popover in Now Assist panel's enhanced chat or Now Assist in Virtual Agent enhanced chat/enhanced chat's full-page experience. The person's organizational chart appears to the right of the chat conversation in an area known as the interactive view. You can switch between multiple organizational charts via a drop-down in the interactive view if you open multiple people citations' org charts in the same conversation. **Zurich Patch 2**

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Application or feature	Details
	Select continue or move to next task button The **Continue to next task** button appears in the new **Ready to move on to your next task** card whenever multiple questions are found in a single standard chat user's message. The **Move on to the next task** citation appears at the end of an enhanced chat's synthesized response whenever multiple questions or requests are found along with an action in the user's single message. Whenever either **Continue to next task** (standard chat) or **Move on to the next task** (enhanced chat) is selected, the second question or request is reviewed and a synthesized response is sent back regarding the user's second question or request. **Multiple questions in a single user message are answered consecutively** Virtual Agent can answer multiple questions that were submitted in a single message query. Now Assist panel or Now Assist in Virtual Agent answers the multiple questions consecutively in a response. **Now Assist in Virtual Agent system properties** Use *sn_aia.use_agents_in_planner* to configure AI agent discovery behavior. The default value is `true`, preferring AI agents over assets including catalogs, topics, Q&A knowledge base articles, workflows, and sub-workflows. When set to `false`, there's no preference for AI agents. AI agents and assets are treated the same. **New defaults for Now LLM Service** Now Assist in Virtual Agent and Now Assist panel will use an upgraded Now LLM Service as the default. For more information, see the Now LLM Service Upgrade FAQ: Everything You Need to Know About the v2.0 Model Transition [KB2556891] article in the Now Support Knowledge Base. **Zurich Patch 1** **Configure additional user interface and experience options for enhanced chat** Customize and configure the Search Toggle Button Label for enhanced chat's full-page experience. Additionally, you can configure the Enable Unread Conversation Count Display and Left Panel Header Label for enhanced chat and enhanced chat's full-page experience. **New third-party AI model provider options available for Now Assist** Google Gemini and AWS Claude are available for Now Assist skills and AI agents in addition to Now LLM Service and Azure OpenAI. **View agentic conversations processing steps**

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Application or feature	Details
	View agentic conversational processing steps and stop the flow, if needed. **View extended entities and records** View extended entities and records in standard and enhanced chat conversations that come from the additional custom tables associated with the Knowledge Graph Natural Language Query (NLQ) schema such as: • Assets • Incidents • Recently viewed knowledge base articles • Requests • Tasks **View suggested queries in the portal's search bar and chat window** View the most frequently asked queries in the portal's search bar and enhanced chat's Virtual Agent. Any search query entered into the portal's search bar or Virtual Agent is incorporated into the greeting topic for future conversations as a suggested query. Suggested queries are only included in the Virtual Agent greeting topic whenever no promoted assets are designated. **Work with suggested queries** Two system properties were added to enable the suggested queries feature: *sn_nowassist_va.enable_suggested_queries* and *sn_nowassist_va.max_suggested_queries*. **Configure AI search answers OneExtend capability for web search** Configure the AI Search answers capability via `sys_one_extend_capability.list` to establish the web search AI provider and work with API keys, if needed. **Expanding AI provider support for web search** OpenAI, Perplexity, and Google Gemini support web search. **Configuring assistants overview** Enhancements to Now Assist in Virtual Agent assistants and Now Assist panel Platform and Developer assistants. Options vary for Now Assist panel assistants. Create a chat assistant • Configure assistants by domain. Display your chat assistant on a portal, channel, or mobile app

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Application or feature	Details

	• Now Assist in Virtual Agent: For mobile search widgets, enable the search bar to open into a full-page experience.
	
	Display your assistant on Platform or ServiceNow Studio
	
	• Now Assist panel Platform assistant: Enable enhanced chat for a conversational experience that includes a dynamic, movable, and re-sizable chat window, plus access to multiple active conversations.
	• Now Assist panel Developer assistant: Not applicable.
	
	Assign search sources to a chat assistant
	
	• Now Assist in Virtual Agent:
	  ○ Add internal and external search sources, such as catalog items and Microsoft SharePoint, from a drop-down list.
	  ○ Add a slot filling schema to input user information from your organization's Knowledge Graph. Add a Natural Language Query schema to enable users to perform a data query during a conversation.
	• Now Assist panel Platform assistant:
	  ○ Add internal and external search sources, such as catalog items and Microsoft SharePoint, from a drop-down list.
	  ○ Add a slot filling schema to input user information from your organization's Knowledge Graph. Add a Natural Language Query schema to enable users to perform a data query during a conversation.
	• Now Assist panel Developer assistant: Not applicable.
	
	Manage an assistant chat experience
	
	• Now Assist in Virtual Agent:
	  ○ Select a custom greeting topic, closing topic, error topic, and survey for your assistant.
	  ○ Select one or more fallback options: live agent, web search, record producer, end this chat, and custom fallback.
	  ○ Enable the web search fallback option and web search mode to enable users to search the web from within a chat window.
	• Now Assist panel Platform assistant:

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Application or feature	Details
	○ Select a custom greeting topic or error topic for your assistant. ○ Fallback options don't apply to Now Assist panel Platform assistant. ○ Enable web search mode to enable users to search the web from within a chat window. • Now Assist panel Developer assistant: Not applicable. **Now Assist panel** Use the enhanced Now Assist panel for a more intuitive and personalized experience. The updated Now Assist panel is re-sizable and can be moved anywhere on the ServiceNow AI platform.
On-Call Scheduling	**Add custom on-call notification channels** Increase the flexibility in communication by adding and configuring service providers as on-call notification channels. You must configure the communication channel by using the On-call communication channel configuration [on_call_comunication_channel_config] table. After you configure the channel, you can select the new channel. This feature is applicable only after the subflows are configured and used. **Customize the on-call notification message and keywords** Customize an on-call notification message and response keywords that are sent to the user and user groups as per your preferences. You can customize the message and keywords by using the On-call communication channel configuration [on_call_communication_channel_config] tables. **Send the on-call escalation notifications when the configured record fields are modified** Send the on-call escalation notifications when the configured record fields are modified. On-call trigger rules have the following enhancements: • Configure the changes to fields as a triggering condition to run trigger rules. For example, changes to the **Priority** field for an incident can be configured as a trigger condition. • Configure the group or team level trigger rules, or you can configure the global trigger rules that aren't associated with a user group. • If the assignment group is auto-populated when an incident is created, you can still configure the on-call trigger rules to run and send the escalation notifications.
Operational Resilience	**Use the interactive Node Map visualization**

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Application or feature	Details
	Navigate operational dependencies using the interactive Node map visualization. Configure node and edge settings in the Nexus map, then display Main node configurations directly within the Operational Resilience Workspace. The **Resilience map** action provides access to relationships for Business Services (BS), Application Services (AS), Supporting Offerings (SO), Business Processes (BP), and Dependencies modules in the map view. You can configure node dependency directions and enhance visual elements with improved colors and icons for clarity. Additionally, you can gain comprehensive insights from the summary panel and address missing 'red flags' for a complete picture. **Generate Word reports of action tasks** Use the Document designer to set up Microsoft Word templates and download action task reports in Digital resilience incident reporting. This functionality enables you to customize predefined templates or create templates, incorporating specific data like tables and columns from records, to generate intuitive, audit-ready reports. You can then save these reports within the ServiceNow® instance or as cloud documents in Microsoft SharePoint. **Report incidents associated with multiple regulations for various legal entities** Report incidents or security incidents associated with multiple regulations for various legal entities in Digital resilience incident reporting. Its automated workflow generates regulatory reporting assessment of IT incidents, DRI Initial report, DRI Intermediate report, and DRI Final report within regulatory timelines, each with dedicated action tasks. You can complete these tasks and generate reports in Microsoft Word format required by regulatory authorities for analysis. **Generate Register of Information (RoI) regulatory packages** Generate regulator-ready Register of Information (RoI) regulatory packages using the Plain-CSV Report Package option on the download page in Digital resilience third-party registers. The resulting ZIP file, structured to regulator specifications, includes metadata and report folders with file names containing LEI, entity ID, and release version. This format helps you to verify EU DORA compliance and supports automated validation workflows. For suggested steps and permissions, refer to the user guide on the Download and Upload request page. **Validate downloaded Register of Information regulatory packages**

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Application or feature	Details
	Validate downloaded Register of Information (RoI) regulatory packages against requirements using the Plain-CSV Report Package option on the Digital resilience third-party registers download page. This process verifies file format, structure, encoding, naming conventions, and field-level data across multiple tables. If validation warnings are detected, an automated report is attached, mapping issues to regulator fields like Template Code, Row Code, and Column Code. These reports include real-world field labels, rule expressions, and record identifiers. You can easily cross-reference validation errors using a downloadable Excel template that mirrors the CSV structure, simplifying issue location and resolution. Further enhancements include support for 'Not applicable' values, enforced file size limits, and clearer error messages for malformed data. **Improve resilience metrics with the enhanced CSDM model** Leverage the enhanced fix scripts in the Common Service Data Model (CSDM) to enhance your Operational Resilience metrics. Each node in the hierarchy is now stored separately, with its class and parent nodes, to help you manage your data more efficiently. The *`Update CSDM and other dependencies`* scheduled job script has been optimized to process the main node configurations in parallel, triggering a separate event for each node. Any node can be at the top level. Additionally, you can store impacted objects, including all parents, in a single table, so that you can efficiently retrieve children nodes and improve your data retrieval. Configure the *`sn_oper_res.top_class_name`* property to designate any class as the top class. You can view the downstream data and various dashboards based on the selected top class, such as the number of application services that are under a business service. **Analyze importance and impact tolerance of a service using Smart Assessment** Analyze a service's importance and impact tolerance through flexible assessments by using one or multiple Smart Assessment templates. Role-based access controls and auto-assigned tasks help you to streamline the process. You can reopen and complete assessments as needed and send email notifications to relevant users. **Generate customized and flexible self-attestation reports using Smart Assessment** Generate customized and flexible self-attestation reports by using Smart Assessment. Start with the default template, add relevant scopes and users, and generate a PDF report on completion of the self-attestation process. By creating custom templates with various data types, you make the self-attestation process more efficient.

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Application or feature	Details
	Leverage enhanced DORA capabilities for contracts, supply chains, and assessments Use the enhanced Digital Operational Resilience Act (DORA) data model in Operational Resilience. You can configure contracts based on their supply chains and assessments, upload the contract records, and generate a detailed report in Microsoft Excel that provides information on the entities, third parties, and specific contract details. **Track third-party risk assessments** Track third-party risk assessments as red flags in Operational Resilience reports and overview pages for business services, service offerings, and business processes. Operational Resilience users, managers, and administrators can review these assessments in Operational Resilience Workspace. The sn_vdr_risk_asmt.vendor_assessment_reviewer role is now included in the sn_oper_res.user role, so that you can grant the necessary access to the assessments.
Operational Sustainability Management	**Support estimation when actual data isn't available** Enable organizations to provide estimated data when actual data is unavailable. Use standardized or personalized custom methods to confirm accurate and reliable ESG reporting. **Approve automated metric definitions** Configured a new approval stage for automated metric definitions, confirming that collected data undergoes review before being added to relevant tables. This improves data accuracy and governance for automated metric definitions. **DEX integration with Sustainable IT Dashboard** Real-time energy consumption data from DEX is now integrated into the ESG Sustainable IT Dashboard. This enhances sustainability reporting for IT assets, providing real-time usage trends, total energy consumption, and detailed regional and model insights, thereby supporting more accurate and actionable ESG initiatives. **Claims for reporting** Track and reuse narratives or statements for disclosures and reports. Claims play a crucial role in disclosures, highlighting key achievements and commitments while confirming actionable and credible reporting. This enhances the efficiency, consistency, and credibility of your sustainability disclosures. **Provide responses for multiple metrics** This release brings multiple improvements that aim to improve the overall functionality and usability of the Operational Sustainability Management:

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Application or feature	Details
	• Enhanced Metric data task filtering by approval level. • Various bug fixes and UI enhancements for a better user experience. **Monitoring assessment data using ESG Management dashboards** Introduction of Platform Analytics view in ESG Management for creating dashboards and reports. **Creating claims from O365** Enhanced the Microsoft 365 plugin to enable creating and submitting claims directly from Microsoft Word to ServiceNow, streamlining the claims process. **Emission factor enhancements** Updated calculated metric definition calculation logic to automatically recalculate data when emission factor values change, using the new values for dates within the validity period. This confirms that the metrics data is consistent and accurate. **Forecast planning** The forecast planning now includes support for both manual and automated metric definitions and metrics, in addition to calculated metric definitions. This enhancement enables for more flexible and accurate forecasting across a wider range of metrics. You can adjust values either as absolute amounts or as percentages, making it easier to model various scenarios and anticipate future trends. **Entity based assess** Entity-based access aims to provide a more granular approach to data access, confirming that users can only access data through entity-based access. • The entity-based access has been enabled for metrics, metric data tasks, metric data, metric data by entity and metric threshold. • Administrators can grant access to an entity's related records by adding users or user groups, or by using entity user fields for entity-based access configuration. **Upload a disclosure document** Claims Disclosure enables you to create and link claims directly from Word documents using the ServiceNow add-in. Once uploaded, claims are automatically synced and created in to the relevant disclosures, confirming traceability and simplifying ESG reporting. **Activate default values for CMD calculations** Default values for operands in CMD formulas can now be defined in the Calculated Metric Definition Settings table. When an operand value is missing during formula

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Application or feature	Details
	execution, the system automatically retrieves and applies the specified default value, confirming uninterrupted calculations. Default values can be customized or new records added to meet specific calculation requirements. **Update a metric definition** When renaming a metric definition, an option is available to apply the change to associated child metrics. Selected child metric names are updated, and their related metric data tasks automatically reflect the new name, confirming consistency across all linked elements. **Components installed with Operational Sustainability Management (formerly ESG Management)** Updated ESG Management roles to update compliance feature roles. The following roles are updated: • sn_esg.data_owner • sn_esg.program_manager • sn_grc_metric.admin • sn_grc_metric.manager • sn_grc_metric.user **ESG content accelerator** The Unified Content Accelerator has been renamed to Unified Content Management. Its user interface has been redesigned for improved usability and intuitive workflows, while retaining core functionality. **Emission factor library** Audit tracking is now enabled by default on Emission Factor tables, confirming that every modification is automatically recorded in a secure audit log. You can review detailed entries, including the user who initiated the change, the timestamp, the type of update, and the modified data values. **General guidelines for formula building** You can now select any emission factor when creating a calculated metric definition (CMD), regardless of unit type. This update removes that constraint, enabling broader formula combinations and supporting sustainability scenarios where unit alignment isn't required for calculations.
Operational Technology Incident Management	**Use the Employee Center for OT to report an OT incident** Create an OT incident as a user without an OT incident role with the Report OT incident item in the Employee Center for OT.
Operational Technology Manager	**Operational Technology Network Map**

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Application or feature	Details
	Use the OT network map available in the Industrial Workspace to view a site's subnets and the OT devices in each subnet. **About the Industrial Workspace page** Use the About Industrial Workspace page on the ServiceNow AI Platform to view the OT applications and the versions that you have installed on your instance. **Search for a record in the Industrial Workspace** Search for CMDB tables in the Industrial Workspace to find CMDB related records. The search function was previously limited only to other Operational Technology records. **Check whether an OT device is virtual** Check whether an OT device is virtual using the **Is Virtual** field for OT devices in the following categories: • OT Supervisory System • OT Control System • OT Field Devices • Unclassed OT Devices **CMDB OT class model updates** Leverage an enhanced OT user experience and make additional configurations for your OT devices with the following CMDB OT class model updates: • The IP Network Subnets related list was added to IT devices in the OT view to show all the subnets the device is related to show IP Network subnets for the selected OT device. This related list was also added to the following CMDB classes: ○ cmdb_ci_display ○ cmdb_ci_firewall_network ○ cmdb_ci_security ○ cmdb_ci_ids_network ○ cmdb_ci_imaging ○ cmdb_ci_unclassed_hardware ○ cmdb_ci_multimedia ○ cmdb_ci_monitor_control ○ cmdb_ci_aix_server ○ cmdb_ci_computer ○ cmdb_ci_esx_server ○ cmdb_ci_hardware ○ cmdb_ci_hpux_server

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Application or feature	Details
	○ cmdb_ci_hyper_v_server ○ cmdb_ci_iot ○ cmdb_ci_ip_firewall ○ cmdb_ci_ip_router ○ cmdb_ci_ip_switch ○ cmdb_ci_linux_server ○ cmdb_ci_monitor_control ○ cmdb_ci_netgear ○ cmdb_ci_ot ○ cmdb_ci_pc_hardware ○ cmdb_ci_printer ○ cmdb_ci_protocol_converter ○ cmdb_ci_server ○ cmdb_ci_solaris_server ○ cmdb_ci_unix_server ○ cmdb_ci_ups ○ cmdb_ci_win_server • You can now view the OT device details for the following CMDB classes: ○ cmdb_ci_esx_server ○ cmdb_ci_hyper_v_server • The **OT device details** tab was removed for the following CMDB classes because the OT device details are included in the form view of the CMDB class table: ○ cmdb_ci_aix_server ○ cmdb_ci_hpux_server ○ cmdb_ci_pc_hardware ○ cmdb_ci_hyper_v_server ○ cmdb_ci_esx_server ○ cmdb_ci_solaris_server ○ cmdb_ci_unix_server ○ cmdb_ci_ups • Users assigned the admin role can edit the protection policy for an OT View rule for all CMDB classes. • The OT Device Network Connection [sn_ot_device_network_connection] table references the CMDB CI relationships [cmdb_rel_ci] table to support device-to-device connections on the OT network.

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Application or feature	Details
	• The Key Value [cmdb_key_value], Software Instance [cmdb_software_instance] and Firmware Install [cmdb_firmware_install] table references were added to the OT view on IT and OT classes. • The Backup Storage Information [cmdb_backup_storage_information] and Backup Job Execution History [cmdb_backup_job_execution_history] tables reference the CMDB CI relationships [cmdb_rel_ci] table to support backup management use cases. **Pre-import OT Worksheet Entry Review (POWER) tool updates** Import OT devices with distributed Microsoft Excel spreadsheets to help manage your OT system and its devices. The Pre-Import OT Worksheet Entry Review (POWER) tool includes the following new functionality: • Improve validations with access to ISA sites using the cmdb_ot_isa_viewer role that has been added to the ot_staging_user role needed for running validations. • Upload, validate, and import Microsoft Excel spreadsheet data for the Service Graph Connector for Microsoft Excel by creating an import task and attaching the spreadsheet to the import task record. **Create remediation tasks for invalid staging records from an import task** After validating the imported staging records, create remediation tasks for invalid staging records directly in the import task record.
Operational Technology Vulnerability Response	**Configuring Operational Technology Vulnerability Response from the SEM Workspace** Starting from Operational Technology Vulnerability Response version 30.0.x, users may be redirected to the Unified Security Exposure Management (USEM) Workspace to perform some configuration tasks. The Vulnerability Response plugin is consolidated under USEM from version 30.0.x. **Demo data not required for Operational Technology Risk Calculator plugin** You can directly access and use the Operational Technology Vulnerability Response Risk Calculator without loading the demo data while installing the plugin. In previous releases, the risk calculation was included as part of the demo data. **Enhanced features for Hardware Vulnerability Assessment for OT devices** The following enhancements are available in Hardware Vulnerability Assessment:

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Application or feature	Details
	• Assessments without Normalization: Ability to assess discovery models without content available for normalization. • Confidence Scores: New scoring mechanism for all types of assessments. • Version Range Support: The range information provided by the National Vulnerability Database (NVD) is used to create assessments without explicitly creating Common Platform Enumeration (CPEs) in the NVD. • Partial assessment for partially normalized discovery model: Creates partial assessments for discovery models without firmware version. The partial assessments are done if the other versions of the discovery model have the same publisher and model. • Expiring of assessments: If you update the firmware version of a CI, the corresponding normalized discovery model also updates. The assessment records based on the older firmware version expires while new assessments are generated for new firmware version. **Vulnerability risk scores on the OT Risk Management dashboard** View a table of vulnerability risk scores for your OT devices at each level of the equipment model with the OT Risk Management dashboard.
Opportunity Management	**Delta pricing for opportunity** The following new fields added to the Opportunity and Opportunity Line objects improve visibility and provide greater flexibility in managing pricing amendments: • Contract Start/End Dates • Renewal Amount • Upsell/Downsell Amounts • Total Net New Amount **Add an opportunity associated contact** Create opportunity associated contacts to associate multiple account contacts, verifying clear identification of all stakeholders and their respective roles. **Add a new opportunity team member** Create a new opportunity team member to associate multiple team members with an opportunity to enable structured collaboration and grant access based on their roles. The ability to grant access is available from Zurich Patch 3 release.

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Application or feature	Details
Order Management	**Move order** The move order helps agents to perform move journey that requires location change, the location and change of attribute values, the location change and add or delete the product. **Pricing Adjustments for order line items** Enables order agents to quickly view, add, and edit manual price adjustments for order line items directly from the list view, reducing clicks and streamlining the process. This new experience makes it easier for order agents to enter manual price adjustments and provides a holistic view of both automatic and manual adjustments. **Summarization for Order Management** Summarizes complex orders across products, services, and fulfillment tasks. This helps agents quickly understand status, take the right actions, and avoid navigating fragmented views. This results in easier next steps and improved productivity. For more information, see the Now Assist for Order Management release notes. **Support for complex characteristics for orders** Take advantage of the following complex characteristics for orders: • Define complex characteristics for product offerings and specifications using object structures, data arrays, and other data input types such as String, Integer, Date, DateTime, and Decimal. For more information, see Defining product characteristics and characteristic options. • Define compatibility, decomposition, and attribute propagation rules based on conditions that use characteristics at any level of a complex attribute hierarchy. For more information, see , , and . **Order header discount** Provide order agents with the ability to apply discounts across multiple order lines with a single action through an order header discount feature. This feature streamlines discounting workflows, improves pricing consistency, and helps speed up order processing for large complex deals.
Partner Relationship Management	**Data model for Partner Relationship Management** Enable a user with the sn_prm.enterprise_partner_admin role to map the fields on the channel partner record to their corresponding fields on the company record. **Partner Workspace** Manage and view the partner details via the Partner workspace if you have the

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	sn_prm.enterprise_partner_admin role or the sn_prm.enterprise_partner_rel_manager role. **Partner Workspace** Enable a user with the sn_prm.enterprise_partner_rel_manager role to manage cases, orders, sold products, and install bases by using the **Partner Overview** tab in the CSM Configurable Workspace. Use the segment [sn_seg_segment] table to create records, track partner progress toward the next tier, and group partners effectively based on performance into multiple segments for tailored support, incentives, and visibility. Provide channel partners with exclusive rights to work on a particular deal registration or customer for a period of time. Use the configurable deal registration form to track deal registrations, information related to it, and successfully convert deal registrations to opportunities. Use the deal registration playbook on the Partner portal to provide channel partners the flexibility to create new deal registrations and track their end to end life cycle. Install the Quote Management for Channel Partners (com.snc.partner_relationship_management_qm) plugin to enable channel partners, B2B and B2C sales representatives, and managers to create, read, update, and track quotes associated with channel partners. Install the Order Management for Channel Partners plugin (com.snc.partner_relationship_management_orm) to facilitate the entire order life cycle, especially indirect sales and enable channel partners to track orders with channel partners.
Performance Analytics	**Apply multiple levels of breakdown to an indicator** Migrate indicators from traditional Performance Analytics architecture to change data capture (CDC)-based data snapshots. This new architecture allows for more than two levels of breakdown to apply to an indicator. RaptorDB Professional is required, and not all indicators qualify for migration.
Performance Analyzer	**Filter by duration** Select a duration from the last fifteen minutes to the last seven days to view the aggregate data from that time period for each of your applications. The aggregate data includes total UI time, download time, trends, and a comparison to previous performance over that duration. **Application metrics**

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	Select an application to filter metrics by total UI time and download time, as well as view page route performance. **Page route metrics** Select a page route within an application to view interaction metrics including timestamps, interaction types, total UI time, download time, and record. **Interaction metrics** Select an interaction within a page route to view a waterfall with details for each resource on the page during that interaction.
Platform Analytics experience	**View, share, and export table records in the List component** Take advantage of the improved list capabilities of the List element, which replaces List - Simple. The List supports pagination, export from dashboards, export to comma-separated values, and alternative group by. It also provides a consistent configuration experience with other data visualizations. **Create indicators and migrate to data snapshots in the indicator library** • Manage indicators from the indicator library, including links to create and edit indicators. • Activate data snapshots conveniently, opening up the possibilities of applying multiple levels of breakdown to your indicators. See statistics on recent views and updates in tiles. • If data snapshots are activated for the instance, see how many indicators are eligible and have already had data snapshots enabled. • Show columns for any field on indicator records, as well as usage information. **Drill down to application overviews for User Experience Analytics** Navigate to individual application overviews for User Experience Analytics from data visualizations. The **Go to data view** chart interaction is now supported for User Experience Analytics data and takes the viewer to these overview pages by default. **Filter data in User Experience Analytics** Filter User Experience Analytics data on default and custom User Experience Analytics properties.
Playbooks in Workflow Studio	**Set child variants to evaluate later in a playbook** Instead of evaluating immediately after the trigger, set a playbook's child variants to be evaluated after a specific activity in the playbook. **Agentic Playbooks**

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Application or feature	Details
	Enable AI agents to assist users with activities during runtime. **Add permissions for playbook authors** Control which playbook authors can create, edit, and view playbooks in Workflow Studio **Add permissions for runtime users** Control whether runtime users can view a playbook, add optional activities, restart a playbook, and complete work within specific stages. **Create decision branches for stages** Add a decision node between stages to determine which stage to run next, based on runtime conditions. **Set multiple triggers** Configure a playbook to run based on any one of multiple triggers. **Schedule when a playbook should trigger** Configure a playbook to run based on a schedule. **Choose your LLM for playbook generation and recommendations** Choose between NowLLM, OpenAI ChatGPT4-o, Gemini, Claude for playbook generation and recommendations. **Route users to stages based on decisions** Send runtime users to a stage based off of the trigger record or input that users provide. **Yokohama 27.2 and 27.3 releases** See 27.2 and 27.3 features in the Yokohama Playbooks release notes: • Generate a playbook with the OpenAI GPT-4o LLM • Retrieval Augmented Generation (RAG) for playbooks
Policy and Compliance Management	**Association of citations to controls** In many compliance frameworks, a single control objective may be referenced by multiple citations across different standards, regulations, or policy requirements. Without proper association management, organizations risk duplicating controls, misinterpreting coverage, or inaccurately reporting compliance. The association of citations to controls feature addresses this challenge by enabling users to associate controls with citations directly. When this feature is enabled, compliance scores update dynamically based on the status of directly associated active controls. **Enhancements to control objectives rationalization process** The following enhancements have been introduced to the rationalization process of control objectives:

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Application or feature	Details
	• Rationalization process is now automatically created when selecting the Rationalize button in the control objective page. • The recommendation workflow has been simplified into a two-step process: Step 1 identifies duplicates by accepting or dismissing recommendations; Step 2 finalizes by retaining one recommendation or creating a new common control objective. • Approvals for the rationalization process are skipped for owners who are reviewers, and levels where all reviewers are owners are automatically approved. • Owners and approvers can add comments and justifications directly on recommendation cards and reply to existing comments. • The user interface has been updated with better navigation, quick summaries, visual improvements, and clear error messages. **Citation impact analysis and updates with Now Assist for IRM** When a citation's description or supplemental guidance is updated, Now Assist identifies related control objectives that might be affected. It reviews these control objectives to determine whether the descriptions or guidance need changes and provides suggested updates. Users can review, provide feedback, and approve these updates directly in the Now Assist panel, ensuring that citation changes are reflected in associated control objectives. **Enhancements to control objectives and controls** The following enhancements have been introduced to control objectives and controls: • The Control objective requirements option provides a granular layer under a control objective. When each control objective has multiple statements, each statement becomes a control objective requirement. • The Create control requirements option generates control requirements automatically for every control generated under an entity type. • The Attestation at control requirement level enables attestation at a granular level for individual control requirements within a control. **Enhancements to policy exception and extension requests** The following enhancements have been introduced: • For policy exception and extension requests, approvers can now view key details, such as justification, reason, and validity period, within a pop-up before approving or rejecting a policy exception or policy exception extension.

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Application or feature	Details
	• For manual indicators, if the associated control is marked as exempt, no indicator task is generated. • When a policy exception is in the Analyze state and the Awaiting Requested Information sub-state, the interface now includes a Send Information button that allows the requester to provide additional details or clarifications requested by the approver. • Previously, an issue-based exception required a linked policy or control objective for additional approvals. Now, it requires any one of the following: a linked policy, control objective, or control. The control must be linked to the policy exception itself, not just to the issue. **GRC Approval Configurator** The GRC Approval Configurator can now be used to manage both policy exception and extension approvals. It allows verification, approval, and extension rules to be defined based on state, sub-state, and other filter conditions, with support for multiple user groups and multi-level approvals. This enhancement provides greater flexibility in assigning appropriate approvers at each level based on defined conditions, facilitating structured and collaborative reviews. For extension approvals, users can now configure multiple approvers, overcoming the previous limitation of a single default approver (Compliance Manager). **Common Control Objective Creation** Use Generative AI to merge similar control objectives into a single, consolidated common control objective. The system automatically populates the name, description, and guidance fields from the accepted duplicates, eliminating the need to manually select a primary control objective. **Entity based record access rules to secure new records** When entity based record access rules are enabled on the Entity Based Access Configuration Properties page, any newly created controls, control attestations, indicators, and indicator tasks associated with a configured entity will automatically inherit the entity-based access (EBA) value from that entity. Previously, users had to run bulk access updates to apply EBA restrictions whenever new objects were created. Additionally, when a standard control is converted to a common control, the **Entity based access restriction** option is inactive by default. Users can manually enable the EBA option for common controls directly from the Access Settings section in the Details tab of the respective control.
Portfolio Planning	**Roadmap enhancements**

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Application or feature	Details
	• Create custom themes for your roadmap bar colors to align with your organization's standards. • Experience consistent roadmap bar colors for choice list attribute values across all portfolio plans. • View the roadmap-level milestone row while scrolling down the Roadmap page. • Use different icons to distinguish item-level milestones. **Dynamic data linking in Docs** Keep record information in your documentation always current and reduce manual effort with the Dynamic data linking feature in Docs. You can now reference any ServiceNow application record and Docs will automatically reflect the latest updates from those records. For example, if you add a reference to a Project record, the reference will show the latest field information of the project in Docs without requiring manual edits. Clicking the project reference opens up the project form so that you can view the full details of the project record and make any necessary changes. Dynamic linking also enables adding references to a particular field of a record, such as Assigned to of an Incident record. You can add references from any ServiceNow table you have access to, with no setup or configuration needed, thereby eliminate the hassle of switching between applications to copy and paste data from various records into Docs. **Scenario planning enhancements** With the sn_align_core.apw_admin role, you can enable or disable the scenario planning feature. The *sn_align_ws.is_scenario_planning_disabled* system property allows you to enable or disable the scenario planning feature. **Quick filters enhancements** Apply filters using string-type and Boolean field values across the Planning page to view the required dataset. These filters are saved as part of your user preferences, enabling you to access the same filtered data when you log back in and continue your planning seamlessly. **Financial enhancements** • View only the planned costs of your planning items to track the total cost of projects or demands. • Use **Display mode** to switch between focused views to better plan and track the financials of your planning items. • Manage the planned and actual monetary benefit plans for your projects to identify the financial performance of your project using the Cost and benefits screen.

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Application or feature	Details
	• Use multicurrency to view and manage financial records of the project in Investment currency, which can be different from your functional currency. Manage multiple financial records such as planned and actual expenses, planned and actual benefits, and so on. • Generate and track labor cost for sub-projects, based on the resource assignments of your sub-projects and planning items such as features and capabilities.
Predictive Intelligence	**Review any errors in predictions using the Observability Dashboard** Monitor errors using the Observability Dashboard which provides analytics derived from a new table. This table is dedicated to logging any errors that may occur during Predictive Intelligence predictions. **Leverage new advanced options for classification solutions** Customize your classification models in Predictive Intelligence with the following advanced options. • Configure include only top N labels: Limit the classification model to use only the top most frequent labels. You can choose a number as the limit. • Minimum records needed for label to include it: Set a threshold for the minimum number of records a label must have in your dataset to be included in model training. • Remove others label: Reduce noise in the model and enhance predictive accuracy by removing records with the label "others" from training data. • Use LightGBM algo for classification model training: Enable the LightGBM (Light Gradient-Boosting Machine) algorithm for training classification models. • Config parameters for model config in classification: Customize training behavior by including a dictionary of parameters in the JSON format.
Privacy Management	**Data subjects** Select and define the multiple data subject types for each processing activity. You can capture the volume of data subjects that were processed, the specific data elements that were collected from the users, and the user locations. With this feature, you get a realistic, granular, and scalable representation of your processing activities. **Privacy management dashboard** Get an overview of your complete privacy risk and compliance posture from the Privacy Management dashboard so that you can quickly prioritize and remediate your processing activities. By looking at the Processing Activities, Risk & Compliance, and Operations & Case management sections, you can see the overall

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Application or feature	Details
	compliance score, trends, privacy criticality assessment scores, and risk heatmap. From the dashboard, you can also see information about the global legal framework to understand the regional obligations and the built-in risk metrics that automatically assess each processing activity. **New screening and PIA templates** Use the new Privacy Impact Assessments (PIAs) and Screening Assessment templates that provide standardized questions, evaluation criteria, and workflows so that you can perform a processing activity criticality and privacy risk assessment. With these new templates, you can ensure consistency, reduce manual effort, and support compliance with regulatory and organizational requirements.
Proactive Service Experience Workflows	**Components installed with Proactive Service Experience Workflows** The granular admin role enables developers and administrators to complete administrative configuration tasks for Proactive Service Experience Workflows without requiring the full admin role. **Components installed with Product Support for Technology** The granular admin role enables developers and administrators to complete administrative configuration tasks for Product Support for Technology without requiring the full admin role. **Diagnose and resolve an incident** Diagnose the incident in the Proactive Service Experience Workflows and create the resolution task manually to resolve the issue. **Diagnose and resolve a change request** Review, diagnose, resolve, and close a change request case for the service-related issue experienced by the customer. **Diagnose and resolve a Product Support for Technology case** Review, diagnose, resolve, and close the Product Support for Technology Case.
Process Mining	**Opportunity details page** Generate highlights to surface key drivers behind process patterns that accelerate decision-making and prioritization of process changes on the Opportunity details page. This page provides the detailed context of every improvement opportunity. It uses Now Assist to help generate highlights. **Idle time analysis**

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Application or feature	Details
	Analyze where cases are waiting to be assigned to agents by tracking and analyzing the time during which the case is assigned to a team but not yet to an agent. Idle time analysis helps identify inefficiencies, such as delays in task assignment or workflow bottlenecks, and helps improve coordination and reduce waiting time within processes. Idle time analysis must be configured in the process configuration. **Touchpoint analysis** Identify where and how human involvement occurs in a process by using touchpoint analysis. Analyzing the fields that involves human involvement helps you improve your processes, enhancing performance and reducing operational costs. Touchpoint analysis enables you to analyze the workload of transitions and cases. Touchpoint analysis must be configured in the process configuration. **Enhanced data security** Mark a project as restricted to help protect sensitive data and avoid security breaches. Restricted project data is available only to the owner and the users with whom the project is shared. **Share a Process Mining project** Share projects through a link that remains unchanged even when the project is updated and remined. **Creation of automation requests and CIMs simplified** When creating an automation or Continual Improvement Management (CIM) request from Process Mining, mandatory fields are pre-populated, reducing friction and accelerating time-to-action. **Process Mining integrated with ServiceNow playbook** Process Mining has been integrated with ServiceNow playbook. After analyzing and identifying a process for improvement, export the process to playbook and add subflows or triggers to analyze and refine the flow. Use the Playbooks icon on the Process Mining Analyst Workbench to export up to 5 routes of a project to ServiceNow playbook. This feature is enabled by Now Assist.
Product Catalog Management and Pricing Management	**Product Catalog Management features** **Create configurable product offerings and associated blueprints** Enable product catalog admins to generate blueprints for configurable products using the CPQ Configurator. A blueprint contains the product attributes, product relationships, product and pricing rules, and child products that control the structure of a configurable product offering. It also contains configuration rules, such as inclusion, exclusion, and determination.

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Application or feature	Details
	Blueprints drive the agent and customer experience when configurable products are added using the configurator. Catalog admins can review and update an offering blueprint in the CPQ Configurator, then publish the product offering to the product catalog. **AI Search queries in the product catalog interface** Enable semantic search features that agents and customers can use in the product catalog to find relevant product offerings. Users can search by product offer attributes, characteristics, and child offerings, and also view auto-complete suggestions. AI Search supports queries with synonyms, multi-languages, Boolean operators, and auto-correction (typo handling). Product catalog admins can configure stop words, synonyms, and rules that control the search results displayed. **Complex characteristics** Starting with Product Catalog Management Core v13.0, enable product catalog admins to define product and specification characteristics using an object-based structure that supports the following data types: integer, decimal, date and date time, and data arrays. For example, product catalog admins can use these new data types to define characteristics for communication products, such as routing characteristics, that have nested levels of characteristics and characteristic options. These complex characteristics can then be used to define conditions for setting decomposition, attribute propagation, and compatibility rules. • Agents can view and select the complex characteristics available for configurable product offerings when creating opportunities, quotes, and orders. Complex attributes are displayed as separate nodes in the product hierarchy tree of the legacy product configurator interface. • Fulfillment agents can perform fulfillment tasks that capture complex characteristic data for new or MACD orders. • Customers can view and select complex characteristics when using the Business Portal to order configurable products. **Note:** Complex characteristics aren't supported in the CPQ Configurator. **Pricing Management features** **Derived product pricing** Define dynamic product pricing relationships between products, where the price for a product is derived from the price of another product or transaction-level values, such as the total quote value or annual contract value (ACV). When sales or order agents add the product to

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Application or feature	Details
	a quote or order, they can see how the product price is derived in real time. **Price and quantity ramps** Enable product catalog admins to identify configurable product offerings for which pricing ramps can be created. These product offerings must also have the recurring pricing method. Sales agents create price ramps for quote lines that define and schedule pricing and quantity changes as product deals evolve over a given time period. **Product pricing changes related to MACD activities** Support different price bases, such as original prices, fresh prices, or zero prices, used to calculate pricing for products during MACD activities. **Cost-based attribute adjustments** Enable pricing admins or managers to set different product costs based on product attributes, such as model or size, by using cost book-specific or product offering-based adjustments for cost book lines. Previously, only a single cost amount was captured for a product offering, even if the product had different attributes that affected the product cost. These adjustments determine the base product cost used to calculate profit margins for sales agents when they create quotes for customers.
Project Portfolio Management	**Managing projects with Project Workspace** • End resource assignments when a project ends, view assignment details, and synchronize assignment dates with project dates. • Access and edit the resource details directly from the Resource page without switching between views. **Identify similar records using Now Assist** Detect similar existing demand records when creating or editing a demand using the identify similar records skill. This skill compares the **Name**, **Description**, and **Business Case** fields for contextual similarity. **Convert demands to EAP entities** Convert your demand records quickly to Enterprise Agile Planning (EAP) entities, such as Epic, Feature, or Capability. When you convert a demand, the system generates a new record of the selected entity type, replicates common fields from the demand, and moves the demand to the Approved state.
Project Workspace	**Use Playbooks in Project Workspace**

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Application or feature	Details
	• Playbooks provide structured stages and activities to keep projects on track. • Added two playbooks for Project Workspace: Project Default and Stage-gate Default. • Use one of the two out-of-box playbooks or create your own to match your project process. **Monitor and update project report status** • Track the status of project reports using the Status drop down, and change the status from Draft to Published once updates are complete. • Status changes are restricted to the Project Manager role. **Copy and edit status report enhancements** • Simplified workflow for copying and editing status reports. Duplicate a status report directly without opening a form modal. • The duplicated report automatically refreshes with the latest project updates (for example, overall status, milestones, or metrics). • Any static or manually added data from the original report is retained in the duplicated version. • When editing is disabled, all fields in the status report are read-only. When editing is enabled, only dynamic fields remain read-only. You can edit the status report in both the scenarios using the Edit Status Report action in the context menu. **Resource assignment updates** • Access and modify resource details directly from the Resource page without having to navigate to Resource Management Workspace. • End resource assignments when a project ends. View the resource assignments and synchronize the resource assignment dates with the project dates. • Move resource assignments to a new start and end date to align with task dependencies or resource availability. **Status report properties**

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Application or feature	Details
	• Updates made on the status report form are reflected in the Status Report document when the `sn_pw.status_report_doc_read_only` property is set to `true`. • Updates made on the status report form are not reflected in the document content when the property is set to `false`. **Project financials** • View only planned costs of your planning items to track the total cost of your projects. • Use **Display mode** to switch between focused views to better plan and track the financials of your projects. • Manage the planned and actual monetary benefit plans for your projects to identify the financial performance of your project using the Cost and benefits screen. • Use multicurrency to view and manage financial records of the project in Investment currency, which can be different from your functional currency. Manage multiple financial records such as planned and actual expenses, planned and actual benefits, and so on. • Generate labor cost for sub-projects based on the resource assignments of your sub-projects.
Public Sector Digital Services	**Grants Management Funding Program** Create a funding program, which serves as the top-level container from which individual grant programs are created and derive their budget allocations. Grant program managers can create a new funding program, or start by copying data and configurations from an existing funding program, using the funding program ID. From this funding program, admins can create grant programs directly, set and update the duration and overall budget, and ensure budgets flow down logically to individual grants. Each grant program is associated with a single funding program via the funding program ID. All grant programs linked to a specific funding program share the cumulative budget of that funding program, and their start and end dates fall within the funding program's duration. **Grants Management Evaluation & Decision** Simplify and streamline your grant application decisions with Grants Management: Evaluation & Decision. You can review, score, and manage proposals for grant programs in the Merit Review portal and define a funding proposal for a grant program by using the Grants Workspace. You can share this information internally with the grant program director. Grant program managers can define the

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Application or feature	Details
	merit review framework criteria, assign a reviewer group to each application, create, and track merit review tasks. Grant program managers can use document templates to compose letters that inform the applicants of results, with template options for Award, Rejected (Ineligible), and Rejected (Decline). **Grants Management Reviewer Service portal** Enable your merit reviewers to track, score, and monitor grant applications via a dedicated Reviewer Service portal. The merit reviewers can capture and aggregate scores across the Grant Proposal review framework in the Grants Workspace. A score and rationale can be summarized as part of the application proposal result. **Agentic AI for Public Sector Digital Services** Define the fees for information requests and autonomously assess waivers against an agency's criteria . You can automate the process of synthesizing similar information requests and associated fees, and apply those fees to cases. Your case fields are automatically filled in and integrated into the Information Request Playbook workflow and ServiceNow's AI framework.
Purchase Order Management	**Reporting delivery plan issues** Suppliers can report delivery plan issues related to purchase order line through the Supplier Collaboration Portal, ensuring prompt visibility for the appropriate buyer. Suppliers can also track and collaborate with the buyers on the purchase order exception on the related record in Supplier Lifecycle Operations. **Centralized interface for purchase order exceptions** The Purchase Order Management page provides operational buyers with a centralized interface to monitor and review purchase order exceptions. Users can quickly identify urgent issues, view recent tasks, and take approval actions, improving workflow visibility and exception handling. **Resolving purchase order exceptions** Enables buyers to resolve purchase order exceptions directly from the exception page, with options to accept supplier proposals or make custom edits. It also allows buyers to find alternative suppliers with open orders for the same materials and request order expediting or increased quantities.
Quote Management	Enables sales agents to quickly view, add, and edit manual price adjustments for quote line items directly from the list view, making it easier to manage both automatic and manual adjustments. The new experience streamlines the quoting process and allows adjustments to be applied to individual or multiple line items at once.

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Application or feature	Details
	Price and quantity ramps on quote line items Create price and quantity ramps for product offerings in quotes to define incremental price and quantity changes over time. Product offerings eligible for ramps have the Ramps enabled option and Recurring price method selected. Agents can define ramps in two ways: 1. Ramp the parent line item, which automatically applies ramps to all child line items. 2. Leave the parent unramped, allowing child product offerings to have ramps defined individually. Agents can also make manual price adjustments per segment. When a quote with ramps is converted to an order, ramps become read-only. **Quote header discount** Added a quote header discount feature that enables sales agents to apply a discount across multiple quote lines at once. This simplifies the quoting process and ensures consistent discount application, thereby improving overall sales efficiency and customer satisfaction. **Subscription revenue metrics** Provides sales agents better visibility of the entire quote cost and profit with the addition of Cost and Margin calculations to the following levels: • **Quote Header**: Total one-time cost, Total monthly cost, Total cost, Total one-time margin, Total monthly margin, Total margin amount, Total one-time margin %, Total monthly margin %, and Total margin %. • **Quote Line**: One-time cost, Monthly recurring cost, Cumulative one-time cost, Cumulative monthly cost, Cumulative margin %, and Cumulative Net Cost. The automated calculation rules introduced at Quote Header and Quote Line levels enable informed discounting decisions and help prevent unprofitable deals.
RPA Hub	**Zurich Patch 7** **Try catch component enhancement** You can now precisely control the scope of Try-Catch blocks by selecting which actions (components) to include within exception handling and which to manage outside it. This enhancement provides better control over error handling logic and improves workflow reliability. **Zurich Patch 4** **Role changed for creating, updating, and deleting the Robot License Distribution records**

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Application or feature	Details
	Role for Create, Update, and Delete ACLs in the Robot License Distribution table is changed from admin to sn_rpa_fdn.rpa_admin. **Long term stable models** Long term stable (LTS) models are part of Now LLM Service and provide longer model stability windows for regulated industries. These models can integrate with tools to provide governance, monitoring, and compliance controls. **Zurich Patch 1** **New third-party AI model provider options available for all Now Assist applications** Google Gemini and AWS Claude are available for RPA bot generation skill in addition to Now LLM Service and Azure OpenAI. **Python connector** Execute custom Python scripts or files as part of an automation workflow in the RPA Desktop Design Studio. The connector comprises two methods: • Execute: Runs Python scripts set up in the configuration window. • InvokeScript: Runs Python script on local computers and gets the output. Ensure to install the Scripting plugin from the Plugins Manager as a prerequisite. Along with Python, VB.NET, C#, and Javascript connectors are available with this plugin. **Smart Card authentication** Use a physical smart card instead of a username and password for logging into a Windows machine. You can run unattended automations on the machines that use smart cards for authentication. While configuring a robot credential, you can store the smart card username and password to allow the unattended robot to log in to machines that use smart card. **Enhanced ACLs for security measures** Enhanced access controls for RPA bot generation skill for Now Assist for RPA Hub in compliance with AI security directives. Access to RPA bot generation skill is now restricted to users with the RPA developer or RPA admin role. These roles contain the RPA Hub Admin user role (sn_nowassist_admin.user).
Recommended Actions for Operational	**Contextualize an external document**

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Application or feature	Details
Technology Service Management (OTSM)	Contextualize an external document to get an explanation of why the document is relevant to the selected OT incident. **Apply Recommended Actions to your Operational Technology incidents** Use Recommended Actions to see relevant actions that can help resolve your OT incidents.
Recruitment workspace	**Create a job requisition as a recruiter** Create a job requisition for a vacancy that you want to fill in your organization. **Track a job requisition in the Recruitment workspace** Track a job requisition and view the job details, associated applications, hiring team, interview phases, approvers, and prospects. **Manage hiring team** Add, edit, or remove hiring team members from a job requisition. **Add a job description to a requisition** Manually add a description to a job requisition or use predesigned templates to fill it out faster. **Manage the job requisitions as a recruiter** Update or duplicate a job requisition, put it on hold, send it for approval, or close it from the Recruitment workspace. **Tracking an application in the Recruitment workspace** Track an application for a job requisition and its corresponding applicant and interview details as a recruiter or recruitment coordinator. **Hiring tasks** Create and assign tasks to your job applicants or internal stakeholders, and manage them within the Recruitment workspace. **Collaborate with the hiring manager** Collaborate with the hiring manager on the job requisition in the activity stream. Send targeted emails to the internal and external talent types from different access points in the Recruitment workspace for effective communication. **View the Talent Acquisition Dashboard** Understand the hiring trend in your organization with the Talent Acquisition dashboard.
Regulatory Change Management	**Now Assist for Integrated Risk Management (IRM)**

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	You can review the Now Assist for Integrated Risk Management (IRM) release notes for full descriptions of the Now Assist in Regulatory Change Management (RCM) features. **Add multiple regulatory tasks** Add multiple regulatory tasks to an alert. Each task can represent a distinct area of impact or required action. By organizing work into separate change tasks, your teams can assign responsibilities, track progress, and manage dependencies more effectively. **Add multiple source document import tasks** Associate multiple source document import tasks with one regulatory alert to simplify the management and tracking of your regulatory content ingestion. Each import task adds the relevant documents to the regulatory library to help ensure that all source materials that are related to the alert are accurately captured and organized. You can help to improve traceability throughout the regulatory change management process. **Close a regulatory task** Close a regulatory task automatically when it's approved. You can also manually close a regulatory task while it's in the Implementation state, if all the associated action tasks are completed and closed. By closing a task manually, you get flexibility in managing the regulatory changes that don't require formal approval workflows. **Reopen action tasks** Reopen the action tasks for a regulatory task when it's rejected and transitions back to the Implementation state. You can review and rework the tasks to address the feedback or incorporate the updated requirements. You can also modify and resubmit the reopened action tasks so that the implementation aligns with regulatory expectations before you resubmit the change task. **Close a regulatory alert** Close a regulatory alert manually after all the associated regulatory tasks are complete. By closing the alert, you help to ensure accurate record-keeping by signaling that a compliance life-cycle for the specific regulatory alert is complete. **Work on action tasks** Initiate and complete the action tasks independently without requiring prior approval from users who are assigned with the `sn_grc_reg_change.manager` role. You can execute assigned responsibilities in a timely manner and reduce unnecessary approval bottlenecks. The access to action tasks remains governed by user permissions and role-based access controls to ensure proper accountability and oversight.

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Application or feature	Details
ReleaseOps	**Pipelines in ReleaseOps** A pipeline is the flow of a deployment in ReleaseOps. A pipeline's flow is defined within playbooks, which enables you to customize as needed. **Releases in ReleaseOps** Scheduled and on-demand releases are how changes are deployed to target instances with ReleaseOps. Releases can contain one or more deployment requests. **Deployment requests in ReleaseOps** Deployment requests contain one or more update sets, and are contained in a release. **Configure a new ReleaseOps ecosystem** Configure a new ReleaseOps ecosystem using the sample pipelines and playbooks to begin deploying changes from your development to test to production instances. **Create a custom pipeline** Create a custom pipeline to move changes through your production environment to testing by duplicating one of the ReleaseOps playbooks. **Promote an update set for deployment** When you're ready to deploy your changes, promote your update set to begin the deployment process. **Create a deployment request for a scheduled release** Create a deployment request for a scheduled release to contain your update set and enable your changes to move through the pipeline for deployment. **Create a release** Specify the details for your release, including the target instance that the changes deploy to and when the release should occur. **ReleaseOps guided setup** Starting with version 1.2.1 of ReleaseOps, you can use guided setup to help simplify the initial configuration process.
Resource Management Workspace	**Move a resource assignment** Move any assigned resource assignment without actuals or an unassigned resource assignment to a different date to align the work with your project realignment, prioritization, or resource availability. You can move individual resource assignments based on your project or organizational priorities. **Using Resource Management Workspace**

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Application or feature	Details
	• View the type of operational work that is assigned to a resource using the resource board drill-down view. • Filter your resource board using data grid filters to easily navigate and modify the resource assignments in the top tray. • Sync the resource assignments to align them with change in planning item dates. • Override resource rate for each assignment from the assigned work in the top tray. • Apply filters using string-type and boolean field values across the resource card top tray to view the required dataset. **Assign resource assignments** Allocate effort from unassigned resource assignments using the following ways: • Auto-assign work among all the available resources. • Partially assign work among for selected resources.
Retail applications	**Note:** The new Retail Mobile application and the new case types are available in the Yokohama release. **Retail mobile application** **Retail Mobile application** As a store manager or a store associate, boost productivity by managing operations and accessing key tools on the go with the Retail Mobile application. **Customer complaint case** **Customer complaint** Help ensure quick and efficient customer service resolutions by capturing store-related complaints from customers using the customer complaint case type in the Retail customer complaint plugin. **Store inquiry case** **Store inquiry** Streamline the process for contacting HQ for store-to-HQ cases with the store inquiry case type in the Retail Store Services plugin, which provides a clearly defined workflow for resolution at HQ. **In-store operations case** **In-store operations** Standardize the reporting, tracking, and resolution of in-store issues with the in-store operations case type in the Retail in-store operations plugin. This case type contributes to structured task assignments and tracking, reducing the time to resolution. **HQ communications case** **HQ communications** Initiate and coordinate large-scale actions across multiple stores with the HQ communications case type in the Retail HQ operations plugin. Using this case

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Application or feature	Details
	type as a parent case for in-store operations simplifies coordination efforts.
Return Merchandise Authorization	**Return Merchandise Authorization** Enable customers to create cases for defective products within a specified warranty period, which helps streamline the process. **Granular roles in Install Base Management** Use the following new granular roles with the sn_install_base.install_base_admin role, which is installed with Customer Service Install Base Management plugin (com.snc.install_base): • sn_install_base.install_base_read • sn_install_base.install_base_write • sn_install_base.install_base_create • sn_install_base.install_base_delete • sn_customerservice.customer_data_viewer • sn_customerservice.case.viewer These roles provide you with more control over administrative tasks related to install base and sold product related entities.
Sales Forecasting	**Modify forecast adjustments** Sales agents can modify their individual system-generated forecast values and sales managers can modify their team's forecast projections. Adjusting forecast values provides more flexibility to sales agents and ensure a more accurate view of expected sales performance and forecasts. **Submit final forecast** Finalize and submit forecasts within defined submission periods to ensure accurate sales forecasts and projections. You can modify forecast values and submit the final forecast for a selected time period. After submission, the forecast roll-up displays only the locked and finalized values. **Set up sales territory hierarchy** Set up a sales territory hierarchy for specific regions to assign sales agents to defined territories. This capability improves forecasting accuracy and tracking efficiency for organizations that use territory-based sales structures.
Sales Territory Management	**Configuring Territory Level** Configure territory levels to categorize territories such as regional, district, area, and global for better territory management, reporting accuracy, and alignment of sales strategies with business complexity.

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Application or feature	Details
	Configuring the Territory Model Configure the Territory Model to maintain a structured organizational hierarchy of territories. This model serves as the foundation for assigning territories to key customer relationship management (CRM) entities such as accounts, consumers, leads, and opportunities. By defining territory levels and relationships within the model, organizations can verify consistent territory assignment, streamline sales operations, and support accurate forecasting and reporting. **Configuring the Territory** Create territories to optimize the assignment of CRM data. Map these territories to the territory model and levels to maintain the hierarchy. Provide conditions for automated assignments, and onboard members with defined roles within a territory for restricted access. **Configuring resources for territories** Territory members are added with their designated responsibilities. These responsibilities determine the level of access each user has to CRM entities within the territory hierarchy. **Configure Properties** To put a sales territory model into use at the CRM entities, enter the sys_id of an active sales territory model. By default, this model and its territories are utilized for sales territory assignments. **Run Assignments** Execute the sales territory assignment to map the CRM entities to the most appropriate territory. Each territory is evaluated against predefined territory conditions related to the CRM entity. Each territory is evaluated against its own conditions and any cascaded territory conditions associated with the CRM entity.
Security Center	**Security Task management** The new Platform Security Tasks enable administrators to see and manage all their platform security tasks in one place. Use this feature to prioritize, delegate, and monitor progress for tasks related to platform security across your teams. Security tasks can be automatically generated by the platform and manually created by users. Tasks can be assigned to any user who is notified the in app Notifications. **Updated overview summary pages** Use the overview pages for Security Center tools to understand whether you need to act on the security area these tools help you manage. The following overview pages have been updated.

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Application or feature	Details
	• Security Hardening • Security Scanner • Security Metrics • Best Practices **New information and video overlays** Security Center has been updated to show overlays with short feature introductory videos to help users understand what the tool can do and how to use it. These overlays are tailored to assist both new and infrequent users of Security Center. **New Auditor Suite checks** Added two new auditor checks: • Review Public Knowledge Bases • Review Public Knowledge Base Articles **Granular admin role for Security Center** The granular admin role enables developers and administrators to complete administrative configuration tasks for Security Center without requiring the full admin role. Use the new Access Controls console within Security Center to review and remediate access issues and misconfigurations. The Access Controls console provides enhanced visibility and control of your Access Analyzer findings, and streamlines remediation efforts by enabling you to track, prioritize, and resolve access issues by assigning tasks. **Enhanced IAM Integration in Security Center** Use the new Identity and Access Management (IAM) section in Security Center to access to critical IAM tools. The new section provides a comprehensive view of security metrics. This integration simplifies the administrative experience by bringing essential IAM functionality directly into Security Center, reducing the need to navigate multiple separate tools.
Security Incident Response	**Security Incident Response Integration with Cortex XSIAM by Palo Alto Networks** As a profile admin: • Create profiles for incident ingestion. • Filter Cortex XSIAM incidents. • Map Cortex XSIAM **Incident**, **Alert**, and **Event** fields to SIR security incident fields.

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Application or feature	Details
	• Aggregate incidents to existing open security incidents to avoid having to create duplicate security incidents. • Synchronize ServiceNow instance Work notes with Palo Alto Networks XSIAM comments. **Setup ServiceNow Security Operations Event Ingestion Addon for Splunk ES** The ServiceNow Security Operations Event Ingestion Add-on for Splunk ES enables seamless integration between Splunk and ServiceNow Security Operations, allowing you to send security-related events from Splunk ES to a ServiceNow security incident. **LLM-powered SIR integration builder** With the ServiceNow platform's latest LLM powered integrations, you can create product-ready integration quickly. The LLM-powered integration builder has the following capabilities: • Automatically generates integration code from a public API documentation. • Provides guided setup built on existing capabilities. • Provides easy edit and maintenance of the generated auto code. **Deny rule for phishing emails** The security admin can add rules to prevent the conversion of phishing emails such as false positives or low-risk messages into security incidents. Any new phishing email is verified first with the deny rules to avoid unwanted security incidents. **MITRE D3FEND framework** Security administrators can now ingest MITRE D3FEND data. Security analysts can explore MITRE ATT&CK and D3FEND techniques through an interactive, node-based visualization that maps attack techniques, defense techniques, and related artifacts within a Security Incident Response (SIR) record. **Update information in security incident related records** The security analysts can now edit related records such as associated observables, for a security incident directly from the Related Records list view. Security analysts can quickly update the records without leaving their current context. **Advanced Work Assignment for Security Incident Response** Use Advanced Work Assignment (AWA) to streamline the security incident assignment process which ensure that critical incidents are handled by the most appropriate and available analysts. This improves overall response times and efficiency in security operations.

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Application or feature	Details
	As an admin, configure the following: • Service channels • Queues • Assignment rules • Presence states • Rejection reasons As an analyst, do the following: • Set your availability • Accept or reject incoming security incidents **Prevent duplicate security incidents for IT incidents** Prevent the creation of duplicate security incidents when ITIL users escalate an IT incident to a security incident, the system by enabling the `sn_si.disable_duplicate_security_incident` system property. **Ingest third-party risk scores** Factor third-party risk scores into security incident risk calculation by ingesting and mapping those scores for better prioritization of high-risk threats. **Simplified adding categories and sub-categories for security incidents** Admin can create categories and subcategories in Security Incident Response Workspace based on threat types, compliance requirements, or reporting needs. Security analysts can assign these categories and subcategories to security incidents. **Security incident Details tab** Include the **Functional Impact**, **Recoverability** and **Information Impact** fields on the Details tab of a security incident to improve triage accuracy, incident handling efficiency, and executive reporting for calculating the risk score. **Close multiple security incidents** Close security incidents in bulk with predefined closure comments or codes to reduce the time that would be spent on manually closing individual incidents. Closure candidates might include multiple incidents with common root causes such as alert misconfiguration, duplicates, or changes in system behavior. **Process Mining for security incidents** Identify factors contributing to delays in processing SIR incidents that take a long time to close or resolve by scanning historical SIR records through Process Mining. Time-consuming factors can include multiple

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Application or feature	Details
	reassignments, prolonged hold times, and periods of inactivity. Use analysis methods to identify these factors such as multi-hop analysis or bottleneck analysis. **Send Observables to TISC** Add metadata to the observables such as confidence score, Traffic Light Protocol value, notes and TISC tags before sending them to TISC. **Add indirectly linked VITs to CVEs** In MITRE-ATT&CK framework, identify all third-party entities (TPEs) associated with common vulnerabilities and exposures (CVEs) and then calculate and display the total number of vulnerable items (VITs) indirectly linked to those CVEs through the TPEs by setting the *sn_ti.include_cve_vit_indirect_relation* system property. **Configure on-call schedules** As an admin, manage on-call schedules through the following activities: • Create a shift and assign or remove members to or from the shift. • Create and edit on-call schedules for groups. • View any group's on-call schedule. As an analyst, track your on-call responsibilities through the following activities: • Specify your availability and preferred contact methods. • View your on-call schedule. • See other members of your shift. **Users accessing the same incident** When you open an incident, the initials of all the users currently accessing the same incident are displayed to avoid conflicts. **Universal search field for linking observables** Search across all the field values of the associated observables for an incident. **CrowdStrike Next-Gen SIEM integration** As a Profile Admin: • Discover CrowdStrike Next-Gen SIEM detections that are candidates for security incidents and automate the creation of these security incidents. • Create detection profiles. • Map CrowdStrike Next-Gen SIEM Detection and Events Fields to SIR security incident fields.

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Application or feature	Details
	• Filter CrowdStrike Next-Gen SIEM defects. • Aggregate detections to existing open security incidents so that you don't have to create duplicate security incidents. • Automate CrowdStrike Next-Gen SIEM detection status updates for Security Incident Response. • Synchronize CrowdStrike Next-Gen SIEM detection comments with SIR Work notes. **Create and name an event profile for the Splunk Enterprise Security event ingestion integration** • Enables bidirectional updates and closure synchronization between Splunk ES and Splunk integrations. • Enables retrieval of historical, and ongoing data including closed events, with an option to pull the closed events into the ServiceNow Splunk ES instance. • Receive updates for the mapped fields in SIR. **Components installed with Security Incident Response** A new Profile Admin role (sn_si.ingestion_profile_admin) provides access to configure plugins, and to create, edit, delete, and manage profiles for the Splunk, Splunk ES, and Azure Sentinel Integration for Security Operations application. **Enhancements to relationship graphs** As an admin: • Define default child nodes to populate in the relationship graph. • Configure relationship labels. As an analyst: • Add or remove child nodes at the parent node level. • Save the state of the relationship graph. • Retrieve updated data.
Security Posture Control	**Create a custom API service graph connector in the Security Posture Control workspace** Use generative AI to help your developers create SPC API connectors quickly with the Connector builder framework module in the Security Posture Control workspace. With a Now Assist skill that is included with the Now Assist for Vulnerability Response application, your developers have the option to automate steps in the Connector builder framework.

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Application or feature	Details
	• You have the option to automate the steps for selecting API templates, populating request and header parameters, and response field mapping with generative AI. **Note:** You must install Zurich Patch 4 of the Now Assist for Vulnerability Response application to have access to the generative AI skill for the Connector builder framework. See the Now Assist for Security Incident Response (SIR) release notes and Supporting information for Now Assist for Vulnerability Response for more information. • Use your custom API connector to integrate with security tools and import asset data that is based on the unique requirements of your environment. • Help your cybersecurity teams monitor your overall security posture and identify assets that are missing key security tools with the API connectors that you build. **Enhancements to policies and asset profiles included with the Security Posture Control application** Get insights into your overall security posture and configuration gaps in your security tools using new policies and asset profiles that are included with the Security Posture Control application. Activate these asset profiles and policies in the Security Posture Control workspace so that you can identify gaps in configuration or coverage for the following tools: • CrowdStrike • Microsoft Intune, Defender, and SCCM • HCL Big Fix • SentinelOne • Qualys • Rapid7
Self-service and omnichannel engagement for CSM	**Using Interaction Controls Component (ICC) call controls with Amazon Connect** Manage Amazon Connect calls directly in the CSM Configurable Workspace voice Interaction record page. This integration supports inbound and outbound call flows, presence management, and call transfers without switching applications. **Selecting queues for outbound calls** Enable agents to designate a specific queue for their outbound calls directly from the keypad or the phone directory in the Global Call window to improve routing and reporting. This provides a streamlined search interface

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Application or feature	Details
	that enables agents to find and select a single queue that can be applied across all outbound dialing methods. **Integrating WhatsApp with Customer Service Management using the WhatsApp Cloud API** Connect directly to WhatsApp Cloud API for more reliable, feature-rich customer support without third-party dependencies. The key capabilities include the following: • Send and receive text messages for direct customer communication. • Exchange images, videos, audio files, and documents for clearer, more contextual conversations. • Simplify customer input with list pickers and location sharing. • View typing indicators for more natural conversational flow. • Automatically capture and record customer opt-in and opt-out messages to ensure compliance with WhatsApp's messaging policies. **Defining CCaaS callbacks** • Offer callers a callback option that lets them retain their position in the queue and receive a call when an agent is available. Alternatively, callers can choose a specific date and time for the callback, also known as scheduled callback. • As an agent, view callback requests in the order that they're received. **CCaaS callback features** As an agent, address callback requests from the CSM Configurable Workspace. Initiate callbacks and manage active calls with the Callback context card and Callback Actions component on the voice interaction page. On the Callback actions component, you can use the **Call number** option to initiate a call; alternatively, the call can be initiated automatically at the end of the preview timer when enabled. After the call has ended, the **Close callback** option closes the callback interaction and changes the status to Closed complete. Agents can also retry the callback as needed. Monitor the callback life cycle and capture the preview time that measures the time between when an agent accepts the callback request and the agent dials out the customer. **Global call list** Switch between workspaces using the global call list. As a CSM agent, you can accept calls and open

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Application or feature	Details
	interaction records in supported, unsupported, or default workspaces. **Phone directory** Access the embedded phone directory in your CSM Configurable Workspace via Interaction Controls Component (ICC) to make outbound calls to external and internal contacts. **Call resiliency** Route phone calls to the CSM Configurable Workspace without creating an interaction record, helping agents handle calls even during connectivity issues. **Voice Controls Simulator tool** Test and validate voice call UI flows in the CSM Configurable Workspace to ensure CCaaS partners have clear insights into their supported voice control capabilities. **Monitoring calls** Enable supervisors to monitor, coach, and barge-in on calls in real time by integrating ServiceNow's native voice call feature within an active call interface.
Service Catalog	**Create complex catalog items in Catalog Builder** Enable catalog item creators to create complex catalog items effortlessly in Catalog Builder. They can create, edit, or delete client scripts to build a complex catalog item. Creators can also configure questions, set dynamic and advanced reference qualifiers, and scripted default values. **Use Catalog browse component** Use the Catalog browse component in UI Builder to add catalog item browsing in your custom pages. Drag it onto the Next Experience UI page to use the Catalog browse component. The component enables requesters to explore and request items from various catalogs and categories, providing a hierarchical view to sort by catalog, category, or subcategory. The component provides a grid or list view for items and a search function to search for items as needed.
Service Exchange	**Foundation data sync** Reduce manual effort, and eliminate the need to share data externally by sharing selected foundational data types with your consumers on a scheduled cadence. This data transfer supports the service life cycle by providing foundational data context for operational workflows. The

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Application or feature	Details
	supported tables are CMDB (CIs), CMDB Relationship, Asset, User, Group, Location, Company, and Department. **Journal field framework** • Write journal entries as a named user instead of using a generic company name to enhance authenticity and accountability. • Maintain a complete historical record across instances by synchronizing previous journal entries between provider and consumer instances. • Ensure that all critical operational updates remain current by mapping and synchronizing any journal-type field between provider and consumer instances. **Flow action** Ensure that Remote Tasks and Remote Record Producers continue to function correctly as you adopt newer revisions by maintaining flow compatibility across configuration revisions using four new Flow Actions that preserve mapped variable integrity. **Magic links** Convert regular links sent from a provider instance into magic links that enable consumer users to directly access the linked resource in the provider instance without having to manually log in.
Service Graph Connector for Microsoft Defender for IoT (Azure)	**View the class mappings available for the Service Graph Connector** View the available class mappings and targeted CMDB classes on the MSFT D4IoT Azure SGC Class Mappings page. **Capture firmware version of devices** Firmware versions of your Service Graph Connector for Microsoft Defender for IoT (Azure) devices are captured in the Firmware Installation [cmdb_firmware_install] table. **Use the ire_criterion_attribute in the OT Entity [cmdb_ot_entity] table** The ire_criterion_attribute identifies configuration items (CIs) for an OT entity-related entry and helps avoid entity update issues. **Actively scan device data from Microsoft Defender for IoT with the Site Mappings table** Access the Site Mappings table to actively scan devices from Microsoft Defender for IoT and assign them to a site in your ServiceNow instance.
Service Level Management	**Configure the SLA timer for the First to breach source** Keep up with your service level expectations on incidents by configuring a First to Breach SLA timer for target-

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Application or feature	Details
	based and advanced condition-based SLAs. These configurations help you stay on top of breaches and response times.
Service Observability	**New Service Observability integrations** Integrate with more APM vendors to bring third-party data into Service Observability dashboards. New integrations for this release include: • SolarWinds on-premise • Amazon CloudWatch • Microsoft Azure Monitor • Splunk Observability • As of 1.10, AppDynamics • As of 1.10, Prometheus • As of 1.10, support for Dynatrace process and process groups **Support for additional ServiceNow AI Platform data in Service Observability dashboards** Add data from problem records and business app records to your dashboards. The data displayed is scoped to the service being investigated. **Support for HLA data in Service Observability dashboards** As of 1.10, add service-related log data to your dashboards. **Support for full vendor queries** Recreate any supported vendor time series chart in your Service Observability dashboard using full queries and template variables to represent entities and start and end times.As of 1.10, import selected charts from an existing AWS or Azure APM dashboard. **Use data mapping tags as variables in a chart's query** As of 1.10, key/tags used in a data mapping can also be used as a template variable in a chart's query. **Additional service types** Map all service offering types to APM data instead of just the types that have a technical service as a parent. **Test your data mapping** As of 1.10, you can test your data mapping before using it to create charts and dashboards. **Use any field on a service as a variable in your data mapping query** As of 1.10, when creating a data mapping, if your key represents a service, for convenience a drop down shows fields from the corresponding CI for the service, including custom fields, that can be used as a variable.

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Application or feature	Details
	Improved data source connection flow Create APM connections without leaving the SOW.
Service Operations Workspace for ITSM	**Configuring Notify in Service Operations Workspace** Configure Notify with Microsoft Teams SOW in Admin Center using the guided setup. **Visual indicators for unread messages** To help agents maintain the Service Level Agreement (SLA) for chats, visual indicators are available on chat session tabs in the SOW. These indicators include color codes, where tabs with unread messages are highlighted in different colors. Inactive tabs display a purple background color to indicate that a message has been received. Tab colors shift to yellow and then to red to highlight critical wait times. These enhancements aim to improve customer service by ensuring quick response time, increase productivity by helping agents manage multiple chats more effectively, and reduce stress by providing clear visual cues, ultimately leading to better SLA compliance and higher service quality. **Resize modal in Service Operations Workspace** Optimize your viewing experience by resizing the following modals in SOW: • Copy incident • Report knowledge gap • Reopen incident **Add similar incidents to major incident record** Find multiple similar incidents and add them as child incidents to a major incident or major incident candidate record from the child incident related list in the **Related records** tab of the major incident record. Similar incidents are retrieved based on the similarity solution definition that can be configured to train on various fields such as **Short description** and **Description**. Adding the similar incidents as child incidents to the major incident record ensures avoiding the creation of multiple major incident records for the same issue. **On-Call Scheduling enhancements in Service Operations Workspace** On-call scheduling in SOW has the following enhancements: • The On-call trigger rule page is enhanced to support and select subflows. • The On-call trigger rule page is enhanced for supporting re-triggering escalations on configured fields such as Priority. Re-triggering is enabled whenever the value in the configured field changes.

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Application or feature	Details
	• Configure custom providers as channels for on-call escalation notifications. • Send the on-call escalations notifications to all stakeholders when any of the record fields configured using the on-call trigger rules are modified. **Auto-dismiss the alerts and notification in Service Operations Workspace** Configure the alerts and notifications in SOW to automatically dismiss within the specified time. Auto-dismissal of the alert notification reduces the user effort in manually dismissing the notification. By default, the base system has the following settings: • Auto-dismiss is turned on for alert notification of type info, positive (success) and low and has the timeout value of three seconds. • Auto-dismiss is turned off for alert notification of type critical, high, moderate, and warning. • The time label is turned off and only a visual time indicator is displayed. • The alert notification content is expanded. **DEX and SO view in the investigate tab** Based on the Configuration Item (CI) selected in the **Investigate** tab and the rules defined in the **Investigate CI Experience Rules** (*sn_sow_investigate_ci_ux_rule*) table, the Investigate tab displays the CI metrics in the UI experience dashboard view for the different CI classes: • DEX view - Displayed for the cmdb_ci_computer CI class. • SO view - Displayed for the cmdb_ci_service class. You can select both the affected CIs including service and service offering and caller CIs. **SOW record page enhancements** The SOW record page has the following enhancements: • Add a clickable URL to the Summary section on the **Overview** tab of an incident record, enhancing navigation and reference capabilities. The Overview page supports URL type of field in read-only mode. • Perform various DEX actions on a CI using actions from the Action library in the contextual side panel of the SOW record page. • Manage user actions on the reference fields of a SOW record page with the following glide list actions:

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Application or feature	Details
	○ Add me - Add the logged in user to the field. ○ Remove me - Remove the logged in user from the field. ○ Add multiple users - Add multiple users to the field. ○ Add multiple records - Add multiple records to the field. **View recent tasks in a knowledge article record** Configure the **Display recent task for knowledge article** (*glide.knowman.recent_task.display*) system property to view the recent task records to which the knowledge article is recently attached. You can select the task record link to open the task record in a new tab with the workspace view. **Introduction of Granular Admin roles in SOW** The following granular admin roles are introduced in SOW: • sn_sow_admin.sn_sow_admin: Provides access to SOW Admin Center page for SOW configurations. Admins can use the role to configure SOW features and maintain organizational policies. • sn_sow_inc_sn_incident_sow_admin: Provides access to SOW Admin Center pages for configurations related to Incident Management features. • sn_sow_mim.sn_mim_sow_admin: Provides access to the SOW Admin Center pages for configurations related to Major Incident Management (MIM) features. • sn_sow_on_call.sn_on_call_sow_admin: Provides access to the SOW Admin Center pages for On-Call Scheduling configurations. • sn_sow_problem.sn_problem_sow_admin: Provides access to the SOW Admin Center pages for Problem Management configurations. **View conflicts in the change request form** The improved schedule and conflicts section added in the change request form displays the scheduling conflicts for a change request. If a scheduling conflict exists, conflict detection also provides details of any related blackout or maintenance schedules and other active change requests to determine the scheduling conflict. You can use the resulting information to review and modify the change request details to eliminate conflicts. You can also manually check and manage conflicts. For more information on conflict detection, see Conflict detection. **Monthly roster rotation for an on-call schedule**

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Application or feature	Details
	Specify how the roster rotation should happen monthly for an on-call schedule. This option is available only for the 2024 schedule engine. **Interaction wrap up with modeless dialog in Service Operations Workspace** Provide agents with dedicated time after each call or chat to finalize the interaction details and wrap up their work before starting a new conversation.
Service Portal	**Approval Info Record widget** The Service Portal Approval Info Record widget shows details about the approval request and a full record for an approval including the activity stream. The Approval Info Record widget and the new Now Assist Approval Assistance AI agent maintain parity. To use the new Approval Info Record widget, activate the Approval Details Page Route Map, and uptake the Approval Info Record widget in your custom page. The new Now Assist Approval Assistance AI agent allows you to see your pending approvals, as well as the details about your pending approvals. For more information, see Platform Approval assistance AI agent. **Configure Service Portal Approval Configuration record** Configure the Service Portal Approval Configuration record to make the Approval Assistance AI agent and Approval Info Record widget work better for your specific use case. **Configure widget loading order in Service Portal** As an admin, configure the widget loading order to defer their loading. This feature enables faster loading of the page and makes the widgets available for interaction as they load, thus improving the user experience.
Service Reliability Management	**Auto-generate SLOs for SRM services** Use the SLO creator agent to generate SLOs for your SRM services. This capability is available with the AI Agents for SLO (sn_ai_agents_slo) plugin. The agent analyzes incidents, alerts, and outage events to automatically create SLOs, helping teams adopt SLOs faster and track service reliability. **Remove a service from SRM** Starting in version 6.5.0, remove a service from SRM when you no longer need to track or monitor its reliability. Removing a service clears it from SRM views, including the Service page and Service reliability dashboard. The service remains in the Configuration Management Database (CMDB), and you can add it back to SRM at any time.

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Application or feature	Details
	Create outage-based SLIs Starting in version 6.5.0, add outage-based SLIs to track real downtime and customer impact. Use them with existing alert-based SLIs for a broader view of reliability. The flow for creating service level objectives (SLOs), SLIs, and error budget policies is also improved to simplify setup. **Keep teams informed with notification destinations** Send notifications about error budget policy violations to notification destinations. The first supported destination is Microsoft Teams, which lets you post details in specific channels and link back to SRM for further investigation. **Monitor service reliability in a dashboard** Use the Service reliability dashboard to monitor and manage service performance. The dashboard offers multiple visualizations to help you track error budgets, monitor SLOs, and identify issues across your services. Starting in version 6.4.1, monitor reliability using interactive charts and a new service level objective (SLO) table in the Service reliability dashboard. **Customize team approval settings** Customize team governance with more flexibility and less manual effort. You can assign different approval teams for new and existing team requests. The customization options are also fully available in the Service Operations Workspace Admin Center and no longer require manual setup in the Catalog Builder.
ServiceNow AI Lens	**Zurich Patch 1** **ServiceNow AI Lens UI enhancement** Launch the ServiceNow AI Lens scanner window by using the context defined in the Lens actions or as a standalone application. You can preview the gathered insights or extracted data. You can also see the logged-in user and instance details. **Use Lens actions to customize Lens behavior** • Define Lens behavior depending on how ServiceNow AI Lens is triggered and what context is set. With Lens actions, you can customize how a classic form is auto-filled. You can define default instructions, trigger options, custom context, transform response logic, and post processing instructions for the ServiceNow AI Lens execution. For example, you can define a Lens action that is used when Lens is triggered from an instance to populate a form of a table. You can also define form fields that must be used as context.

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Application or feature	Details
	• As part of your integration logic, configure a Lens action as one of the steps to invoke a ServiceNow AI Lens service from any part of the ServiceNow AI Platform, such as a workspace form or portal. **Use ServiceNow AI Lens in Virtual Agent** Trigger ServiceNow AI Lens from a Virtual Agent conversation by using the ServiceNow AI Lens topic in Virtual Agent. **Auto-attach images to a record** View captured images that are automatically attached to an auto-filled record using ServiceNow AI Lens. You can view the images to understand the source of the auto-filled information. **New third-party AI model provider options available for all Now Assist applications** Use Google Gemini and Anthropic Claude on AWS as AI model providers for ServiceNow AI Lens in addition to Azure OpenAI.
ServiceNow AI Platform core feature	**Hierarchical queries in condition builders** Simplify and build queries with fewer conditions using existing hierarchical data in a table. You can also define new hierarchical relationships between records that are in the same table. **Dynamic namespaces** Define categories and attributes once and reuse them using dynamic namespaces across multiple tables and dynamic attribute store fields. A dynamic namespace is automatically created when you add a dynamic attribute store field. **Experimentation framework** Help enable innovation by trying new ServiceNow® feature variants in your instance. Only single customer instances or Gen AI Innovation Program participants have early access to new innovations via experimentation framework. You can opt out of specific experiments or turn off the framework entirely. **Audit Management Console and audit retention** Simplify your audit data management and configuration by using the Audit Management Console module. It includes a new Retention option, which automates and simplifies the deletion of audit data based on your requirements. **Monitor requestors' API usage rates through the Inbound API Integration Usage dashboard** Inbound integrations track web service requests for OAuth registered applications and user accounts making those requests.

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Application or feature	Details
	Use schemas to define the structure and format of REST API responses and requests When you define a schema in the ServiceNow AI Platform, the schema can be used to define the structure of requests and responses within the associated REST API. The schema data for the requests and responses is then available in the exportable OpenAPI specification for the API.
ServiceNow IDE	**Clone a repository that contains multiple applications** Clone a Git repository that contains multiple applications that support development in source code. The repository must contain at least one `package.json` file and one `now.config.json` file. **Default to using the latest version of the ServiceNow SDK in new or converted applications** Configure whether to use the bundled version or the latest version of the ServiceNow SDK when creating or converting applications in the ServiceNow IDE with the *`sn_glider.default_to_bundled_sdk`* system property. By default, the latest version of the ServiceNow SDK is used.
ServiceNow SDK	**Version 4.3** **Flow API - ServiceNow Fluent** Use the Flow API to create flows and subflows [sys_hub_flow] that automate business processes with reusable multiple-step components. **Service Catalog API - ServiceNow Fluent** Use the Service Catalog API to define catalog items [sc_cat_item] and related aspects of service catalogs. **Email Notification API - ServiceNow Fluent** Use the Email Notification API to define notifications [sysevent_email_action] that send automated emails. **Service Level Agreement API - ServiceNow Fluent** Use the Service Level Agreement API to define service level agreements (SLAs) [contract_sla] that set the amount of time for a task to reach a specified condition. **Dashboard API - ServiceNow Fluent** Use the Dashboard API to define dashboards [par_dashboard] for organizing and sharing data visually. **Workspace API - ServiceNow Fluent** Use the Workspace API to define configurable workspace experiences for organizing and sharing data visually. **Allow access to ServiceNow APIs for third-party modules** Configure which third-party library modules to identify as trusted and have access to ServiceNow APIs with

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Application or feature	Details
	the `trustedModules` parameter in an application's `now.config.json` file. **Version 4.2** **Import Sets API - ServiceNow Fluent** Use the Import Sets API to define transform maps [sys_transform_map] that specify how to transform and map data from the import set staging table to target tables. **UI Policy API - ServiceNow Fluent** Use the UI Policy API to define user interface policies [sys_ui_policy] that dynamically change the behavior of information on a form and control custom process flows for tasks. **Attach user images to records from source code** Attach user images to records associated with metadata defined in source code with the `Now.attach` construct. **Use utility functions for additional type validation** Use utility types that help validate values for properties that support the Duration (*`Duration()`*), Time (*`Time()`*), Field List (*`FieldList()`*), and Template Value (*`TemplateValue()`*) field types in ServiceNow Fluent APIs. Utility types provide validation at build time for tables both within and outside of an application. **Generated ServiceNow Fluent code organized in taxonomy-based directories** Configure a custom directory structure for metadata transformed into ServiceNow Fluent code with the `taxonomy` parameter in an application's `now.config.json` file. By default, generated ServiceNow Fluent files are organized in a taxonomy-based directory structure within the `fluent/generated` directory. **Version 4.1** **Specify which files to build as JavaScript modules** Configure which files to include or exclude when building JavaScript modules with the `serverModulesIncludePatterns` and `serverModulesExcludePatterns` parameters in an application's `now.config.json` file. **Version 4.0** **Develop a user interface with React** Develop a user interface with the React library and the UI Page API to build a full-stack application in source code. **Script Action API - ServiceNow Fluent** Use the Script Action API to define script actions [sysevent_script_action] that run when an event occurs. **Script Include API - ServiceNow Fluent**

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Application or feature	Details
	Use the Script Include API to define script includes [sys_script_include] that store JavaScript functions and classes for use by server-side scripts. **Service Portal API - ServiceNow Fluent** Use the Service Portal API to create custom widgets [sp_widget] for portal pages. **UI Action API - ServiceNow Fluent** Use the UI Action API to configure custom user interface actions [sys_ui_action], such as buttons, links, and context menu items on forms and lists. **UI Page API - ServiceNow Fluent** Use the UI Page API to configure custom user interface pages [sys_ui_page] that display forms, dialogs, lists, and other UI components. **Download application metadata from an instance** Download application metadata (XML) from a ServiceNow instance to compare it with the metadata in your local application using the `now-sdk download` command. **Clean or package an application** Remove the build artifacts that were output with the previous build using the `now-sdk clean` command. You can also package the build artifacts that were output with the previous build into an installable ZIP file using the `now-sdk pack` command.
ServiceNow Studio	**Add AI files to your apps in ServiceNow Studio** You can add agentic workflows, AI Agents, and skills to your apps in ServiceNow Studio. **Link an app to source control in ServiceNow Studio** Use source control operations on the App details page to link an application to a Git repository. **App details page** View and manage app files and metadata on the enhanced App details page. You can also link your app to source control from the App details page and create new files for your application. **Focus the Navigator panel on an app or app file** Improve efficiency as you work in ServiceNow Studio by focusing the Navigator panel on any file or application open in an integrated tab. **Personalize your UI with dark theme** Dark theme is now supported in ServiceNow Studio. Access user preferences to switch between dark and light mode on your instance. **Create an application in ServiceNow Studio**

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Application or feature	Details
	As of version 28.2.1, you can use Now Assist or Creator Studio to begin creating your applications. You can also view the App Gallery for more inspiration. **Elevate your role in ServiceNow Studio** As of version 28.2.1, you can elevate your role to security_admin without having to leave ServiceNow Studio. Users with the security_admin role can make changes to other roles and to access control lists (ACLs). **ServiceNow Studio personas and roles** As of version 28.2.1, several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role in ServiceNow Studio. **Opening files in your preferred editor** As of version 28.2.1, for file types that open in a builder, decide whether you want to edit the file in the builder or in the classic UI16 view. **Bookmark lists in ServiceNow Studio** As of version 28.2.1, access your favorite lists by bookmarking them. **AppSee support in ServiceNow Studio** As of version 28.2.1, AppSee is supported in ServiceNow Studio. **Create an app file in ServiceNow Studio** As of version 28.2.1, you can create files directly from an app open in the Navigator panel.
ServiceNow Vault	**Zurich Patch 4** **ServiceNow Vault console dashboard** • Manage and monitor cloud encryption metrics. • Get AI guidance using the Ask Now Assist panel. • Explore more detail for each metric. **Zurich Early Availability** **ServiceNow Vault console dashboard** Monitor your sensitive data in ServiceNow Vault with a comprehensive dashboard. The dashboard view shows metrics from each of the ServiceNow Vault tools and provides easy access to them. **Guided Vault** Use guided setup to quickly start using ServiceNow Vault on the following applications: • Financial Services • Customer Service Management

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Application or feature	Details
Sidebar	**Sidebar** Use threaded replies to answer Sidebar messages without adding clutter to the main discussion.
Smart Assessment Engine	**Collaboration in assessments** Enhance assessments with the new collaboration feature, enabling owners to add multiple contributors to work together in real time. This update enables assessors to collaborate efficiently by adding several contributors to an assessment. Real-time updates reflect each contributor's changes, and presence indicators show who is present on the assessment. **Normalization in assessments** Adjust assessment scores to a common scale to promote fair comparison and prioritization. This normalization process helps standardize these measurements, enabling different metrics or scores to be evaluated on the same scale. **Creating code questions** Capture data quickly and accurately from physical documents using a new barcode and QR code question type for assessments. By scanning barcodes or entering QR codes, the system can instantly retrieve and input relevant information. **Creating an assessment template from legacy metric types** Migrate question dependencies with an improved migration utility, which now supports the check box question type and conditional visibility criteria defined on templates. **Combining assessments and copying responses** Combine assessments from different templates into a single, streamlined view. Eliminating the need to open each assessment separately, preserving context, and improving efficiency.
Software Asset Management	**Retrieve detailed subscription and consumption data across your entire organization with the Docusign integration** Get insights into detailed subscription and consumption data across your organization by integrating Docusign with the Software Asset Management application. You can now access data at both the account and organization levels, giving you a centralized view of envelope activity and usage. This enhancement helps you better monitor Docusign consumption and optimize your license use. **Streamline the authentication process for Salesforce CRM integration**

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Application or feature	Details
	Experience seamless data flow between the Software Asset Management application and Salesforce CRM. This updated feature supports the OAuth 2.0 Client Credentials grant type, eliminating manual authentication, and uses a secure machine-to-machine method to ensure efficient and uninterrupted data exchange. **Manage license compliance and optimization for Adobe Cloud services through Adobe Guided Setup** Simplify setting up Adobe SaaS integration using the Adobe Guided Setup. The Guided Setup provides step-by-step guidance to set up the Adobe integration with the Software Asset Management application that supports license compliance and optimization for Adobe Cloud services. **Gain the flexibility to exclude certain SaaS subscriptions (users and subscription identifiers) from license calculations** Optimize your licensing costs with the ability to exclude certain low-value and high-volume subscriptions from ServiceNow's licensing calculations. **Optimize subscription licensing for specific SaaS offerings and editions via Single Sign-On (SSO) integrations** Leverage the enhanced SSO integration that supports tracking subscriptions for specific SaaS offerings and editions. This update enables you to map SSO groups to software models for the specific offerings or editions and optimally license users based on their access. **Improve the security of Microsoft-related integrations with the enhanced support for application type permissions** Enhance Microsoft SaaS integration security with the added support for application-type permissions. This feature includes SSO integration with Microsoft Entra ID, Microsoft Dynamics 365 and Power Apps, and Microsoft 365. **Monitor database memory for your SAP HANA Database with SAP HANA Database integration** Manage memory allocations and licensing costs for your SAP HANA Database by integrating with the Software Asset Management application. Data populated through this approach helps in effective license reconciliation based on the peak memory usage of the SAP HANA Database. **Receive more frequent updates from the Software Asset Management Content Service** Gain the benefit of twice-weekly shipments of the Content Library. This increase in the update frequency delivers faster Content Service to your ServiceNow instance. **Improve reclamation candidate selection for Microsoft 365 by considering mailbox and OneDrive sizes**

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Application or feature	Details
	Enhance the process of reclamation candidate selection for Microsoft 365 downgrade opportunities by considering three key factors: product usage, mailbox storage, and Microsoft OneDrive storage. Considering all these aspects enables more accurate and effective reclamation decisions. **Leverage the Flow Designer for reclamation workflow updates** Manage the reclamation process using the functionality migrated to the Flow Designer. The Flow Designer migration includes additional error handling features to enable a more intuitive and efficient way to manage the reclamation process. **Automatically identify and license Microsoft SQL Server high availability configurations** Use the Software Asset Management publisher pack for Microsoft to automatically identify and license Microsoft SQL Server deployments in high availability configurations, such as Always On availability groups. This capability enables the Software Asset Management application to automatically classify each replica within a configuration as either active or passive, resulting in more accurate license compliance for Microsoft SQL Server. **Manage licensing for Microsoft Server products on Microsoft Hyper-V virtualization technology** Use the Software Asset Management publisher pack for Microsoft to track and manage licensing for Microsoft Server products, such as Microsoft Windows Server and Microsoft SQL Server, on Microsoft Hyper-V virtualization technology. Track license usage and determine your license compliance position so that you can better optimize your licensing costs. **Apply preferred licensing assignments to Microsoft software products that are deployed on clusters** Define and apply preferred cluster licensing assignments to the Microsoft software products that are deployed on your hypervisor clusters. By using a preferred cluster licensing assignment, you can choose whether you want to license these software products at either the physical host layer or the virtual layer, helping you better align with your organization's predetermined licensing strategy. Built-in validations help verify that your licensing strategy setup complies with the relevant Microsoft licensing requirements. **Manage the life-cycle risks of a software product based on its add-on or optional support** Gain insight into the extended life cycle of a software product when you purchase an add-on or optional support. Each time you indicate that a software product has an add-on or optional support, the Software Asset Management application extends the life-cycle dates of that product, as defined by the add-on or optional

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Application or feature	Details
	support. Use these extended life-cycle dates to identify and plan for your end-of-life (EOL) risks. **Manage licensing for VMware vSphere Standard (VVS) and VMware vSphere Essentials Plus (VVEP)** Following the updates to VMware's licensing policy, use the Software Asset Management publisher pack for VMware to track and manage licensing for VMware vSphere Standard (VVS) and VMware vSphere Essentials Plus (VVEP), which are updated suite-based product offerings for VMware vSphere. With these updated product offerings, you can measure compliance and optimize licensing for multiple VMware vSphere products under a single subscription. In addition, the publisher pack can account for the number of cores and the licensing minimums when calculating licensing requirements for VVS and VVEP. **Gain expanded insight into the content library information through content dashboard analytics** Gain in-depth information related to various content tables and trends in content change from the enhanced Content Library portal. The introduction of numeric widgets, line graphs, bar charts, and content-specific tabs provides complete visibility to content shipped and analyze content coverage. The expanded search feature with additional filter options lets you view the records for a particular period or release. **Efficiently manage user allocations in bulk using group allocations** Allocate licenses to user groups instead of individual users for a software entitlement using the group allocation feature for the user-based licensing metric software. Group allocation feature enables Software Asset Management managers to streamline and manage the license allocation process efficiently. User allocation is created for the group members based on the availability of unallocated licenses. Any changes made to the composition of the user group automatically updates the license allocation. **Use the enhanced License Usage view for expanded insights on your license compliance** Conduct a deeper analysis of your publisher compliance using both the list view and the card view in the License usage view. You can save and share the data by exporting the list view in multiple file formats. View integrated health check results, license usage analysis, and learn why a retired or stale CI is using a license. Furthermore, to avoid clutter on the Publisher details page, software model results are only shown for software models that have entitlements.

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Application or feature	Details
	Seamlessly continue with the entitlement import process even when PPNs are missing Continue with the entitlement import process by automatically creating software models when both PPNs and software models are missing. Software models are automatically generated based on the publisher and product details. **Use flexible reporting capabilities to gain deeper insights into your Effective License Position (ELP)** Improve analysis of your ELP with flexible reporting on reconciliation results. Reports can be run on existing reconciliation groups or customer-defined groups, and the report data can be organized by unique combinations of group, subgroup, publisher, product, version, and edition. For each combination, the average cost is calculated and provides the total number of required licenses. The results are presented in a structured format for easy analysis and reporting.
Source-to-Pay Operations Integrations	**Source-to-Pay integration with SAP** • You can use this integration to perform Integration Hub actions for purchase requisition, purchase order, receipt, and invoices. • You can also perform the following: ○ Create, update, or cancel purchase orders in SAP ECC and SAP S4 HANA. ○ Create good receipts in SAP ECC and SAP S4 HANA. ○ Create invoices in SAP ECC and SAP S4 HANA. **Source-to-Pay integration with Oracle EBS** • You can use this integration to perform Integration Hub actions for Invoices, cost centers, product models, payment terms, purchasing organizations, departments, GL accounts, currencies, FX rates, invoice payment details, suppliers, plant addresses, and legal entities. • You can also perform the following: ○ Create, update, or cancel purchase orders in Oracle EBS. ○ Create good receipts in Oracle EBS. ○ Create invoices in Oracle EBS. **Source-to-Pay integration with Coupa** You can use this integration to perform Integration Hub actions for loading primary data, supplier management, purchase requisition, purchase order, receipt, invoice, and sourcing. You can also look up Legal Entity, Currency, and Supply details respectively.

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Application or feature	Details
	Source-to-Pay integration with SAP Ariba You can use this integration to perform Integration Hub actions for invoices, cost centers, payment terms, purchasing organizations, departments, GL accounts, currencies, FX rates, invoice payment details, suppliers, and legal entities. You can also create good receipts in SAP Ariba.
Sourcing and Procurement Operations	**Multi-currency support in Shopping Hub** Enable multi-currency display across approval-related views, including To-Dos, tasks, email notifications, and the Bundles page. Currency values are shown in both the approver's local currency and the original supplier currency where applicable. The local currency is displayed as the primary value, with the original currency shown as a secondary reference. This display format provides consistent currency visibility for approvers during review. Enable requesters to enter and edit decimal quantities for service-based purchase requisitions and purchase orders without validation errors. Decimal quantities are supported only for services to maintain data integrity. Decimal quantities for goods are not supported and return a clear validation message. This validation logic is consistent across Shopping Hub and Employee Center. Automatically classify service requests, purchase requisitions, and purchase orders into the correct spend categories using the Spend categorization agent. This classification process reduces manual classification effort and improves consistency across procurement workflows. Enable users to purchase on behalf of others without requiring delegate configuration in Shopping Hub. Users can manage individuals they are authorized to purchase for, directly within the buying experience. Purchases made on behalf of others are visible through filtering by business owner in the My Purchases view. **Purchase requisition line-level questions in Shopping Hub** Create configurable, line-level questions during checkout in Shopping Hub. These questions are defined in Catalog Builder and are specific to certain products or product categories. **Multi-currency support in Shopping Hub** View and select your local currency while shopping for products in Shopping Hub to provide a seamless multi-currency experience. **Category management tab**

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Application or feature	Details
	Access a unified, filter-based view of category performance across spend, savings, pipeline projects, contracts, purchase orders, and suppliers. **Category analytics** View savings opportunities across the sourcing pipeline using the Savings dashboard in the Category Analytics module of the Source-to-Pay Workspace. **Pipeline management tab** Gain insights into savings and pipeline projects to enhance visibility, tracking, and collaboration across teams. **Report savings when awarding multiple suppliers** Enter the spend and savings data for the sourcing event associated with the pipeline project when awarding multiple suppliers. **Create a pipeline project from an expiring contract** Create a pipeline project directly from an expiring contract using a guided, decision-based workflow. **Submit multi-product sourcing requests** Submit sourcing requests with multiple products in a single sourcing intake form, and the third-party sourcing solution will automatically create separate sourcing events for each product. **Manage third-party RFx tasks in Employee Center** View and manage third-party Request for anything (RFx) tasks in the Employee Center and navigate to the third-party sourcing tool to review, publish, and award RFx. **Sourcing and Procurement Operations integration with IT Asset Management** The Asset Management Integration for Sourcing and Procurement Operations plugin (com.snc.sn_spend_asset) provides an integration between IT Asset Management (ITAM) and Sourcing and Procurement Operations (SPO) applications, enhancing operational efficiency. This integration enables asset managers to access catalog items, including those items without assigned prices, directly within the ITAM workspace. By enabling procurement actions without switching platforms, it streamlines workflows and improves the user experience. **Sourcing Pipeline Management** Sourcing Pipeline Management introduces a centralized approach to managing sourcing projects, enabling you to create, track, and manage sourcing activities in one place. It includes workflow automation to reduce manual effort, improves visibility into sourcing activities, and supports tracking and forecasting of cost savings. **Using Shopping Hub**

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Application or feature	Details
	Enter decimal quantities when creating purchase requisitions for service items using quick or full checkout flows in Shopping Hub. Edit service acknowledgments with decimal values to enable more precise tracking of service consumption. **Purchasing tasks and procurement cases** Review and respond to proposed case resolutions based on conditions defined in the decision tables before the case is permanently closed. When a fulfiller marks a case as resolved, the system now automatically transitions the case status to Awaiting Acceptance, pausing closure until the requester takes action. Requesters are notified via email with actionable buttons and can also accept or reject the resolution directly through the Employee Center. This notification helps to ensure that unresolved issues are addressed before a case is closed, improving resolution accuracy and customer satisfaction.
Strategic Planning	**Strategic Planning and AI Control Tower** Categorize your strategic priorities, goals, planning items, and execution items—projects and demands as Artificial Intelligence to track and monitor strategy progress from the AI Control Tower workspace. Use the **Type** field for strategic priorities, the **Category** field for goals, the **Investment type** field for planning items - to classify them as Artificial Intelligence and monitor their progress in the AI Control Tower workspace. **Integrate Enterprise Agile Planning (EAP) with Atlassian Jira** Facilitate execution of the work planned in EAP and executed in Jira. With this integration, enable seamless tracking of work across tools with bidirectional sync between Jira and EAP. Key updates made in one system, such as a status change or field update for Epics and Stories, will automatically reflect in the other. This integration ensures your team can collaborate and track development efforts without switching contexts, reducing manual effort and improving visibility across platforms. **Enterprise Agile Planning (EAP) integration with CWM** Enhance visibility, planning, and execution for your teams with seamless integration between EAP and CWM. For Agile teams managing non-agile work items such as incidents and change tasks, this integration bridges the gap by automatically creating a dedicated Space and Board in CWM. Agile work is seamlessly brought over via Connected Work, while EAP sprints are reflected directly in CWM's Sprint planning view, thus enabling unified planning across work types. Teams can plan work for their sprints and update work status directly from the CWM Board, with performance reports in EAP dynamically reflecting these changes. This integration

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Application or feature	Details
	enables teams to manage their full scope of work from a single, connected workspace. **Dynamic data linking in Docs** Keep record information in your documentation always current and reduce manual effort with the Dynamic data linking feature in Docs. You can now reference any ServiceNow application record and Docs will automatically reflect the latest updates from those records. For example, if you add a reference to a Project record, the reference will show the latest field information of the project in Docs without requiring manual edits. Clicking the project reference opens up the project form so that you can view the full details of the project record and make any necessary changes. Dynamic linking also enables adding references to a particular field of a record, such as Assigned to of an Incident record. You can add references from any ServiceNow table you have access to, with no setup or configuration needed, thereby eliminate the hassle of switching between applications to copy and paste data from various records into Docs. **Portfolio plan enhancements** • Create portfolio plans for AI-related items by applying a filter on the planning item tables, setting the **Investment type** field value to **Artificial Intelligence** during portfolio plan creation. This allows you to focus exclusively on AI-related items. • With the sn_align_core.apw_admin role, you can update the following system properties: ◦ *sn_align_core.planning_item_types_allow_list* - Defines the planning item types that can be configured and allowed for a portfolio plan. ◦ *glide.ui.sn_align_core_dependency_activity.fields* - Enables activity stream for the dependency formatter fields. ◦ *sn_align_ws.gantt_show_higher_planning_upper_entitie* - Enables display of entire hierarchy of lens structure from top to bottom in prioritization hierarchy view for high-level portfolio plans. ◦ *sn_align_ws.portfolio_plan_items_limit* - Defines the number of planning items to be loaded on the planning page. **Roadmap enhancements** • Create custom themes for your roadmap bar colors to align with your organization's standards. • Experience consistent roadmap bar colors for choice list attribute values across all portfolio plans.

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Application or feature	Details
	• View the roadmap-level milestone row while scrolling down the Roadmap page. • Use different icons to distinguish item-level milestones. • Match milestone colors with their status labels across the roadmap, milestone popover, and side panel. For example, a missed milestone displays the same color in all locations. • With the sn_align_core.apw_admin role, you can define the number of milestone items to be loaded in the Roadmap tab. The *sn_align_ws.item_milestone_limit* system property allows you to define the number of milestone items to be loaded in the Roadmap tab. • With the sn_align_core.apw_admin role, you can define the list of planning item types that can be created in a free-form roadmap. The *sn_align_ws.freeform_planning_items_creation_list* system property allows you to define the list of planning item types that can be created in a free-form roadmap. **Scenario planning enhancements** With the sn_align_core.apw_admin role, you can enable or disable the scenario planning feature. The *sn_align_ws.is_scenario_planning_disabled* system property allows you to enable or disable the scenario planning feature. **Quick filters enhancements** Apply filters using string-type and boolean field values across the Planning page and Scoring page to view the required dataset. These filters are saved as part of your user preferences, enabling you to access the same filtered data when you log back in and continue your planning seamlessly. **Investment type and Investment class fields on the Planning item table** The **Investment type** and **Investment class** fields have been added to the Planning item [sn_align_core_planning_item] table to enable these attributes to be defined at the parent planning item level. A new value, **Artificial Intelligence**, has also been added to the **Investment type** field to categorize a planning item as an Artificial Intelligence initiative. **Goal management enhancements**

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Application or feature	Details

	• With the sn_gf_goal_admin role, you can update goal-specific system properties:
	  ○ *sn_align_ws.goal_hierarchy.max_records* - Defines the number of targets to load on the Hierarchy tab in the Targets view. The default value is 250.
	  ○ *glide.ui.sn_gf_goal_activity.fields* - Enables activity stream for fields of the goals.
	• Experience faster loading of goals data, even when large volumes of data are present.
	• With the sn_gf.goal_admin role, you can edit any goal and target as needed, even when you aren't the owner or contributor of a goal or target.
	• With both the sn_gf_goal_admin and sn_apw_advanced.spw_goal_user roles, you can edit target breakdowns as needed.
	
	Financial enhancements
	
	• View only the planned costs of your planning items to track the total cost of your planning items.
	• Use Display mode to switch between focused views to better plan and track the financials of your planning items.
	• Manage the planned and actual monetary benefit plans for your projects to identify the financial performance of your project using the Cost and benefits screen.
	• Use multicurrency to view and manage financial records of the project in Investment currency, which can be different from your functional currency. Manage multiple financial records such as planned and actual expenses, planned and actual benefits, and so on.
	• Generate and track labor cost for sub-projects, based on the resource assignments of your sub-projects and planning items such as features and capabilities.

Subscription Management	**Manage custom applications and table mapping through the platform** Map any missing custom application and tables in Subscription Management to a subscription directly from the Custom Applications list or Custom Table Inventory list. **Support for domain separation** View and filter subscribers by domain for user-based subscriptions and view Now Assist usage by domain. **Monitor Workflow Data Fabric usage** Monitor and track Workflow Data Fabric capability usage and view the relative token use rate of each capability.

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Application or feature	Details
Supplier Lifecycle Operations	**Supplier Operations** Supplier Operations provides support for advanced case management capabilities to handle key supplier lifecycle events such as onboarding, offboarding, and ongoing operations. It includes the ability to resolve cases via Playbooks for a structured and consistent approach. **Supplier Payment Optimization** Supplier managers can identify, prioritize, and track suppliers with high potential for accepting credit card payments. • Supplier Managers can initiate credit card enablement cases, enabling suppliers to use credit card payments as their preferred payment method. • They can initiate credit card enablement journey for new or existing suppliers after checking their propensity scores (currently requires manual updates). • They can view the saving estimates associated with the card for a given supplier using the **Savings calculator** tool. They can also view the calculation details of the savings estimator formulas. **Relish Integration for Supplier Lifecycle Operations** Supplier managers can conduct sanction screening, validate banking details change requests, and supplier location change requests via Relish integration. **Automated KPI data collection** This feature enables automated data collection, KPI template modifications, and calculation at supplier and contract levels. The automated KPI system integrated into action plans can be used for comprehensive performance monitoring. **Mapping multiple internal stakeholders to a supplier** This feature enhances supplier governance in SLO by enabling the mapping of multiple internal stakeholders such as legal, business, technical, and risk teams to suppliers, improving visibility and management of supplier relationships. **Universal Request** Supplier contacts can create generic cases by selecting **Request Help** in the Supplier Collaboration Portal, if they can't find the relevant search results or are unsure of which department to contact for help. These cases are triaged and routed internally to appropriate case types. Universal requests remove ambiguity and improve efficiency for both suppliers and internal operations. **Overall supplier dashboard** The overall supplier performance dashboard provides detailed information about overall supplier scores, count

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Application or feature	Details
	of all active suppliers, their all-time spend, and overall risk ratings. It also includes the Supplier Insights section and the Action plans section showing relevant details. Supplier managers can use the segmentation rules and assessment templates to create smart assessments in bulk for users. Smart assessments provide a survey-like experience with enhanced UI capabilities for both internal and external users. This feature utilizes the capabilities of the Smart Assessment Engine application. Supplier managers can access their emails within the Source-to-Pay Workspace from the **Emails** tab in the case, task, and supplier details pages respectively. Email actions are reflected, incomplete email errors are handled, and email-related activities can be summarized from the workspace. Supplier contacts receive the emails and they can perform the assigned tasks directly via email without logging in to the Supplier Collaboration Portal.
Synthetic monitoring	**MID Server support for running synthetic monitors** Run synthetic monitors from your MID Server. **HTTP endpoint creation directly in synthetic monitoring** Create HTTP endpoints for your monitors without leaving the SOW. **Support groups for synthetic monitor-based alerts** Assign a support group to a monitor, and then any raised alerts follow the associated alert automation rules. **View all monitors with open alerts** As of 1.4, view all monitors with open alerts. **View alerts associated with a monitor** As of 1.4, navigate to a monitor's open alerts. **Assign tags to a monitor's alerts** As of 1.4, use tag-based clustering to group monitor alerts. **Use OAuth-based credentials** As of 1.4, OAuth credentials on endpoints are supported.
Talent profile	**Create Talent pools** Create talent pools to organize similar talent profiles in one place for particular hiring requirements. You can share and collaborate using talent pools and also send out communications to all talent profiles in the pool at once. **Copy talent to pool** Use existing talent pools to associate suitable talent profiles from the pools to your talent pool.

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Application or feature	Details
	Remove talent profiles from a pool As an owner of the pool or one of the collaborators, remove the talent profiles that are no longer required. **Delete a Talent pool** Delete a talent pool when it has served its purpose or is no longer relevant. **Create talent profiles** Create talent profiles to add it to the talent profile repository of your organization and use it for an optimized hiring process. **Filter talent profiles** Use filter options to find relevant talent profiles more efficiently in the **Talent pool** tab. **Add talent profiles to a Talent pool** Add similar talent profiles to a talent pool to streamline communication to all the profiles during a particular hiring drive. **Copy talent profiles as job prospects** Copy talent profiles from a talent pool to a particular job requisition as prospects.
Telecommunications Network Inventory	**Create a logical connection record using the Design and Assign function** Logical interfaces created are now automatically related to their corresponding cards or parent equipment. This enhancement ensures consistency across systems and helps prevent duplicate CI creation by improving the alignment between logical and physical interfaces. **Visualize your network infrastructure** Use the new L1 menu that consolidates all network visualizations into a single canvas and include a tabular section for each view, such as site, floor, and topology. The following roles are introduced to manage datacenter infrastructure. • DC Floor Designer (sn_ni_core.dc_floor_designer) – Design floor layout in Map Studio. • DC Ops Agent (sn_ni_core.dc_ops_agent) – Oversee the operations of the data center floor. • DC Ops Viewer (sn_ni_core.dc_ops_viewer) – View the Network Inventory Workspace and its components. **Floor map** Use the floor map to view the layout of your datacenter infrastructure. View network asset placement and operational details to monitor power, thermal, and usage data. View the incidents and alerts and take appropriate action.

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Application or feature	Details
	Geo map Use the geo map to view the geographical locations of your network sites and data centers. Geo map supports rendering data centers on the map, enabling the relevant persona, such as the DC Ops Viewer, to view connected data centers. You can open a data center floor map directly from the geo map for more detailed insights. **Upload and manage floor map for your datacenter** Upload and manage your datacenter map objects using the Map Studio interface. Enable you to view respective floor plans for a selected building in a campus. **Service Operations Workspace for TNI** Provides a converged experience for agents to view both incident/alarm details and Network Inventory entities within a single Workspace. Enhances efficiency in retrieving information and significantly improves the overall user experience. **Capacity management** Supports pushing operational data to REST endpoints through an exposed API and store it in the ClothoDB. Overlay time series metrics on the datacenter floor map to monitor overall health and take appropriate action. **Collect operational values for datacenter** Manually record operational values of Configuration Items (CI) and store it in ClothoDB. Use this data for datacenter performance tracking. **Define the datacenter details** Define your datacenter record to view the location-specific attributes for each datacenter, including the campus, buildings, and floors where your network asset is located. **Define the power circuit details** Define the power circuit record to represent the electrical pathway that delivers power within a data center. **Define the facility hardware details** Define the facility hardware record to represent power, HVAC (Heating, Ventilation, and Air Conditioning), network representation, and their connectivity in a data center. **Create a facility model** Create a facility model to define the physical characteristics data of the facility record based on the product manufacturer's recommendations. **Create an equipment record by using design and assign** View datacenter records listed in the Equipment task attribute form. **Define the network interface details**

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Application or feature	Details
	Add **Wavelength** attribute to the Network Interface form and **Port position** attribute to Interface Model form. **Create an equipment holder model** Added **RU numbering direction** attribute to define the numbering sequence of rack units in the Rack view.
Telecommunications Service Operations Management (TSOM)	**Telecom Discovery Builder framework** Leverage a standardized Extract, Transform, Load (ETL) framework to streamline the processing and storage of telecom network data on the ServiceNow AI Platform. This reusable framework simplifies implementation by removing the need to manually build ETLs. It enables you to focus on connectivity logic while confirming consistent and reliable mapping of network elements such as equipment, cards, ports, LAGs, logical ports, and logical connections into predefined CMDB structures. Use Telecom Discovery Builder Framework to do the following: • Simplify data transformation tasks by duplicating the common ETL and configuring essential fields and settings for specific connector applications. • Deploy new Service Graph Connector (SGC) using existing ETLs to maintain consistent data transformation practices. • Help to ensure data integrity and support the automatic creation of TNI Entities through configured Before and After scripts. • The standardized CMDB/TNI data model enables ETL reusability across multiple connectors. • Allocate predefined storage locations for both physical and logical inventory elements. • Maintain consistent data model hierarchies across connectors to support unified network inventory management. • Improve Discovery SGC quality by providing an OOTB Data Source Validation tools. **Telecom Discrepancy Identification and Reconciliation** Use enhanced discrepancy identification and reconciliation features to keep your discovery data accurate and up to date on the ServiceNow AI Platform. These features give you better control over detected changes and improve overall audit performance.

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Application or feature	Details
	• Identify attribute value mismatches during discovery, such as bandwidth changes on ports (for example, from 10 Mbps to 100 Mbps). • Display previous and current attribute values, enabling you to decide whether to accept the new value, retain the old one, or manually raise a remediation task. • Detect discrepancies in logical entities alongside physical entities for comprehensive discrepancy management for newly discovered logical network elements. • Generate audit results using filtering conditions—such as specific IP ranges, device vendors, or port types—to focus on relevant subsets of data and significantly enhance audit performance and usability. **Fault Management: Events and alerts** You can monitor your SD-WAN network health and resolve issues faster with automated alerts and event detection. • Detect and resolve SD-WAN network issues faster with automated alerts and event monitoring. • Configure customizable event rules to detect SD-WAN device issues in real time. **Added Service Graph Connector for Cisco Meraki and Fortinet** The following capabilities have been added to Cisco Meraki and Fortinet: • Provides a centralized management of physical infrastructure and logical network relationships within the ServiceNow AI Platform®. • Supports automated, telecom-aware discovery and real-time CMDB synchronization, along with visual network mapping, guided setup, and a dashboard for monitoring integration health. **Granular admin roles** The granular admin role enables developers and administrators to complete administrative configuration tasks for TSOM without requiring the full admin role.
Theme Builder	**Publish the new Coral theme** Publish or unpublish the new Coral theme directly from Theme Builder. This theme provides a fresh look and feel and features brand-neutral illustrations to enhance your user experience. A dark theme variant is available for web and mobile experiences. **Upload and manage custom fonts in your theme**

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Application or feature	Details
	Use your organization's fonts to maintain a consistent look and feel for your brand throughout your experience. • Upload, preview, and edit at most 10 custom font families from the **Global styles** or **Component styles** tabs. • Add unlimited associated font faces to each font family and apply them individually to components. • Delete your font family or font face from your theme. **Explore the expanded image categories with color editing and override capability** As of Theme Builder version 6.1, configure the following new image categories to further enhance your theme: • Edit the colors of banners, modals, tile icons, and cards from within Theme Builder. • Override each of these default illustrations with your own custom images to uniquely align with your branding style. **Guided tours in Theme Builder** As of version 6.1, learn about additional features and complete tasks through interactive steps by taking guided tours within Theme Builder. As of Zurich Patch 7, leverage Now Assist to generate themes based on your brand image. After generating a theme, navigate to Theme Builder to publish and apply additional styling. This feature requires Now Assist for Creator. As of Zurich Patch 7, use AI to generate themes from brand images, preview multiple options, and refine results all within the updated Create a theme wizard. If you prefer, you can skip the AI step and continue creating your theme manually using the existing workflow. This feature requires Now Assist for Creator.
Third-party Risk Management	**Now Assist for Third-party Risk Management (TPRM) release notes** Review the Now Assist for Third-party Risk Management (TPRM) (TPRM) release notes for full descriptions of the features. **Document Management system in Third-party Risk Management** Starting with version 21.1.x, you can use the Document Management System (DMS) in TPRM, which provides a centralized repository for storing, organizing, and managing third-party documents throughout the vendor life cycle. It can be used by third-party risk managers [sn_vdr_risk_asmt.vendor_manager], third-party assessors [sn_vdr_risk_asmt.vendor_assessor],

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Application or feature	Details
	and third parties to upload, categorize, track, and review documents with metadata, version control, and access permissions. This feature streamlines evidence tracking, reduces duplication, and improves audit readiness by enabling document reuse across assessments, contracts, issues, and tasks. For information on Now Assist skills for TPRM and Document Management, see Now Assist for Third-party Risk Management (TPRM) release notes and Now Assist in Document Intelligence release notes. **Register of information regulatory packages** After upgrading the Digital Resilience Third-party Information Register application to version 21.1.x, third-party assessors [sn_vdr_risk_asmt.vendor_assessor] can now generate regulator-ready Register of Information packages using the Plain-CSV Report Package option on the download page. The ZIP file includes metadata and report folders structured to regulator specifications, with file names containing LEI, entity ID, and release version. This format helps ensure EU DORA compliance and supports automated validation workflows. You can follow the user guide on the Download/Upload request page for suggested steps and permissions. **Validation framework for Register of Information** After upgrading the Digital Resilience Third-party Information Register application to version 21.1.x, third-party risk managers [sn_vdr_risk_asmt.vendor_manager] can now validate downloaded Register of Information packages using the Plain-CSV Report Package option on the download page against requirements. File format, structure, encoding, naming conventions, and field-level data are validated across multiple tables. If any validation warnings are detected, a validation report is automatically attached, including mappings to regulator fields such as Template Code, Row Code, and Column Code. Validation reports include real-world field labels, rule expressions, and record identifiers. You can cross-reference validation errors using a downloadable Excel master template that mirrors the CSV structure, making it easier to locate and address issues. Additional enhancements include support for “Not applicable” values, enforcement of file size limits, and clearer error messages for malformed data. **New sn_vdr_risk_asmt.sae_enabled property** Use the new and improved Smart Assessment experience after you upgrade to version 21.0.x and set the Smart Assessment Engine enabled (**sn_vdr_risk_asmt.sae_enabled**) property. **Smart assessments with Third-party Risk Management** Create Smart Assessment Engine assessments for your organization:

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Application or feature	Details
	• Enhanced navigation: Use the improved navigation for a better user experience. • Assessment support: Conduct assessments for both internal and external parties. TPRM questionnaire templates include additional attributes such as the risk area and the option to include previous responses, which aren't available in SAE. TPRM templates must be created directly within the Vendor Management Workspace to ensure that they include the necessary attributes. • Organize questions: Group questions into subsections for better organization. • Add attachments: Attach the files directly to the individual questions. • Add reference information: Add reference information to a questionnaire template to help ensure that assessors can access the information they need while responding. • Filter questions: Quickly identify and filter unanswered questions. • Auto-save for questionnaires: Auto-save each question automatically after changes are made to them. • Standardized risk rating scale definition: Define the risk rating scales at the template level for both internal and external assessments. • Assessment duration: Define the duration of an assessment when creating a questionnaire template. • Combine assessments: Respond to questionnaires by using the same SAE template in a single, streamlined view. • Bulk template migration: Migrate classic templates in bulk to the Smart Assessment format. To ensure the templates work correctly in TPRM, you must migrate them by using the Third-party Risk Management application. • Risk score normalization: Standardize the risk scores for a consistent evaluation. • Support for the GRC and third-party portals: Use the GRC portal to access and complete internal assessments and the third-party portal to complete external assessments.
Threat Intelligence Security Center	**Configure Threat Intelligence External Sharing** Take advantage of external sharing for secure, automated, and on-demand dissemination of threat intelligence using STIX 2.1 and MISP formats. Supports sharing across external agencies (CISA, ISAC), integrations

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Application or feature	Details
	(SIEMs, EDRs), TAXII-based TISC instances, and inbound intelligence from external entities. **About Report Templates in TISC** Generate reports outside case management using base templates through a new reporting section in the Threat Intelligence Library. **Configure custom MISP API feed** Import events, attributes, and objects from the MISP server into the Threat Intelligence Library. **Configure Custom Event Types for Timeline and Using Timeline in Investigation Canvas** Define, visualize, and manage timeline events associated with nodes through the Investigation Canvas. **Configuring TISC add-on in Splunk** Include optional attributes during configuration that can be stored in the Splunk KV Store. **Configure custom CrowdStrike feed** Map CrowdStrike Indicator Malicious confidence to TISC confidence. **View Threat Intel Feeds** Map specific source values to required observable fields during import process.
UI Builder	**Build and customize components** Build custom components and configure them to be used across pages and experiences. **Utilize AI on pages you are building** Easily add generative AI capabilities to any page, component, or controller **Get conversational help with the Now Assist panel** Ask questions directly in the Now Assist panel to receive immediate AI-driven guidance without leaving UI Builder. **Build pages and gain page insights using the Now Assist panel in UI Builder.** As of UI Builder Version 28.2, use Now Assist to add components, bind data, adjust layouts, and get page insights such as number of components, data resource information, and access permissions. **Add test values in Component Builder** As of UI Builder Version 28.2, define simulated page parameters to preview and validate how customer components behave during development.
Unified Security Exposure Management	**Qualys Integration – API enhancements** Qualys Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List,

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Application or feature	Details
	Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into your vulnerability and compliance data. Use the new `posture_api_version` integration instance parameter to choose between the default v2.0 APIs or the newer v5.0 streaming APIs for the PCRS Policy Host and PCRS Test Results integrations. **Enhanced security exposure management** Introduced Security Exposure Management Workspace for all security personas, providing a centralized platform for managing security exposures. It includes the following views: • Findings view: Comprehensive filtering, dashboard creation, and visualization controls enable efficient analysis and prioritization. • Remediation view: Multiple work modes (tasks, findings, assets) facilitate effective remediation strategies. • Approval view: The Exception Management UI now provides enhanced insights directly within the Change Approval record, enabling approvers to make informed decisions without navigating to related records. Additionally, the Approver landing page has been redesigned with an improved table view and additional columns, delivering better visibility and context for all findings. These enhancements streamline the approval workflow, reduce manual effort, and accelerate decision-making for exception requests. **Streamlined administration** Introduced Administration console to enable one-stop configuration for all Unified Security Exposure Management applications, including assignment rules, classification rules, and remediation targets. It provides consistent workflows across Vulnerability Response, Application Vulnerability Response, Container Vulnerability Response, and Configuration Compliance applications. **Centralised Approval Experience via Employee Service Center** The Employee Service Center ESC now provides a standardized approval experience for Business Unit Heads, Service Owners, and IT Heads who may not regularly access the USEM platform. This enhancement ensures that vulnerability-related approvals can be managed from a single, central location, improving efficiency and transparency. **Configure approval workflow with unified Approval Rules**

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Application or feature	Details
	The Approval Rules now provide a standardized way to configure approval workflows across multiple findings and remediation task tables in Security Exposure Management. Administrators can now define approval conditions, select applicable tables, and configure multi#level approvers through a single, unified interface. **Cloud Exposure view** View and act on all your cloud-related security findings from multiple vendors across your cloud environments with the Cloud Exposure View supported by USEM. The Cloud Exposure View provides a single location for your cloud security teams to monitor your cloud security posture. **Monitor integrations** USEM introduces integration monitoring capabilities within the Security Exposure Management Workspace Administration console. Administrators can now view and troubleshoot integration run statuses for installed third-party applications, ensuring better visibility and operational health. **Generate insights to prioritize findings** SEM Workspace uses Now Assist to bring generative AI to your dashboard. This capability helps you focus on critical risks and make informed decisions faster, improving overall security outcomes. It provides: • Contextual summaries to quickly understand your security posture • Actionable recommendations to address prioritized risks **Create custom widgets in the Visualization Library** Create and manage custom widgets in the finding view of the SEM workspace to visualize findings data that align with your organization's reporting needs. The Visualization Library lets you define widget attributes such as chart type, visualization group, and data filters, enabling you to build dashboards that highlight the insights most relevant to your teams. This flexibility helps you focus on meaningful security metrics and make data-driven decisions. **Improved remediation target date handling** Remediation target (RT) dates now dynamically recalculate when a finding's risk rating changes. When enabled, the system recalculates the SLA from the most recent risk rating update date, preventing RT dates from being set in the past and ensuring accurate SLA tracking. **Exception management configuration**

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Application or feature	Details
	• Manual and automated exception request and approval workflow: Flexible, customizable workflows streamline submission, review, and approval of exception requests. • Comprehensive exception tracking and audit trails: Detailed records of approvals, justifications, and timelines support compliance efforts and simplify regulatory reporting. **Consistent remediation task management with remediation views and centralized findings configuration** Unified task management: Supports both manual task creation and automated rule-based task generation across all Unified Security Exposure Management applications. Centralized rule definition: Enables efficient management of tasks across Vulnerability Response, Application Vulnerability Response, Container Vulnerability Response, and Configuration Compliance applications. **Advanced risk management** Risk calculators: Introduced for all Unified Security Exposure Management applications, enabling definition of risk rules based on multiple factors and calculation mechanisms. Risk rollup calculators: Aggregate scores from findings to higher-level entities, ensuring consistent risk scoring across applications. **Approval Recommendation** AI-powered recommendations for Exception and False Positive requests: Provides an on-demand recommendation to approve or reject a request using the Now Assist skill framework to analyze contextual data such as vulnerability details, risk factors, exploit availability, and related indicators. The recommendations are accessible directly from the Exception Change Approval record in the Security Exposure Management Workspace, enabling approvers to make faster, more consistent decisions while reducing the manual analysis effort. **Exception Rule & Change Approval Enhancements** • Change Approval Creation for Exception Rule submission: Previously, Change Approval (CA) was created only for a few types of exception requests. Now, the Change Approval(CA) is also created during exception rule submission. This enhancement verifies consistency across exception workflows and improves traceability.

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Application or feature	Details
	• Vulnerability Intelligence Tile on Change Approval Record: The Vulnerability Intelligence Tile is added to change approval records, displaying vulnerability intelligence such as CISA KEV information, Known ransomware indicators, and EPSS percentile. This tile is visible only when the Intelligence and App-Vuln NVD plugins are installed. This enhancement provides approvers with the critical threat context for informed decision-making. • Summary Tiles on Change Approval Record: The Impact Tile is added in the overview tab of the Change Approval record to provide approvers with the visibility of the impacted count information such as, Impacted CIs, Total Findings, and Total Vulnerabilities on the Change Approval for a Remediation Task. This enhancement improves visibility of potential impact during approval or rejection of requests. • Application-Based Filtering on Approvals View: Added filtering capability on the Approvals view by application type such as: Application vulnerabilities (AVR), Container vulnerabilities (CVR), Infra Vulnerabilities (VR), and Misconfigurations (CC). This capability enables approvers to quickly drill down and manage approvals by category. • Reapply Assignment Rules for Deferred and Manually Assigned Items: Introduced the ability to reapply assignment rules for Deferred items and Manually assigned items. This enhancement provides the flexibility to reassign items through the Re-evaluate action in the list view.
Upgrade Console	**Additional way to access Upgrade Management** You can now access Upgrade Console through the Admin menu by selecting **Admin Home**, and then selecting the **Upgrade Console** link. **Guided upgrade on sub-production instance** Upgrade your sub-production instance to facilitate a seamless and successful transition. This process is structured into three pivotal phases: Pre-upgrade, Instance upgrade, and Post-upgrade tasks. **Guided upgrade on production instance** Elevate your upgrade experience within your production instance by meticulously completing each stage of the transition. This comprehensive process encompasses four crucial phases: Select upgrade, Pre-upgrade, Instance upgrade, and Post-upgrade tasks, all designed for a successful upgrade experience. **Additional step in pre-upgrade activities** You an now choose an upgrade plan in the Choose an upgrade plan step by either selecting an existing plan or

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Application or feature	Details
	by creating a new plan. This new step is applicable for both production and sub-production instances. **Enhanced functionalities in the Preview application upgrades step** Experience the new functionalities within the Preview application upgrades step for a seamless upgrade experience on your instance. These new functionalities are applicable for both production and sub-production instances. **Enhanced capabilities in the Store application upgrades step** Review the Store application upgrades step in the post-upgrade activities for updated information in the App updates and Upgrade store applications sections. You can also use the new **Sync Now** option to update the list of installed applications that were either added or upgraded outside the upgrade process.
User Experience Analytics	**Analytics overlay experience** Try the new utility icon that shows you the key usage metrics for the pages that you're navigating to without having to leave the application page. The shortcut gives you faster access to the contextual analytics overlay. **UXA-PA integration enhancements** Experience the enhancements by enabling UXA filters on dashboards, additional metrics configuration for sessions, and the inclusion of Pages in the User Experience Analytics data source. Furthermore, inline dashboards for User Experience Analytics data now offer drill-down, and the Events data source benefits from a new condition builder.
Virtual Agent	**Zurich Patch 4** **Assistant Designer** Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience. Assistant Designer is comprised of three main areas: Assistants, Asset library (previously Virtual Agent Designer), and Analytics. **Conversational settings for Assets in the Asset library****Conversational settings** Manage the settings for an asset directly from the Asset library page. **Zurich Patch 1** **Integrating with Google Workspace** Integrate Google Workspace chat with the ServiceNow® conversational interface features, including Virtual Agent, Natural Language Understanding (NLU), Notifications, and live agents.

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Application or feature	Details
	AI Connector utility Select AI agents to handle tasks in the AI Connector utility. For more information on AI agents in Virtual Agent Designer, see Managing AI agents in Assistant Designer and Using AI agents in Virtual Agent topics. **Virtual Agent server** • In chatHandshake, set *dynamic_step_loader_enabled* to `true` to send stacked agentic AI messages to the server. Set *dynamic_step_loader_enabled* to `false` to avoid sending messages. • Pre-chat and post-chat surveys are now available for Anthropic Claude on AWS and Google Gemini large language models (LLMs). For more information on surveys, see Chat surveys. **Create a Virtual Agent topic** Start the create flow for all supported conversational LLM assets directly from Virtual Agent Designer. **Assistants in Virtual Agent Designer** The Now Assist Panel - Platform (default) assistant is now available in Virtual Agent Designer. **Integrating Now Assist in Virtual Agent with Microsoft Copilot** Custom Engine Agent (CEA) is replacing the legacy Microsoft bot framework, allowing Microsoft Copilot to discover Virtual Agent, Now Assist, and use multi-turn conversations.
Vulnerability Response	**Qualys Integration – API enhancements** Qualys Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List, Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into your vulnerability and compliance data. **Enhancements to the Wiz Vulnerability Response Integration** • The Universally Unique Identifier (UUID) that identifies detections for the Wiz Host Vulnerability integration will be mapped to a detection key. **Note:** This enhancement is supported for new customers only. For existing customers, the detection key for the Wiz Host Vulnerability integration is created using the combination of vulnerability, asset_id, and proof.

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Application or feature	Details
	• You can configure the **First** parameter for the Wiz Asset Integration to help you resolve 504 errors. You can reduce the page size if you are having memory issues or generating errors. The default value is 500. **Enhancements to Detection Key Configurations for Vulnerability Response** Introduced configurable detection keys allowing customers to choose between Asset ID and Configuration Item, with validations, UI controls, and enhanced an existing schedule job to update existing detections. **Enhancements to the Vulnerability Response Integration with Wiz** The Missing Assets [sn_vul_wiz_missing_asset] is deprecated. After updating to version 1.1, you must backdate your existing primary Wiz integrations by three days and run them. The backfill integrations are activated by default. After you backdate and run your primary integrations, the following backfill integrations are no longer required: • Host Vulnerability Backfill Integration • Test Results Backfill Integration • Host Test Results Backfill Integration • Issues Backfill Integration Resource types filters are supported on the Host Vulnerability, Host Test Results, Test Results, and Issues tabs on the Wiz Configuration page. Additional attributes imported from Wiz that are not stored in the Discovered items [sn_sec_cmn_src_ci] table are stamped with `Asset Attributes` in this table. Test results from the Host misconfiguration integration are classified as result type 'host_misconfiguration'. Data for resources that have the validated_at_runtime flag set to 'yes' is imported and populated on detections. The is_ignored column is deprecated on the Host Test Results and Test Results Integrations. This column was replaced by the is_result_ignored column. The CMDB internet-facing field on the discovered item is mapped to Limited Internet Exposure on findings. Column length for the descriptions in the Host Vulnerability import table has been increased. **Improved remediation target date handling**

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Application or feature	Details
	Remediation target (RT) dates now dynamically recalculate when a finding's risk rating changes. Administrators can configure how recalculation occurs to ensure RT dates remain accurate and align with the latest risk updates, helping maintain consistent and reliable SLA tracking. **Identify Wiz Resource Types for import** Identify the Resource Types (assets) that are reported by Wiz that you want to import with the Wiz Integration Resource Type configuration page in your ServiceNow AI Platform instance. The Resource Types that you select apply to all the primary Wiz vulnerability and compliance integrations except the Wiz Container Vulnerability Integration. See the Wiz Vulnerability Response Integrations for more information about the vulnerability and compliance integrations. **Wiz Backfill Integrations** Retrieve and process data stored on the Wiz Missing Assets [sn_vul_wiz_missing_asset] table for assets that were not processed by the primary Host Vulnerability Integration with a specialized Wiz Backfill Integration. The Host Vulnerability Backfill Integration is activated by default. **Note:** The Wiz Asset Integration and the Wiz Container Vulnerability Integration do not have backfill integrations. The Wiz Asset Integration can discover assets and create and update discovered item records on the Discovered item [sn_sec_cmn_src_ci] table. The Wiz Container Vulnerability Integration imports and processes discovered container image records. **Import host vulnerability data with the Vulnerability Response Integration with Wiz** Import host vulnerability findings related to virtual machines and serverless assets in your cloud environment with Wiz's Host Vulnerability Integration. These findings are mapped to Host Vulnerable Items (VITs) within the Vulnerability Response application to support remediation workflows. **Modify the severity for a CVE or TPE** Vulnerability managers and vulnerability analysts can now adjust the severity of common vulnerabilities and exposures (CVEs) and third-party entries (TPEs) from the list view in the vulnerability manager workspace. The risk level of the associated vulnerabilities will be recalculated during the scheduled jobs based on the

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Application or feature	Details
	modified severity. You can also reset the severity to its original source value if required. **Questionnaire Support in Exception Management via Smart Assessment** Configure advanced questionnaires as part of the exception management process using Smart Assessment. This enhancement allows remediation owners to provide detailed context for exception requests and enables approvers to configure conditional questions to gather information for informed decision making. • Collaboration and streamlined approval: Facilitate collaboration between your vulnerability management and remediation teams by streamlining the approval process with clear and complete exception justifications. • Mandatory questionnaires: Block the submission of exception requests until mandatory questionnaires are completed. If a questionnaire is marked as mandatory, the test results and its associated remediation tasks remain in the 'Open' state until the questionnaire is completed and submitted. • If the questionnaire is incomplete, the state change approval record is saved as 'Draft'. Only after completing the questionnaire can the user submit the exception request, which will then move the test results or remediation tasks to the 'In Review' state. **Lookup rules enhancements** When you reapply Lookup rules, Discovered items (DIs) that have been inactive for more than 90 days are ignored. These Discovered items (DIs) are also excluded from licensing considerations. Removing them from the lookup logic can improve performance and reduce processing time. • Background job enhancements: New fields have been added to help you view successfully evaluate records, the time taken for processing, the time remaining, and an estimated number of records. • Improved accuracy for non-CSDM Vulnerability Response users: A system property (sn_sec_cmn.ci_lifecycle_status_source) has been introduced to help users who do not follow Common Service Data Model (CSDM) standards. This property ensures that Discovered items (DIs) and associated VITs are properly marked as Decommissioned and are excluded from the CI Lookup. Additionally, the Retired Configuration Items PA indicator has been updated to accurately reflect CIs based on the decommissioning flags.

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Application or feature	Details
	• The scheduled job to create reconcile unmatched discovered items feature is deprecated. You can "Reapply Look up Rules" for selected or filtered items in the discovered items table view. **Tenable.cs integrations with the Vulnerability Response and Container Vulnerability Response application** The Vulnerability Response Integration with Tenable application now supports data ingestion from Tenable.cs, enabling you to bring in cloud and container vulnerabilities directly into ServiceNow. This integration enhances your ability to prioritize and remediate vulnerabilities identified in Tenable cloud resources and container images. Key capabilities are: • Importing vulnerabilities discovered by Tenable.cs in cloud hosts and container images into ServiceNow automatically. • Enabling remediation workflows to triage, assign, and resolve the most critical vulnerabilities across cloud-native and containerized environments. • Using the Setup Assistant to easily configure credentials and integration parameters—get started with minimal manual setup. • Scheduling jobs to run periodically to import findings from Tenable.cs, create vulnerable items (for cloud hosts), create container vulnerable items and associate them with the relevant cloud resources and container image records. **Assess vulnerability exposure by publisher** Starting with v5.0 of Vulnerability Exposure Assessment, a publisher-based assessment is introduced that enables you to assess the vulnerability impact by vendor. For example, Microsoft, and Red Hat. By focusing on recently disclosed vulnerabilities from critical vendors, you can prioritize remediation and proactively address threats, improving your overall security posture. **View risk score details of a vulnerable item in the Work notes section** Starting with v25.0.3 of Vulnerability Response, the system property *sn_sec_cmn.risk_score_changes_add_worknotes* is inactive by default. If you enable it, only then you can see all the changes related to the risk score of a vulnerable item in the Work notes section. Additionally, the work notes are updated only if there's a change in the risk score. **Quick Start Tests for Vulnerability Response** After upgrades and deployments of new applications or integrations, run quick start tests to verify that

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Application or feature	Details
	Vulnerability Response works as expected. If you customized Vulnerability Response, copy the quick start tests and configure them for your customizations. **Enhancements to exception rules handling** • Exception rules are reevaluated with nightly scheduled jobs. • Vulnerable items that no longer match exception rule conditions are unlinked from remediation tasks. • A deferred vulnerable item (VIT) is reopened if it doesn't match any active exception rules. • Exception rules don't create remediation tasks. VITs are deferred directly and aren't associated with a remediation task. **Tenable's endpoint scanning integration** Support for Tenable's endpoint scanning integration to retrieve scan metadata. The integration fetches scan details using the last_schedule_id from existing asset data in Tenable.io. **Reopened Count field on vulnerable items** Added the Reopened Count field on vulnerable items to track the number of times their states change from 'Closed' to 'Open' or to 'Active'. **Out-of-the-box vendor advisories via Common Security Advisory Framework (CSAF) integration** The following vendor advisories are configured out-of-the-box and are automatically activated when the Solution Management plugin is enabled: Redhat and Suse.
Workflow Data Fabric Hub	**Established connections** Retrieve real-time data from external sources directly in the ServiceNow AI Platform, without copying any data to your instance using zero copy connections. **Data fabric tables** Enable data consumers to access external data on the ServiceNow AI Platform to power AI features and build applications using data fabric tables. **Connect to Teradata** Retrieve data from Teradata in real-time without copying or duplicating the data. **Connect to Amazon S3 tables** Retrieve data from Amazon S3 tables in real-time without copying or duplicating the data.
Workforce Optimization for	**View the monthly staff alignment on the team calendar in the Manager Workspace**

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Application or feature	Details
Customer Service CSM	Enable managers to plan, monitor, and adjust staffing more effectively with the month view on the Team Calendar tab in the Schedule page of the Manager Workspace. You can also view staffing and shift details across a full month to optimize and identify gaps in coverage, detect over staffing, and take proactive steps to balance workloads improving operational efficiency and responsiveness. **View the monthly schedule on the team calendar in the Configurable CSM or FSM Workspace** Enable agents to view your upcoming shifts, time-off requests, and availability for the entire month in the month view of the Team Calendar in the CSM or FSM Configurable Workspace. This enables them to better plan their schedules, stay informed, and remain engaged with their work commitments. Decoupling Channel Management from the core Workforce Optimization (WFO) modules is necessary during dependencies or emergency situations. This architectural enhancement supports modular deployment, enabling independent updates or scaling of Channel Management without impacting other workforce engagement features. • Independent Deployment: Channel Management can be deployed independently, allowing for greater flexibility and control. • Reduced Inter-Module Dependencies: The decoupling reduces dependencies between modules, enhancing system stability. • Enhanced Scalability and Maintainability: The new architecture improves scalability and maintainability, making it easier to manage and expand. • Streamlined Future Upgrades: Future upgrades for individual modules can be streamlined, ensuring smoother and more efficient updates.
Zero Copy Connector for ERP	Zurich Patch 4 **Use agentic AI** Discover ERP database table information and identify relevant ERP Data Product models using the Explore ERP models agentic AI workflow in Now Assist for Zero Copy Connector. **Now Assist for Zero Copy Connector skills** More easily identify SAP objects like tables, BAPI endpoints, and OData endpoints that can then be used to query the data you need with the ERP Data Query skill. Query SAP standard database tables for data and transactional records using the ERP Data Discovery skill. **Some Now Assist skills are turned on by default**

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Application or feature	Details
	The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Use AI to discover model entity options** Use ask AI in model manager to obtain detailed entity options by describing the entity you want to add to a model. **Set security on model operations** Apply roles and user group names to control access to create, read, and update model operations. **More easily create model operation entity inputs and outputs using scriptable API** Query complex request/response structures faster and easier using scriptable Glide APIs for models instead of Flow Designer. **Check that your production instance has the latest version of a model** Determine if production and non-production instances are using the same or different versions of a model to check if the latest model updates are on your production instance. **Create and change SAP business entities with IDoc** Work with SAP business entities that can only be created or changed using IDOC. **Control data access for ERP AI agents** Grant, modify, and revoke AI agent data access with specific read, write, and query privileges. **Use ETag in update operations** Create update operations where ETag is required and OData services are used. The ETag is fetched by default and sent with the update call. **SAP ECC and SAP S/4HANA are now primary connectors** The SAP ECC and SAP S/4HANA connectors are now primary connectors in Workflow Data Fabric Zero Copy Connectors. **Upload data from SAP SuccessFactors** Access data from SAP SuccessFactors using OData V2 APIs and use the information in Zero Copy Connector for ERP models.

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Application or feature	Details
	Use automatic mapping to map table fields between systems faster Map table fields between systems faster with automatic mapping. **View session-level debugging logs** View debug logs from within Zero Copy Connector for ERP to obtain information about requests, responses, and payloads without having to open Workflow Studio.

Changes to Zurich features and products

Cumulative release notes summary on changes to Zurich features and products.

Existing products were updated and changed in Zurich. This includes the renaming of certain buttons or features.

Application or feature	Details
AI Control Tower	**Zurich patch 7** **Security & privacy tab in AI Control Tower** • The Autonomous vs. supervised AI tools chart has been removed. • The Prompt injection, Offensive content, and Sensitive data tabs have been removed and replaced by Access and Guardrails tabs. Metrics have been reorganized into those two tabs. • In **Configurations**, under **Data**, the **Data privacy** tab was renamed to **Security & privacy**. In that tab, the data leak detection and anonymization section was renamed to sensitive data input and anonymization. **Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Changes in Zurich Patch 4** • The AI asset inventory plugin structure has been updated. • Product owner view: Added a role called AI asset owner [sn_ai_asset_mgmt.ai_asset_owner], which enables the Product Owner view experience with a personalized home page and enhanced visibility into AI assets to simplify task management.

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Application or feature	Details
	• AI discovery: The Innovation lab store application (AWS AI discovery plugin) is decommissioned. Uninstall the AWS AI discovery plugin prior to installing the AI discovery plugin (sn_ai_disc). • AI cases management has moved under the **AI cases** tab on the AI Control Tower home page.
AI Risk and Compliance	**AI risk and compliance home page** The **Risk and compliance** tab now features dedicated Risk overview and Compliance overview sections that enable you to continuously monitor the risk and compliance posture of your AI assets. The Risk overview section is a filtered view of your AI assets that are based on inherent and residual risk levels so that you can make informed risk evaluations. The Compliance overview section displays the regulatory risk classification of AI systems, models, and datasets through donut charts. Additionally, you can see the compliance status of your AI assets in relation to applicable authority documents and internal policies. **Worknotes and comments in AI system records** The AI system record now supports worknotes and comments. You can now document decisions, share updates, and provide context throughout the AI risk and compliance life-cycle. Worknotes and comments help improve the communication among stakeholders and ensure a comprehensive audit trail. **Feature-specific administrator role enhancements** Starting with version 21.1.1, if you have a feature admin role you can now complete tasks that were initially reserved for users with the broader administrator role.
AI Search	**Zurich Patch 4** **Now Assist Multi-Content Response Genius Results** If you have Now Assist in AI Search installed, Now Assist Multi-Content Response Genius Results are supported in global and workspace search. Activating Now Assist Multi-Content Response Genius Results in global or workspace search profiles overrides all other Genius Result configurations, so that global and workspace searches only display Genius Result answers from Now Assist Multi-Content Response Genius Results. Virtual Agent topic citations from Now Assist Multi-Content Response Genius Result answers in global or workspace search open the selected topic in the Now Assist panel so the user can continue their conversation on that topic. **Search Suggestions** Search administrators with the ais_admin granular admin role can access all Search Suggestions tables. Assign

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Application or feature	Details
	search administrators this role to eliminate needless propagation of full admin access. **Gain insights into search behavior with a refreshed and updated Search Preview UI.** Preview search query results using settings from a search application configuration or a search profile. Choose between keyword and hybrid search modes. Display search results as individual EVAM cards or as a JSON-format search query response object, with search and syntax highlighting. Review search query behavior and results and specify search query settings with the new Summary, Genius Results, Details, and Profile admin tools. **Zurich Patch 1** **Consumer-grade search experience for search portals** The search results page for search portals has been revised to offer a more intuitive and consistent experience. Navigation tabs have been replaced with source facet buckets. All search results now open in a new browser tab, preserving your search in the existing browser tab. Facet buckets now show minimum search result counts, reflecting results removed by late binding content security. Search terms are no longer highlighted in search results. **Consumer-grade search experience for global search and workspace search** The search results page for global search and workspace search has been revised to offer a more intuitive and consistent experience. Navigation tabs have been replaced with source facet buckets. All search results now open in a new browser tab, preserving your search in the existing browser tab. Facet buckets now show minimum search result counts, reflecting results removed by late binding content security. A new `glide.ui.ais.show_all_facets` system property enables you to display facets from all sources when no source is selected. (The default behavior is to hide facets until a source is selected.) Search terms are no longer highlighted in search results. **Sort facet buckets alphabetically** Override the default sorting of facet buckets by their search result counts and display them sorted alphabetically by their labels. **Improved display for grouped attachment search results** When grouped with their parent search results, attachment search results now appear in collapsed form to save space. If a parent search result includes more than three grouped attachments, you can use the new **Show more** and **Show less** links to control how many attachments are visible.

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Application or feature	Details
API	**Changed scoped classes in Zurich** **Class** / **Methods** GlideSysAttachment - Scoped: Support for copying any attributes from source attachment records and deleting attributes with attachments. • copy() • copy(targetFieldName) • copyAttachmentsByFieldNames() • deleteAllAttachment() • deleteAttachment() IdentificationEngine - Scoped: Enable the *referenceItems* properties of the incoming payload to be populated before identifying a CI using the IRE rules defined on a class. • createOrUpdateCI() • createOrUpdateCIEnhanced() • identifyCIEnhanced() ProducerV2 - Scoped: send() - Added a return value and error handling. RESTMessageV2 - Scoped, Global: setHttpMethod() - Added support for HEAD method calls via the *method* parameter. **Changed scoped classes in ServiceNow Store** **Application** / **App Version** / **Release month** / **API** / **Endpoints** Lead to Cash Core / 1.7.1 / 2026-02 / LeadtoCashCore - Scoped / *createInstance()* now supports the *allowedContextTypes* parameter, enabling partial synchronization of updates or deletions for selected Related Parties back to the originating Opportunity. Previously, partial sync behavior was limited to qu line items only.

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Application or feature	Details

Application	App Version	Release month	API	Endpoints
Lead to Cash Core	1.6	2025-12	LeadtoCashCore - Scoped	To allow more complex business needs, `getPrimitivesEPServic` supports the new `context.entityConfigI` parameter, which invokes `createInstance()` script without any defined mapping u only the entity's configuration I

Changed global classes in Zurich

Class	Methods
GlideAggregate - Global	Remove support for groups in Dynamic Schema. • addAggregate() • addHaving() • getDynamicAttributeValue() • getDynamicAttributeDisplayValue() • getValue() • groupBy() • orderBy() • orderByAggregate()
GlideDynamicAttribute - Global	Remove support for groups in Dynamic Schema. • getGroupName() • getName() • getPath() • getType() • isTransient() Remove getSysId(). Remove GlideTransientDynamicAttribute API documentation because GlideDynamicAttribute and GlideTransientDynamicAttribute APIs provide the same solution.

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Application or feature	Details

Class	Methods
GlideRecord - Global	Remove support for groups in Dynamic Schema. • addQuery() • getDisplayValue() • getDynamicAttribute() • getDynamicAttributeDisplayValue() • getDynamicAttributeValue() • getValue()orderBy() • orderByDesc() • setDisplayValue() • setDynamicAttributeDisplayValue() • setDynamicAttributeValue() • setDynamicAttributeValues() • setValue()
GlideSysAttachment - Global	Support for copying any attributes from source attachment records and deleting attributes with attachments. • copy() • copy(targetFieldName) • copyAttachmentsByFieldNames() • deleteAllAttachment() • deleteAttachment()
IdentificationEngineScriptableApi - Global	Enable the *`referenceItems`* properties of the incoming payload to be populated before identifying a CI using the IRE rules defined on a class. • createOrUpdateCI() • createOrUpdateCIEnhanced() • identifyCIEnhanced()
RESTMessageV2 - Scoped, Global	setHttpMethod() - Added support for HEAD method calls via the *`method`* parameter.

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Application or feature	Details

Changed REST APIs in the ServiceNow Store

Application	App Version	Release month	API	Endpoints
Telecommunication Open APIs	3.1.0	2026-02	Product Order Open API	When submitting a chang *productOrderItem.* order. This means that th new designated location. • Product Order Open A • Product Order Open A • Product Order Open A • Product Order Open A
Omnichannel Callback	2.0.4	2025-12	Omnichannel Callback API	Added voicemail informa endpoints: • POST api/sn_omni_cal • POST api/sn_omni_cal
Proactive Service Experience Workflows	7.7.1	2025-12	Trouble Ticket Open API	Now supports creating, re • GET /sn_ind_tsm_sdwa • GET /sn_ind_tsm_sdwa • PATCH /sn_ind_tsm_sd • POST /sn_ind_tsm_sdw
Telecommunication Open APIs	6.0.9	2025-12	Product Catalog Open API	Various methods are enh • *externalSystem*: S • *internalVersion*: • *prodSpecCharValu* characteristic value typ • *version*: Specifies th Enhanced the version an
Telecommunication Open APIs	6.0.9	2025-12	Service Catalog Open API	Various methods are enh • *externalSystem*: S • *internalVersion*: • *specCharacteris* value types, like choice • *version*: Specifies th

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Application or feature	Details				
	Application	App Version	Release month	API	Endpoints
	Telecommunication Open APIs	6.0.9	2025-12	Product Order Open API	Various methods are enh • *externalSystem*: S • *internalVersion*: • *productOrderIte* Supports more comple objects, and so on. • *productOrderIte* the external version of
	Telecommunication Open APIs	6.0.9	2025-12	Service Order Open API	Various methods are enh • *externalSystem*: S • *serviceOrderIte* Supports more comple and so on. • *serviceOrderIte* Specifies the version o • *serviceOrderIte* the external version of
	Threat Intelligence Security Center for Security Operations	3.14.4	2025-12	TISC API	POST /sn_sec_tisc/threa tags and taxonomies.
	Accounts Payable Invoice Processing	v9.5.17	2025-08	AP Invoice API	The following endpoints • POST sn_spend_intg/a • POST sn_spend_intg/a
	Telecommunication Open APIs	4.1.1	2025-08	Service Order Open API	The following endpoints the *serviceOrderIt* parameter: • GET /sn_tmf_api/order • GET /sn_tmf_api/order • PATCH /sn_tmf_api/or • POST /sn_tmf_api/orde
	Telecommunication Open APIs	4.1.1	2025-08	Product Catalog Open API	The following productSpe complex product specific *productSpecCharac*

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>Application</th><th>App Version</th><th>Release month</th><th>API</th><th>Endpoints</th></tr>
<tr><td></td><td></td><td></td><td></td><td>• POST /sn_tmf_api/cata
• PATCH /sn_tmf_api/ca
• GET /sn_tmf_api/catal
• GET /sn_tmf_api/catal</td></tr>
<tr><td>Telecommunication Open APIs</td><td>4.1.1</td><td>2025-08</td><td>Product Inventory Open API</td><td>The following endpoints
productCharacteri
• GET /sn_prd_invt/proc
• GET /sn_prd_invt/proc
• GET /sn_prd_invt/proc
• GET /sn_prd_invt/proc
• POST /sn_prd_invt/pr
• POST /sn_prd_invt/pr</td></tr>
<tr><td>Telecommunication Open APIs</td><td>4.1.1</td><td>2025-08</td><td>Product Order Open API</td><td>The following endpoints
the productOrderIt
parameter:
• GET /sn_ind_tmt_orm/
• GET /sn_ind_tmt_orm/
• GET /sn_ind_tmt_orm/
• GET /sn_ind_tmt_orm/
• PATCH /sn_ind_tmt_or
• PATCH /sn_ind_tmt_or
• POST /sn_ind_tmt_orm
• POST /sn_ind_tmt_orm</td></tr>
<tr><td>Virtual Agent API</td><td>4.0.0</td><td>2025-08</td><td>Virtual Agent Bot Integration API</td><td>New options for the act
POST /sn_va_as_service</td></tr>
</table>
</td></tr>
<tr><td>Accounts Payable Operations</td><td>The Insufficient goods receipt exception has been enhanced to validate line-level quantities accurately when multiple invoices are submitted against a single purchase order even if a sufficient goods receipt exist.

The Insufficient Funds (Line Amount) functionality has been enhanced to perform validation of available funds at the invoice line level, matching each invoice line against</td></tr>
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Application or feature	Details
	its respective purchase order line when multiple invoices are generated for the same purchase order line. The Insufficient Funds (Header Amount) logic has been enhanced to validate available funds at the invoice header level against the corresponding purchase order when multiple invoices are created for the same purchase order.
Advanced AI Search Management Tools	**Zurich Patch 4** **AI Search analytics dashboard** The performance metrics, trends, and charts for this dashboard have been refreshed to offer a cleaner visual experience. **Zurich Patch 1** **AI Search analytics dashboard** The **Date range** interactive filter now enables you to access data from the last 180 days, rather than the last 90 days.
Advanced Risk	**Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.
Agent experience for CSM	**Thin compose modeless dialogs** Enable agents to initiate a comment, work note, or email in the activity stream and then open the text in a modeless dialog. This feature is available on the following record pages: • Front-line case page • CSM default record page • CSM Interaction record page • CSM voice interaction record page

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Application or feature	Details
	• CSM centered chat interaction record page • Email interaction record page **Activity Stream enhancements** • Activity Stream layout now automatically adjusts to your device (laptop, tablet, or mobile). Hidden content is indicated by (...) for better readability. **Lookup component on CSM Configurable Workspace record pages** Use the Lookup component to look up and link a contact and then verify the contact. The Lookup component replaces the Lookup and Verify component on the CSM Configurable Workspace record pages. **Hide inbox after item selection** The Inbox panel collapses after selecting an inbox item, enabling agents to see more of the screen and focus on the interaction. **Multi-form controller support** Supports having two forms on a record page. **Real-time notification count updates** Updated the bell icon behavior so the notification count accurately reflects the number of unique, unread notifications in real time, eliminating duplicate increments. **Customer History enhancements** Use the following enhancements to control grouping, appearance, and refresh behavior in customer history: • Enable time grouping by month or quarter: A new property enables selection of time grouping as monthly or quarterly (Q1-Q4) in date filters. • Customize feed appearance: Admins can configure feed icons along with their background colors using a property that offers predefined color options. • Display activities by updated date: A new property enables feeds to surface activities based on the last updated timestamp in Customer History. • Dynamic refresh updates: Customer History feeds now refresh automatically, but only for records in the Customer History activities table and within the current context (for example, Contact). Other tables and parent records are not included. • Introduced a new search icon that lets agents show or hide the search bar with a click. **Improve discoverability of Recommended Actions**

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Application or feature	Details

	Use the following updates to improve the visibility of Recommended Actions across key CSM pages:
	• Set Recommended Actions as the default first tab in the contextual side panel to provide agents with instant access to recommendations without switching tabs. This change applies to the following pages:
	  ○ Front-line case page
	  ○ CSM default record page
	  ○ CSM Interaction record page
	  ○ Email interaction record page
	  ○ CSM voice interaction record page
	  ○ CSM centered chat interaction record page
	• Load Recommended Actions asynchronously to keep the UI responsive while recommendations load.
	• Enable agents to send relevant KB articles through SMS during voice interactions and messaging-type interactions.
	
	Default recommendations for Pro customers
	Recommendations are now delivered by default for Pro customers when either the Task Intelligence for CSM or the Now Assist for CSM plugin is installed. Agents can view contextual recommendations under the **Suggested Actions** tab, such as similar cases and open incidents, when the case meets the predefined criteria. Agents can link or copy resolutions directly into the current case.
	Resurface special handling notes
	Display the special handling notes at any time by selecting#Special handling notes#from the More actions menu on the case record action bar. This action is now available on records from the following tables:
	• Account
	• Asset
	• Contact
	• Incident
	• Product Model
	• Work Order Task
	
	This applies only to records where special handling notes are configured.
	Information session tab enhancements
	Use the following changes to enforce permissions and improve usability of the **Session** tab:

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Application or feature	Details
	• Restrict access to unauthorized users with error messages and validate role-based permissions. • Auto-save admin updates to timer and color changes in real time. • Display workspace settings only after the Session tab is enabled. **Configure Alert Dismissal settings at experience and alert level** Use the following settings to control alert dismissal: • Set alerts to auto-dismiss or require manual dismissal. • Configure alert behavior globally or according to alert. • Reduce alert overload while supporting accessibility standards, which helps agents focus on critical alerts. **ServiceNow Link Manager is available on the Google Chrome, Microsoft Edge, and Mozilla Firefox plugin store** Streamline tab management and reduce browser clutter with ServiceNow Link Manager: • Automatically consolidates new ServiceNow related tabs into an existing open ServiceNow tab. • Provides cross-platform support. • Enables agents to share record links, such as cases, through platforms like Gmail, Microsoft Teams, Microsoft Outlook, and other web tools integrated with ServiceNow. These links open using ServiceNow Link Manager, ensuring the record loads in the correct workspace and context. • Provides a user-friendly interface that is easy to enable and turn off directly from the extension settings in the respective browser. **Follow records to receive notifications** Select the **Follow** action to receive notifications when comments or work notes are added to a record. The Follow action is available in the More actions menu on the Front-line case page and the CSM default record page.
App Engine Studio	**Granular configuration admin roles** Several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role. **Separate App Engine Management Center release notes** The App Engine Management Center (AEMC) release notes now appear separately from the App Engine Studio release notes because you can use AEMC to manage app development for apps built in App Engine Studio, Creator Studio, and ServiceNow Studio. For information

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Application or feature	Details
	about AEMC, see App Engine Management Center release notes.
Application Manager	**Unlicensed application information** In addition to details about applications that are already licensed, the "Available for you" tab of the Application Manager now includes information about applications that haven't been procured from the ServiceNow Store yet.
Application Vulnerability Response	**Configure maximum rows in related lists** To improve readability and performance, you can now limit the number of rows shown in related lists on forms by setting the system property *sn_vul_cmn.related_list.set_max_row*. **Improved state management for remediation tasks and vulnerable items** State management logic for roll down of state from remediation tasks (RTs) to findings and roll up of state from findings to RTs has been refined across all modules. Updates improve accuracy by handling mixed item states (a combination of Deferred and Closed), supporting closure of tasks in sub-states like In-Review, and reopening tasks based on the Assigned To field. The update also improves handling of False Positive state transitions based on scanner results as source of truth. These enhancements reduce manual effort, clarify task ownership, and streamline remediation workflows.
Authentication	**Enhanced SSO login and logout experience** Use the enhanced SSO login and logout experience. Enhancement includes: • Display of active SAML and OIDC Identity Providers (IdPs) on the ServiceNow platform and portal login pages. • Assign users to specific groups during SAML and OIDC auto-provisioning. • Set up OIDC with the same well-known URL. The OIDC configurations can use the same well-known URL of the IdPs for multiple SSO records. • Display login failure reasons to the users who logged out of ServiceNow due to session expiry or other reasons. Use the login link on the external logout page to again log in to ServiceNow in case of successful logout.

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Application or feature	Details
	• Display of a generic error message for unsuccessful single log out. • Enhanced email notifications for SAML certificate and Encryption Key store update. **FIDO2 as an MFA factor** Use the FIDO factor policy to enforce FIDO (Hardware key or Biometric as second factor for authentication) as second factor authentication to users who attempt to log in to the instance. **OAuth integrations** Configure OAuth integration that includes the following enhancements: • You can provide a maximum client secret length up to 4096 characters to meet security requirements of the third-party systems. • You can provide a JSON Web Key Set (JWKS) URL to automatically manage and update the public key for JSON Web Tokens (JWT) signature validation. • You can request OAuth tokens using the JWT grant type signed with Elliptic Curve Digital Signature Algorithm (ES) signing algorithms, including ES256, ES384, and ES512, for inbound JSON Web Tokens (JWT). It also supports RS256, RS384, RS512, HS256, HS384, and HS512. • You can customize the JWT ID (JTI) claim name in both inbound OpenID Connect (OIDC) and JWT Bearer flows.
Case management for CSM	Sharing task plan templates ensures that only authorized users can access, edit, or share templates based on their role and location, preventing misuse and maintaining operational integrity. Sharing task plant template features include: • Access control: Users can now provide access to task plan templates at various levels, including user, group, and service organization. • Ownership Management: The Owner or an Admin can change the ownership of a Template by updating the Owner field. • Global template: Task plan templates can be marked as global, making them visible to all users with read access. • Form and List Layouts: Admins can view and edit form and list layouts for sharing, displaying all relevant fields. • Notifications: In-app notifications are sent when access is granted, Selecting the notification opens the shared template directly.

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Application or feature	Details
	Task plan template configurations Admins can create configurations for task plan templates that pre-fill information when creating a new task plan template. **Filtering service definitions** Enable agents to filter the service definitions that are shown on the service selector in the following ways: • By user, role, group, or agent • By entity critera such as location, customer level, or related entities **Case lines for Case Management - Add multiple entitlements to case lines** View the available entitlements on a case line and associate the multiple entitlements to that case line. Available entitlements are associated with the contracts and entitlements that are purchased by the customer. **Targeted Communications and Case Digests workflows** Legacy workflows for the Targeted Communications (com.sn_publications) and Case Digests (com.sn_csm_case_digest) applications have been migrated to low-code flows in Workflow Studio. The functionality of the flows remains the same. **Classifying sensitive data** Fields in the Customer Service Management and Targeted Communications tables are mapped to the Data Privacy data classes. For more information, see the Data privacy overview topic in the ServiceNow® Platform Security documentation. **Deny-Unless ACLs implemented on CSM tables** Deny-Unless access control lists (ACLs) were implemented on CSM tables for non-authenticated users, such as users with public roles. With this minimum-security setting, only authenticated users can perform read, write, delete, or create actions on these tables. For more information about Deny-Unless ACLs, see the Deny-Unless ACL topic in the ServiceNow® Platform Security documentation. **Customer Service Case Types moved from family to store release** Starting with the Zurich release, the Customer Service Case Types application (sn_csm_case_types) has moved to the ServiceNow Store. Any new enhancements to this application are delivered through the Customer Service Case Types store app.
Change Management	**Propose a standard change template in Service Operations Workspace**

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Application or feature	Details
	As a user with the itil role, you can create a standard change template proposal in Service Operations Workspace.
Code Signing	**Enhanced Code-Signing Verification for ACC Framework Table** You can now generate KMF signature files for tables that extend Agent Client Collector Configuration (`sn_agent_configuration_file`) and Agent Client Collector Plugin (`sn_agent_asset`). This enhancement allows attachments from the tables to successfully pass code-signing verification and be downloaded to the MID Server when code signing is enabled.

Collaborative Work Management	**My Work enhancements**
	Track all your work from one place using the enhanced My Work in CWM. My Work now supports all ServiceNow task records-such as incidents, changes, and requests-whether they originate in CWM or outside, giving you a unified view of everything assigned to you. This helps you stay on top of overdue or open tasks and improves on-time delivery.
	Additionally, the Item type filter has been refined to show all CWM tasks (including custom ones) grouped under a single category, instead of listing every CWM task type individually. You'll also only see task types in the filter that you're actually assigned to, reducing clutter and making it easier to filter what matters.
	Enhancements to tables in Docs
	• Resize the column width of a table per your preference.
	• Add color to single or multiple table cells.
	• Select multiple cells of a table using the mouse device or by pressing **Shift+ one of the arrow keys** on the keyboard.
	• Delete content from multiple cells using the **Backspace** or **Delete** keys.
	• Copy and paste cell content:
	  ○ Copy content from one cell and paste it to multiple cells.
	  ○ Copy content from n number of cells and paste it to another set of n number of cells.
	  ○ Copy content from multiple cells and paste it as a new table in an empty block on the page.
	Enhancements to CWM Board templates

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Application or feature	Details

	• Save template: While saving a Board as a template, choose between saving the current view or all shared views. You can see the number of Board views and custom task types that are included in this template.
	
	These details are displayed in the Template Center, where you can select a template that best meets your team's needs.
	
	• Apply template: While applying a Board template, you can see the number of Board views and custom task types that you get if you apply this template. The Board views drop-down list lets you switch between views and provides information on the type of views that are enabled in this template.
	
	Only those custom columns that are part of these views are brought over when you apply this template.
	
	Collaborating with Spaces in CWM
	
	When a user is added to the **Assigned to** field of a CWM task but doesn't yet have access to the Space, the email notification requesting access is sent only to the Space owners. This way, there's less email clutter for all the Space users because notifications are sent to only those users who need to know this information.
	
	New columns for CWM tasks
	
	Every task within a CWM Board has new columns called Sprint and Story points. You can use these columns if you choose to plan any task into Sprints. These columns are available on every type of work item, including the items that are brought into the Board through Connected work.
	
	Changes within CWM Docs
	
	• Open the keyboard shortcut panel:
	  ○ macOS: Cmd + Option + K
	  ○ Windows OS: Ctrl + Alt + K
	• Images can be resized after inserting them within a table cell.
	• The page name can be updated by editing the name and clicking anywhere on the Doc.
	• Moving content blocks to within a numbered list or deleting a list item from a list automatically adjusts the list numbering.

Common Core	**States in the entity based record access update utility** A new Preview state has been added to the record access update utility life cycle. You can now review the estimated number of impacted records before you apply the restrictions. This step helps you to validate

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Application or feature	Details
	the selected scope, assess potential impacts, and make adjustments, if needed. It also adds an extra layer of control and reduces the risk of unintended access changes.
Configurable Workspace	**Browser warning for unsaved changes** Configure a browser warning to alert you of unsaved changes when you navigate away from a page using the back or forward buttons. **Record List component bundle enhancements in UI Builder** Configure these enhancements to the Record List component bundle in UI Builder: • Select **Related** list as a list type option. • Switch between the standard view and gallery list, which displays list items as cards. **Export lists to Google Sheets** Export your lists to Google Sheets directly from the Export menu. **Live updates for lists** Configure live updates at the list page level without affecting other lists in your Configurable Workspace. **Predicate Builder component enhancements in UI Builder** Configure these enhancements to the Predicate Builder component in UI Builder: • Use the Predicate Builder for all list types. • Set up a read-only version of the Predicate Builder to display all conditions without users editing them. **Form component enhancements in UI Builder** Configure these enhancements to the Form component in UI Builder: • Display Boolean fields as a toggle. • Add an indicator that marks unsaved fields after any changes. • Wrap field labels instead of truncating them. • Change field-level configurations from field context menus displayed as a gear icon beside every field label. • Choose whether related lists load with the form, after the form, or on demand. • Hide the related list header when the last record is removed.

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Application or feature	Details
	• Choose to display field labels beside its value or stacked vertically. • Suppress special handling notes and notifications from secondary forms on a page. **Personalize Form menu** Customize which fields display on a form with the Personalize Form menu () in the form header. Use system properties to hide the Personalize Form menu or change the roles with access to the menu. **Format string fields with guidance text and inline validation** Set up guidance text to display in string fields with format requirements such as account ID, SSN, or SIN. Use regular expression inline validation to display an error message if input values are incorrect. **Advanced view rules configuration** Use client scripts to set up view rules configurations. **Activity Stream Compose component enhancements in UI Builder** Configure these enhancements to the Activity Stream Compose component in UI Builder: • Hide the rich text editor toggle for your workspace without affecting other experiences. • Rename and reorder Emails, Work notes, and Comments tabs. • Annotate new activities to make it easier for you to find unread emails and messages. **@mentions for the email composer** Configure @mentions in UI Builder for the Email composer and Email composer (mini) components, enabling you to add an email recipient by using an @mention in the email body. **Digital signature and encryption in the email composer** Send emails with a digital signature that verifies you as an authentic sender and an email encryption that certifies authentic recipients. **Custom attachment layout** Configure a custom layout mode for the Attachments component in UI Builder. Customize the maximum file size, file types, multiple file uploads, and preview modal. **Adding the Now Assist icon to action buttons** Use declarative actions to create buttons with the Now Assist (✦) icon and hover animation.
Configuration Compliance	**Qualys Integration – API enhancements**

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	Qualys Integration has been upgraded to support newer Qualys API versions across Host Detection, Host List, Knowledgebase, PC Controls, PC Policies, and PCRS integrations. The integrations now ingest additional data fields, including vulnerability detection source, authentication privilege status, active status for controls and policies, and cloud metadata, giving you better visibility into your vulnerability and compliance data. Use the new `posture_api_version` integration instance parameter to choose between the default v2.0 APIs or the newer v5.0 streaming APIs for the PCRS Policy Host and PCRS Test Results integrations. **Configure Tenable test result granularity** Starting with v15.6.1, you can configure the granularity of Tenable Configuration Test Results (CTRs) to split results into unique findings. For example, if a database has five instances, the system generates five distinct test results, one per instance, providing improved visibility into individual patching efforts. **Configure Qualys Test Result Granularity** Starting with v15.4.3, you can configure the granularity of Qualys Configuration Test Results (CTR) in configuration compliance and split CTRs into unique findings. For example, if a database has five instances, the system generates five distinct test results, one per instance, providing improved visibility into individual patching efforts. **Configure maximum rows in related lists** To improve readability and performance, you can now limit the number of rows shown in related lists on forms by setting the system property *`sn_vul_cmn.related_list.set_max_row`*. **Improved state management for remediation tasks and vulnerable items** State management logic for roll down of state from remediation tasks (RTs) to findings and roll up of state from findings to RTs has been refined across all modules. Updates improve accuracy by handling mixed item states (a combination of Deferred and Closed), supporting closure of tasks in sub-states like In-Review, and reopening tasks based on the Assigned To field. The update also improves handling of False Positive state transitions based on scanner results as source of truth. These enhancements reduce manual effort, clarify task ownership, and streamline remediation workflows.
Configuration Management Database (CMDB)	**CMDB Workspace v7.6**

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Application or feature	Details
	• On the Published policy tile on the Data Manager policies page, the policies list view now shows the scheduled job that is associated with the policy and the user that the policy runs as. For more information, see Create a CMDB Data Manager policy. • Instead of the system automatically setting the *run as* attribute of the scheduled certification and attestation jobs to be the user that authored the policy, you can now set a specific user that adheres to the policies and regulations in the organization. Configure the default values for the run as user and user accounts available for run as assignees for auditing purposes when it's important to know who initiated the changes. For more information, see Components related to CMDB Data Manager. • For certification and attestation policy tasks, choose how to assign tasks in cases where a specified task assignment field is empty for a target CI. Specify a user or a user group to assign such tasks to, or create the tasks without assigning them. An administrator can later review and assign those tasks. For more information, see Create a CMDB Data Manager policy. • View the closed tasks in the My Work view in CMDB Workspace. Select the Closed card in the Task status tile to review the (in read-only mode) details for tasks that are in the Closed Complete, Closed Canceled, Closed Incomplete, or Rejected state. For more information, see My Work view in CMDB Workspace. • New CIs in the Create CI experience no longer have their *Operational status* attribute set. The new *CI Operational state* attribute appears on the Additional attributes page of the Create CI experience. Setting it to any value is optional. For more information, see Create a CI manually in CMDB Workspace. • The itil user role now contains the sn_cmdb_user user role and no longer contains the sn_cmdb_editor user role. As a result, the following functions that were

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Application or feature	Details
	accessible to itil users now require the sn_cmdb_editor user role: ○ Create and delete the operations that are related to CMDB 360 queries. ○ Access the CMDB Retirement Definitions module by navigating to **All** > **Configuration** > **CMDB Retirement Definitions**. ○ Access the Create CI quick link on the Home view of CMDB Workspace. **Containment in the itil user role** In zBooted instances, the itil user role no longer contains the sn_cmdb_editor user role and the itil_admin user role no longer contains the sn_cmdb_admin user role. However, the sn_cmdb_admin and the sn_cmdb_editor user roles now have full (create, update, delete) access to the Configuration Item [cmdb_ci] class. **Constraints when deleting a CMDB Data Manager retirement definition** The same constraints that exist when deleting a retirement definition in CMDB Workspace now apply when directly accessing the CMDB Retirement Custom Definitions [cmdb_retirement_custom_definitions] table: • The retirement definition that you want to delete must be in an inactive mode (**Active** = **false**). • The retirement definition for the Configuration Item [cmdb_ci] class can't be deleted. **Prioritize using IRE identification rules for uniquely identifying CIs** Configure the system to prioritize the use of IRE identification rules to uniquely identify CIs in a payload, instead of using the **source_name** and **source_native_key** fields. For more information about using the *glide.identification_engine.skip_sys_object_source_matc* system property to control this behavior, see Properties. **Run a query in an enhanced execution mode** Set the execution mode for a saved CMDB Query Builder query to run using an enhanced query execution engine, which is designed for improved performance and scalability. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected roles* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must

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Application or feature	Details
	also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent. **New role required for the Create configuration item agentic workflow** The sn_cmdb_admin role is now required to use the Create configuration item agentic workflow (was sn_cmdb_editor).
Container Vulnerability Response	**Configure maximum rows in related lists** To improve readability and performance, you can now limit the number of rows shown in related lists on forms by setting the system property *sn_vul_cmn.related_list.set_max_row*.
Continuous Authorization and Monitoring	**New Authorization Documents tab for ATO reports** Access all Authority to Operate (ATO) artifacts reports from the new **Authorization Documents** tab available in the Authorization Package. **New CAM System Properties page for administrators** Access the new CAM **System Properties** page to enable administrators to configure various system properties. **Track package progress with the Ageing of Packages widget** View the duration that a package stayed in each step, like Prepare, Categorize, Select, Implement, Assess, Authorize, and Monitor, using the Ageing of Packages widget. **Set Next Engagement Date for Automated Audit Generation** Enter the **Next engagement date** to automatically generate the audit engagement on the specified date.
Contract Management Pro	**Send contracts for signature using Adobe Sign without signing in** Send contracts for signature in Adobe Sign without requiring users to sign in to the e-signature portal. Any modifications to the signatory details and contract documents are restricted in the Adobe Sign portal and must be completed in Contract Management Pro before initiating the signature process. **Compare contract revisions in Contract Management Pro** Compare contract revisions of a contract document stored in external storage. **Validations for content control placement in the Microsoft Word add#in** See when a clause, table, or signature block is incorrectly tagged while configuring a contract template through

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Application or feature	Details
	validation messages displayed in the Microsoft Word add-in. **Improved Microsoft Word document processing** Contract Management Pro now supports processing of Microsoft Word documents larger than 10 MB. This enhancement applies to all document operations such as contract revision generation, document synchronization, and document comparison. **Select contract type while initiating a third-party contract** Specify whether a contract request is for a single contract or multiple contracts. For single contracts, you can select the type of contract document. **Classify contract requests as a single or multiple contracts type based on selected documents** Automatically classify a contract request as single contract type or multiple contracts type based on single or multiple contracts when creating a third-party contract review request from Employee Portal. The **Type** field in the contract request reflects this selection by displaying either **Single contract** or **Multiple contracts**. **Use scripts to define additional conditions for a clause variation** Define clause conditions on fields and variables of a table that isn't directly linked to the contract template table. The condition determines when the clause variation is used in a contract. **Configure tables in a contract template to append or add fields from related tables** Insert additional data from the related table fields into the dynamic tables of a contract using scripts. Display additional data from related table fields by appending it to existing columns or adding it as new columns. **Contract Management Pro configurations are available on the Contract Request table** You can now set up the following Contract Management Pro configurations directly on the Contract Request [sn_cm_core_contract_request] table to centralize the configuration on a single table and improve consistency and reusability across business units: • Contract templates • Template rules • Internal signatory rules • Clause and clause variation setup • Contract configuration • External storage and e-signature integrations • Mappings for Now Assist contract metadata extraction and Now Assist contract analysis

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Application or feature	Details
	The Contract Request table is automatically selected for a new configuration. You can manually select a different table, if necessary. **Configure dynamic tables for contract template** Set up contract templates on the Contract Request [sn_cm_core_contract_request] table to reuse the template across business units. When you select the Contract Request table, the **Table** tab in the Microsoft Word add-in displays an additional field, called the **Parent request table** field, that you can use to select the source parent request table. Additionally, the **Table** field has been renamed **Lookup table**. You can select the table from the data that is populated into the contract document. If the template isn't based on the Contract Request table, only the **Lookup table** field is shown. **Copy fields from parent request to contract request** Automatically copy the required fields from the originating business unit record to the contract request when it's initiated. **Signature workflow for a contract request** Wet signature requests are sent one signatory at a time, starting with the first signatory in order, rather than to all signatories at the same time. Signatories can be changed even after the signing process has been initiated. When a signatory signs and returns the document, the fulfiller manages the remaining signatures. **Modify signatories** Enable contract fulfillers to pause an ongoing signature process, make necessary changes to the list or order of signatories, and then resume the process without restarting the entire workflow by using the **Modify Signatories** and **Resume signature** options. This feature is supported only for the Docusign electronic signature provider. **Resend signature request** Enable contract fulfillers to manually trigger a signature request when needed instead of relying on automated reminders by using the **Resend signature request** option. **Configuring signatories in Contract template using Microsoft Word add-in** Signature placeholders in contract templates are now mapped to the e-signature tool tags (such as Docusign) instead of signer fields to help accommodate changes in the signatories. The values in the signature blocks are filled in by the signatories during the signing process.
Creator Studio	**Deleting questions from unpublished forms removes the record**

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Application or feature	Details
	When you delete a question from an unpublished form, the record for the question is now also removed from the ServiceNow AI Platform.
Data Management for CSM	**Enhancements to the declarative responsibility framework** Introduced several key improvements to enhance the flexibility and usability of the declarative responsibility framework: • Enabled responsibility access configurations to support more granular access control. • Updated the data model by adding new fields and renaming select field labels for improved clarity. • Refreshed associated forms and lists to reflect the latest framework updates. **Updated account manager responsibility access configuration** Enhanced access configurations for account manager responsibilities by creating a unified entity that defines access based on record and role for more consistent and streamlined access control. **Managing account addresses** Manage account addresses by associating locations with accounts where the Update access is granted to confirm tracking of address information and support account management. **Updating location records associated with account** Restricts users from updating a shared location record unless they have the Update access to all associated accounts, confirming location details can only be modified with the necessary permissions across every linked account. **Delta price enhancements** The following are enhancements added in Delta pricing: • Added pricing fields that reference sales agreements and captures base prices on sold products to verify consistent pricing during modifications, such as quantity changes or attribute updates. New fields are added to enhance the traceability for subscription-based products. • Added columns to the Sold Product base table. Use the Split from and Split from root to track lineage during upsells, downsells, and expiration date changes ensuring accurate order management, compliance, and analytics. **Install base data model enhancements** Improve traceability and product life cycle management with the **Serial Number** field on the install base form. Base install base items are mapped directly to

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Application or feature	Details
	model categories to support industry-specific product configurations. Added **Provider Service Org** field on the install base form to support tracking, recall workflows, and post-sale engagement with dealers and partners. **Access control improvements** Provide hierarchical access to Install Base items for location managers and staff to manage assets sold by or associated with their service organizations. **Entity configuration and mapping** Gain precision in sales entity setup with three new columns in the Lead to Cash Entity Definition table: Filter Conditions, Enable Post Processing, and Post Processing Script. These columns enable targeted data filtering and post-processing logic execution. **Explore Partial sync** Partial sync processes the data sections you specify instead of the entire structure, significantly improving performance and reducing resource consumption. The partial sync enhancement includes improved error handling that provides clear, actionable error messages when mandatory fields are missing from synchronization requests. **Setting up products and available services at a business location****Support for service-related capabilities in business locations** Enable service-related capabilities for business locations by activating the optional Customer Service Case Types (sn_csm_case_types) plugin.
Data Privacy	**Full scan support added** Data Discovery jobs support full type scans, which scan for sensitive data patterns in all the records. You can also use an incremental scan, which acts as a delta scan from the point of the last full scan. **XLS and CSV support added** Data Discovery attachment scan type jobs now support XLS and CSV files. Attachment scans are incremental scans by default. **Text to Regex from a LLM** Create a regex data pattern with the help of Now Assist, which supports all third-party LLMs approved by ServiceNow.
DevOps Change Velocity	**Support for MID Server cluster** Improve load balancing and failover protection by selecting a MID Server cluster when connecting to a

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Application or feature	Details
	tool instance associated with a MID Server cluster. This configuration enables multiple MID Servers with relevant capabilities to be grouped. **Improved UX for DevOps Change health scans** Run health scans and analyze findings efficiently in the DevOps Change workspace with an intuitive and user-friendly interface. **Pipeline association for GitHub Actions** When onboarding GitHub Actions pipelines through the App onboarding catalog or the onboarding APIs, now only the selected pipelines are associated with the DevOps app. If no pipeline is selected, all pipelines within the specified repository are associated. **Tool connection check status** If a tool is marked as Disconnected because of a system-generated failure during an unsuccessful connection check, any subsequent successful check automatically updates the connection status to Connected. If you manually disconnect the tool, the tool status remains Disconnected even if there's a subsequent successful connection check. **New roles for vulnerability integration** • The sn_vul.app_sec_manager role is added to the DevOps Tool Owner [sn_devops.tool_owner] role when the DevOps Vulnerability Integrations plugin (sn_devops_vul_ints) is installed. • The sn_vul_veracode.configure_integration role is added to the DevOps Tool Owner [sn_devops.tool_owner] role when the Vulnerability Response Integration with Veracode plugin (sn_vul_veracode) is installed. **Prod deploy commit logic for other step types** Update the *sn_devops.commit_rel_change_step_type* property to have other step types, like Test or Deploy, use the same commit logic as Prod Deploy. **Override start and end time of a change request** Set the **#sn_devops.change_request.auto_close_allow_override_start_time** and **#sn_devops.change_request.auto_close_allow_override_end_time** properties as false to consider the change request start and end time instead of the pipeline's when the #autoCloseChange#parameter is enabled in a pipeline. **Node version of DevOps extension** The node version of the ServiceNow DevOps#extension has been upgraded to version 20.x in Azure DevOps. **Enhanced pipeline governance in GitLab**

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Application or feature	Details
	View change request details like status, sys_id, priority in the GitLab console when a change request is created in GitLab using Docker image. **Health scan enhancements** • Identify outdated or prolonged discover and import requests using the DevOps -Stale or Long-Running Discover and Import Requests health check. • Verify whether webhooks have been configured correctly for any tracked repository, pipeline, or plan in #GitHub,#GitLab,#Azure DevOps, and#Jenkins using the DevOps webhook configuration analysis health check. • Identify OAuth app configuration issues for GitHub tools in the connected state using the DevOps webhook configuration analysis health check. • Verify if any scheduled job has been configured to run as an invalid or non-admin user. • Navigate to the Findings list from the DevOps Change Workspace home page by selecting#**View all findings** in the#Health scan findings#widget. **Enhanced JFrog integration with DevOps Change Velocity** Gather JFrog evidence seamlessly and create change records automatically using the improved JFrog integration with DevOps Change Velocity. **Bearer authentication in JFrog** Connect to JFrog using the secure bearer token authentication to comply with JFrog's updated security policies. **HTTP proxy for Docker** Connect to DevOps Change Velocity through HTTP proxy settings using environment variables in your Docker deployment for instances that run a proxy server. **Health scan enhancements** • Identify any callback processing issues in your instance. • Identify any access control rule (ACL) that is incorrectly associated with a role in your instance. • Verify whether all DevOps tables are present in your instance and confirm whether all metadata in sys_* tables is present. • Verify whether all DevOps roles in your instance contain all expected roles, including inherited roles. **Auto close without Change Management - State Model [Legacy] plugin**

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Application or feature	Details
	Change requests can now be auto-closed without requiring you to install the Change Management - State Model [Legacy] plugin.
Digital End-User Experience	**Use DEX Desktop Assistant** By default, the Desktop Assistant home page now has two sections: My resources and Quick links. My resources includes Device health check and Network test cards, while Quick links includes Employee Center and Outages cards. **Modified Devices page** • The device view is now optimized and segregated into two tabs based on the user persona. The **All devices** tab is for DEX operators, and the **Devices by ACC status** tab is for DEX operators and DEX admins. • The application performance tab in the Device page has been enhanced. Filter performance for installed apps and web apps by date and time, and view the performance metrics for the last seven days. • Access the performance page to view the performance and details of both installed and web applications. • Filter the active devices to view only the devices that were active in the last five minutes. **Updated landing page** The world map in the **Devices** section on the DEX landing page now shows the devices list instead of users list. The Impacted Devices card now shows the count of impacted users based on the alerts of both the devices and the applications running on that device. **Updated users link reference** The user link now redirects to Users page in Service Operations Workspace. **Changed device alerts** View alerts for both your device and its applications in the Alerts section of the Devices page.
Dispute Rules Content Pack for Mastercard	**Dispute Rules Content Pack for Mastercard chargeback eligibility rules updates** Transformed chargeback eligibility rules into technical formulas to determine the eligibility or ineligibility of a selected transaction for chargeback. **Dispute Rules Content Pack for Mastercard intake questionnaire updates** Updated the dispute questionnaire provided through Dispute Rules Content Pack for Mastercard by adding new questions and updating existing questions.

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Application or feature	Details
Dispute Rules Content Pack for Visa	**Visa Resolve Online (VROL) version 25.2 updates** Updated the dispute questionnaire provided through the Dispute Rules Content Pack for Visa to align with Visa Resolve Online (VROL) release 25.2 revision changes.
Document Services	**Connect documents on external cloud** Upload your files directly to an external cloud (including multiple versions of the document). **Permissions for external cloud files** Set the sharing permissions on your external cloud files. **Authenticate personal accounts on external cloud** Implement personal token-based authentication for an external cloud so that you can verify user-specific access, audit trails, and compatibility with existing and future integrations. **Connect file extensions** Link any Google Drive file to a document record by selecting a provider and entering the file URL All file extension are now supported. **HTML to PDF Conversion** Specify an image retrieval timeout for HTML to PDF conversion. **Document classification** Limit public sharing based on a document's classification. **PDF generation** Generate a PDF with accessibility for regulated markets. **Property value for digital signature using CAC or PIV smart cards** Specify the method used to identify and validate the user who has signed the PDF using the property value. **Document summarization** Use AI to generate summaries for feedback, disclaimers, and usage tracking in PDFs and Microsoft Word files. **Document Services Framework for Microsoft OneDrive** Retrieve the list of files and folders based on the given search query from Microsoft OneDrive. **Document Services Framework for Google Drive** Retrieve the list of files and folders based on the given search query from Google Drive.
ERP Semantic Mining	**ERP Customization Mining application name change** The name of the ERP Customization Mining application has been changed to ERP Semantic Mining.

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Application or feature	Details
Encryption	**Field Encryption Enterprise API** Use all three Encryption APIs to encrypt on attachments, without needing to use any one specific API.
Encryption Key Management	**Updates to GlideEncrypter functionality** The GlideEncrypter API has been updated to use AES256-GCM encryption via the Key Management Framework. If needed, your instance can be changed to use legacy 3DES encryption, but this task can only be done by ServiceNow support. **Disable GlideEncrypter on your instance** GlideEncrypter can be enabled or turned off using the **glide.security.glideencrypter.allow** system property. This property is unavailable on new Zurich instances, but administrators with the security_admin role can edit this property in upgraded instances. When this system property is set to **false**, users see this error when attempting to run GlideEncrypter. `Unsupported call to GlideEncrypter. Details: GlideEncrypter is deprecated and now returns null, please refer KB1320986`
Enterprise Architecture	**Granular level admin role changes** Added granular level admin role (sn_apm.apm_admin) to the following system properties in the Enterprise Architecture Workspace: • glide.ui.sn_apm_di_digital_interface_activity.fields- Digital Interface activity formatter fields. • glide.ui.sn_apm_di_digital_integration_activity.fields- Digital Integration activity formatter fields. • sn_apm_tpm.discoveryModelProductTypesForTPM- Product types of discovery models to consider for TPM software suggestions. • sn_apm_tpm.configurationItemsWithSoftwareInstalls- Non hardware configuration items which have software models for TPM discovery process.
Enterprise Asset Management	**Enterprise Asset Management demo data migration** All Enterprise Asset Management demo data has migrated from the Enterprise Asset Management application to either the EAM Demo Data application or Indoor Mapping for Assets application. The EAM Demo Data application contains all Enterprise Asset Management demo data except for indoor mapping-related demo data, which is now included in the Indoor Mapping for Assets application.

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Application or feature	Details
	Shipment asset table label Starting from the Enterprise Asset Management version 9.1.0, the Shipment asset [sn_itam_common_m2m_shipment_asset] table label has been renamed to Shipment line [sn_itam_common_m2m_shipment_asset]. **Shipment quantity field on the Shipment Details form** Starting from Enterprise Asset Management version 9.1.0, a new field **Shipment quantity** has been added to the Shipment Details form. The **Shipment quantity** field displays the quantity of assets shipped for the shipment record.
Event Management	**Automated regex generation** Effortlessly extract event field content into alert fields with automated regex generation, reducing manual effort and improving accuracy. **Support for OAuth authentication method in Kafka connector** Starting in version 2.17.1, you can use OAuth authentication with the Kafka connector, allowing you to securely connect and manage access without storing or sharing static credentials. **Support for SCOM 2025 version** Starting in version 2.17.1, you can now check SCOM 2025 compatibility with the current code, ensuring that the connector setup, alert collection, and Metric Intelligence data ingestion work seamlessly with the latest SCOM release. This helps maintain integration reliability, reduces configuration errors, and ensures smooth upgrade readiness. **Group automation enhancements** Starting in version 26.11.0, group automation now supports grouping by impacted service instances and related log properties, with enhanced test automation details for better visibility. These updates enable more effective analysis of alert correlations and more accurate validation of grouping logic. The updated Test Automation section provides detailed insights into alert groups, including total alerts, description, grouping category, node, and time, with support for sorting by grouping type. **Validate CI identification in Enrich automation** Starting in version 26.11.0, you can ensure CI attributes are present in the **Additional info** field of the alert for accurate matching and test CI identification on sample events.
External Content Connectors	**Zurich Patch 7**

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Application or feature	Details
	Sitemap support in the Webcrawler external content connector Retrieve content and links from URLs found in sitemaps defined for your web source system when running content crawls for the Webcrawler external content connector. A content crawl only retrieves sitemap URLs that include the crawl's starting point URL. **Start point links for scheduled partial content crawls** View the start point for a scheduled partial content crawl via a link in its entry in the the external content connector's list of crawls. **Start point links in partial content crawl history entries** View the start point for a scheduled partial content crawl via a link in its crawl history entries. **Limited Role-Based Access Control (RBAC) support in the Atlassian Confluence Cloud external content connector** Map source system user and group permissions assigned via RBAC roles to users in your ServiceNow AI Platform instance. **Zurich Patch 4** **Analytics for external content connectors** Analyze connector performance and behavior in a selected time period using the redesigned Analytics page. You can access this page from the connector editor. **Atlassian Jira Cloud connection settings** The Atlassian Jira Cloud external content connector no longer requires your Atlassian Jira Cloud instance ID as a connection setting. **Microsoft OneDrive connection settings** The Microsoft OneDrive external content connector now accepts certificate SHA1 thumbprint hashes in hexadecimal format as well as in base64-encoded format. **Microsoft SharePoint Online connection settings** The Microsoft SharePoint Online external content connector now accepts certificate SHA1 thumbprint hashes in hexadecimal format as well as in base64-encoded format. **Microsoft Teams connection settings** The Microsoft Teams external content connector now accepts certificate SHA1 thumbprint hashes in hexadecimal format as well as in base64-encoded format. **Zurich Patch 1** **Webcrawler external content connector** The predefined web sources external content connector has been subsumed into the new Webcrawler external content connector, which enables you to specify a custom web source or select a predefined one.

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Application or feature	Details
Field Service Management	**Capacity and Reservations Management** Use the aggregated schedules of all agents of a territory to allocate resources until a specified cut-off date, after which predicted capacity can be used for bookings. This feature optimizes resource utilization and capacity management for a territory, which helps ensure that business services remain available without overburdening resources. **Google Maps#APIs for#Field Service#capabilities** Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you create a Google API key after March 2025, you must upgrade to a supported ServiceNow release version to verify compatibility. **Smart Assessment for Field Service** Use Smart Assessment for Field Service to do the following: • Streamline asset identification and data entry by scanning and capturing barcode values directly within a work order questionnaire. • Configure a predefined range for numeric inputs to minimize errors and help ensure data accuracy. • View completed questionnaires in the workspace. • Create follow-up work order tasks from a work order questionnaire based on the responses. • Allow users to retry or replace an attachment if the upload is unsuccessful. **Field Service Scheduling** Migrates data from the Work Parameter table to the Resource Schedule Attribute table for each technician, confirming that work parameters align with the new schedule attributes.
Financial Services Card Operations	**Overview of the Dispute Management workflow** Track the progress of the investigation workflow intuitively with a redesigned user interface that presents each transaction within a dispute case using a clear, process-based layout. This new layout visualizes the distinct stages of the investigation workflow, Investigate, Chargeback, and Closure, which enhances visibility and dispute management efficiency. **Managing disputes integrated with Mastercard**

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Application or feature	Details
	Integrate the Dispute Management workflow with subflows that communicate with Mastercom, supporting an end-to-end dispute life-cycle from raising an initial dispute to final resolution. **Unified dispute intake experience** The dispute intake process has been streamlined to provide a clear, intuitive experience for customers and dispute agents, resulting in faster resolution and reduced manual effort. A unified interface now allows cardholders, account holders, and agents to raise disputes for both card and non-card (ACH) transactions seamlessly.
Financial Services Operations Core	**Added field to Financial transaction table** Added the **Payment Card** field to the Financial transaction [sn_bom_transaction] table as part of the Payment card application.
Generative AI Controller	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Direct action calls removed from Generative AI Controller** Starting with Zurich Patch 5, the Generative AI Controller (GAIC) no longer supports direct action calls in order to support the security requirements that all AI capabilities be protected by Access Control Lists (ACLs). To create custom generative AI functionality, use Now Assist Skill Kit instead. • Configure actions in the Generative AI Controller • Generate Content to create AI-generated text responses • QnA to answer user questions • Summarize to shorten long or complex text • Generic Prompt to generate ideas or content on any topic • Sentiment Analysis to identify the sentiment of user input For more information, refer to KB KB2716977: Generative AI Controller actions are no longer avaliable for custom workflows.
Goal Framework	**Active goals**

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	By default, only active goals—those goals with the **Active** field set to **true**—are displayed in the **Goal** and **Parent goal** reference fields across all applicable tables.
Goal Framework for SPM	**Goal system properties** Users with the sn_gf_goal_admin role assigned can update goal-specific system properties: • *sn_gfa.weeklyCheckInDayToMapMonth* - Defines the end day of the week used for mapping weekly target breakdowns to a month. The default value is Friday. • *glide.ui.sn_gf_goal_target_activity.field* - Enables activity stream for fields of the targets. • *sn_gfa.target_breakdown_decimals* - Sets the number of decimal places displayed for target values when generating target breakdowns. The default value is 2.
Hardware Asset Management	**Shipment asset table label** Starting from the Hardware Asset Management version 14.0.0, the Shipment asset [sn_itam_common_m2m_shipment_asset] table label has been renamed to Shipment line [sn_itam_common_m2m_shipment_asset]. **Shipment quantity field on the Shipment Details form** With Hardware Asset Management version 14.0.0, a new field **Shipment quantity** has been added to the Shipment Details form. The **Shipment quantity** field displays the quantity of assets shipped for the shipment record.
Healthcare Operations Core	**Embedding Care Team Portal in Epic Hyperspace via Hyperdrive** The process for embedding Care Team Portal into your EMR system has been streamlined to enable more efficient launch context configuration. The portal now supports capturing launch context tokens across multiple launches within the same Hyperspace session when embedding Care Team Portal into Epic's Hyperspace. Previously, only tokens captured from the initial launch were displayed. The FHIR endpoint is now retrieved dynamically, eliminating the need to embed it directly in the Single Sign-on Script. **Setting up roles and responsibilities for Healthcare Operations users** Roles and responsibilities have been updated to enable more selective user access.

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Application or feature	Details
	The following responsibilities were added in Healthcare Operations Core: • Support Department Agent • Support Department Manager The following responsibilities were renamed in Healthcare Operations Core: • Team Member has become Care Team Member • Team Manager has become Care Team Manager Healthcare operations users can now be assigned these responsibilities in the Edit member related list within healthcare organizations.
ITOM Visibility	**Use the enhanced Discovery and Service Mapping Patterns for extended discovery** Note the following new Pattern improvements using version 1.29.0: • IBM Hardware Management Console (HMC): additional fields in IBM Frame [cmdb_ci_ibm_frame] and IBM LPAR Instance [cmdb_ci_lpar_instance] tables • Dell PowerMax storage: additional fields in Storage Server [cmdb_ci_storage_server] table • Pure Storage FlashArray: additional fields in Storage Server [cmdb_ci_storage_server] table • NetApp Server and Cluster: additional fields in Storage Server [cmdb_ci_storage_server] table • AWS Auto Scaling groups: The relationship between Instance Scale Set and VM Instance has changed from **Members::Member of** to **Managed by::Manages** **Employ Tag-based mapping in the Service Mapping Workspace** Easily view data and create new tag-based services through an enhanced workspace that includes a dedicated dashboard for managing your tag-based services. **Name updates in Discovery and Service Mapping Patterns** Name updates starting with Discovery and Service Mapping Patterns version 1.28.0: • The RHV cloud provider has been changed to oVirt • The RHV MID Server capability has been changed to oVirt • The label for the [cmdb_ci_rhv_ldc] datacenter type has been changed from RHV LDC to oVirt LDC • The label for the [rhv_credentials] credential type has been changed from RHV Credentials to oVirt Credentials

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Application or feature	Details

	• The following pattern names have been changed from RHV to oVirt:
	  ○ From RHV Clusters and Hosts to oVirt Clusters and Hosts
	  ○ From RHV Discover Logical datacenters to oVirt Discover Logical datacenters
	  ○ From RHV Virtual Machines to oVirt Virtual Machines
	  ○ From RHV Discover Manager Instance to oVirt Discover Manager Instance
	• The following table labels have been changed from RHV to oVirt:
	  ○ The [cmdb_ci_rhv_vm_instance] table label from RHV Virtual Machine Instance to oVirt Virtual Machine Instance
	  ○ The [cmdb_ci_rhv_cluster] table label from RHV Cluster to oVirt Cluster
	  ○ The [cmdb_ci_rhv_ldc] table label from RHV LDC to oVirt LDC
	  ○ The [cmdb_ci_rhv_manager] table label from RHV Manager to oVirt Manager
	  ○ The [cmdb_ci_rhv_object] table label from RHV Object to oVirt Object
	  ○ The [cmdb_ci_rhv_server] table label from RHV Server to oVirt Server
	
	Benefit from an updated, curated selection of application service candidates in Service Mapping
	
	If you have ITOM Content Service installed, you can view an enhanced selection of Application Service Candidates (ASCs) that provides more accurate and useful information, with an automatic filter applied to hide irrelevant and non-essential components.
	
	Automate your certificate workflows using Keyfactor EJBCA and ACME
	
	Starting with version XX of Certificate Inventory and Management, you can automate the life cycle of requesting, renewing, and revoking your certificates by integrating the Keyfactor EJBCA certificate authority with the ACME automated certificate management environment. Predefining your routing policies enables automated completion of the fields in your Certificate Signing Request (CSR) and provides a secure environment for an automated flow of certificates.
	
	Discover a Root Certificate from a Browser
	
	Standard Discovery collects information about the certificates stored in your servers. You can also discover

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Application or feature	Details
	root certificates stored outside your servers and connect them to your certificate chain. **Kubernetes Visibility Agent (KVA)** KVA performs continuous discovery to detect changes on resources in a Kubernetes cluster and updates the CMDB with the latest data. Starting with KVA version 3.11.0, and Informer version 2.5.0, absent namespace CIs aren't deleted automatically. Create a scheduled job to remove them. Starting with KVA version 3.11.0, and Informer version 2.5.0, map application services based on traffic connections between the workloads in Kubernetes, by using istio and linked service meshes or the DaemonSet service. **Prevent credential exposure by updating HTTP Classify behavior** The HTTP Classify probe no longer attempts credentials over the HTTP protocol by default. This change enhances security by helping prevent potential exposure of credentials over unencrypted connections. To override this behavior, a new MID Server property, *mid.http_classy.allow_credentials_over_http*, has been introduced. Enabling this setting might expose credentials to man-in-the-middle (MitM) attacks. Therefore, it's strongly recommended to keep this property set to false and use HTTPS whenever possible. **Automated Certificate Renewal** Starting with version 3.8.2, Certificate Inventory and Management introduces automated renewal capabilities. Administrators can set certificates to renew automatically, either when creating the certificate or by applying the setting to an existing one. The system also enables you to define the renewal window by specifying the number of days before expiration that the process should begin.
Identity	**Access analyzer** Display the Security data filter that is in the **Applied** or **Undefined** status in the Access Analyzer results. Access Analyzer also supports the new criteria in ACLs that is controlled by reference. **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store.
Impact	**The outcome summarization Now Assist skill is now turned on by default** This skill is automatically available to appropriate role users for the application. This change simply activates

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Application or feature	Details
	the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never turned on, then off again). Previously configured skills that were turned on, then off, remain inactive. **GenAI-powered Root Cause Summary** • Use the dynamically generated Root Cause Analysis (RCA), which is readily available in the RCA History page. RCA is available not only for alerts but also for the Critical or Warning scenarios of the performance category. This feature is a change to the existing functionality and is delivered dynamically. • The core Root Cause Correlation functionality is being offered under the revised name of Root Cause Analysis to ensure product consistency. **Artificial Intelligence Readiness Assessment Accelerator** The content and flow of this Accelerator has been streamlined to provide a clearer assessment and more targeted guidance on your readiness to adopt ServiceNow Generative AI capabilities (Now Assist). **Jumpstart Your ServiceNow AI Journey Accelerator** This offering is now available across all packages, and includes clearer guidance on how customers can leverage ServiceNow's AI capabilities to achieve their organizational goals and objectives. **Use Guided Setup for Impact Store Application configuration** Use automated registration, the preferred method, to initiate the connection and registration to the Impact Delivery Instance provider instance in one combined step.
Incident Management	**Incident task record behavior changes** When an incident task is closed, you can no longer edit the field values in the incident task form. Disabling the fields helps prevent any further updates or modifications to closed incident tasks, reducing audit risks. **Incident and problem workflow changes** When a problem record is linked to an incident or multiple incidents, the incident and problem workflow has the following enhancements:

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Application or feature	Details
	• When a fix or workaround is shared from the problem record, an event is added in the activity stream of the incident record as work notes. The event includes a brief description of the provided fix or workaround and a link to the problem record. • When a Known Error (KE) article is linked to the problem record, an event is added in the activity stream of the incident record as work notes. The event includes the links to the problem record and the KE article.
Industrial Process Manager	**Admin role dependency** Several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role. **Viewing multiple records at once in the Equipment Model Manager** In the Equipment Model Manager of the Industrial Workspace, view multiple records and keep the record context available instead of only viewing one record at a time. When creating or opening multiple records, the records open in single row of tabs at the same level so you can navigate back to other opened records.
Integration Hub	**New debugging property for Stream Connect** Enable more detailed logging in the Stream Connect logs with the *glide.ih.kafka.stream_connect.debug* property. This property replaces the *glide.ih.kafka.debug.consume* property. **Spoke Generator license changes** Starting with Zurich, the Spokes list page and Spoke details pages are a part of the ServiceNow Integration Hub Starter Pack. To create a spoke using OpenAPI or Postman collection specification or Now Assist, you need a ServiceNow Integration Hub Professional license in your prod and sub-prod environments.
Knowledge Graph	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Localization Workspace	**Dynamic artifact detection**

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Application or feature	Details
	Dynamic artifact detection enables Localization Workspace to identify all translatable content, including your custom artifacts. From version 1.1.0. **Status synchronization** With status synchronization, you see the same status for your translation request in Localization Workspace as you see for the corresponding project in Localization Framework (Submitted, In progress, Complete). From version 1.1.0.
MID Server	**Smart Workload Manager in clusters** MID Servers in a cluster now assign jobs based on the true load, using a variety of criteria. The smart workload manager continuously evaluates the queue size, execution time, CPU usage, and buffer size. The manager then assigns tasks to ensure that no server is overloaded. **Enhancements to MID Server logging and JFR** MID Server logging has been improved with log backups that are preserved in a compressed format on local host with option to fetch to the instance. You can enable JFR logs every four hours and backup JFR files for a set time. **MID Server has improved performance during heavy discovery load** MID Servers no longer have performance degradation due to script include cache misses when using large amounts of worker threads.
Mentoring	**Create a Mentoring program** The multiple mentoring program enables mentor admins to configure multiple programs that can run at the same time. It enables admins to restrict access based on employee criteria. The multiple mentoring program enables employees to choose and enroll in available mentoring programs, edit their preferences, search for mentors, and send connection requests. To make a program visible in the Mentoring app, admins need to configure programs with the following information: • Short description • Long description • Employee criteria
Mobile Platform	**Enhanced native features in hybrid web screens** Enhanced native features in hybrid web screens that support functionality such as native search, quick

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Application or feature	Details
	actions, and customizable welcome messages within hybrid screen launcher or header tabs. **Enhanced chat push notifications** Tap enhanced chat push notifications to go directly to the associated chat. **Promoted actions and suggested topics** See how Virtual Agent can assist you with suggested actions and topics related to your request.
Next Experience Developer (NED) Tools	**Service Workers tab in the Next Experience Inspector** The **Service Workers** tab displays cache buster details for viewing how service workers impact page performance.
Notifications	**Email digest for multiple target records** The email digest now supports both single or multiple target records within a set time interval. **Notification preferences** Enables admins to control the list of notifications displayed for users under the advanced notification preferences.
Now Assist	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Using Now Assist Readiness Evaluation** • View the updated legend that now includes None-XXL estimated remediation efforts along with assessment icon explanations. • Understand estimated remediation efforts more clearly now that blocker areas are included in the estimated remediation efforts and non-blocker observations are not included in estimated remediation efforts. • Select any widget on the Agentic AI - Assessment dashboard and Now Assist assessment dashboard tabs to open that widget's data table in a separate tab. **Zurich Patch 4** **Some Now Assist skills are turned on by default** The new default behavior works as follows:

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Application or feature	Details
	• New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Zurich Patch 1** Enable translation settings is now a multilingual service in the Now Assist Admin console.
Now Assist AI agents	**Zurich Patch 7** **Updates to platform agentic workflows** Several platform agentic workflows have seen updates to how they work and what configurations are available for AI admins. Generate resolution plans now takes related records into account when planning next steps. Generate my work plan shows suggested next steps and reruns after work is done. Process images for new tasks now links to the created task record upon creation and includes certain metadata from the image. **Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Platform Request status AI agent** The request status AI agent provides an AI-generated summary of the most recent comments from the AI agent or other people working on a ticket. You can add attachments to an open ticket or incident to support a request action. To find more information about an open ticket, you can ask the request status AI agent follow-up questions based on previous answers from the agent. **Understand the Now Assist AI agents** The base reflection prompt has been replaced with the ReAct Orchestrator prompt, introducing a Route scheduling mode when an agent needs assistance from another agent during execution. **Configure Now Assist AI agents** Run AI agents and agentic workflows concurrently in AI Agent Background Channel and in Non-interactive mode.

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Application or feature	Details
	Add a Knowledge Graph to an AI agent The Global Graph resource for creating a Knowledge Graph tool has been renamed to Enterprise Graph. **Zurich Patch 3Zurich Patch 3** **Review and complete actions on requests using the Request Status AI agent** The ticket status AI agent has been renamed to the request status AI agent. Request details include an AI-generated summary of the most recent comments on a request. Performance has been improved. **Confirm your web search tool provider data policies** If you select Google as your web search provider for web search AI agent tools, Google uses Grounding with Google Search, offered under a Global Standard deployment, and data may be routed to places outside of regions specified on your ServiceNow AI Platform instance as a result. Consult your organization's data policies before enabling AI agents with web search tools that use Google as the provider. **Zurich EA** **Add version control to instructions sent to the LLM** You can review multiple versions of instructions sent to the LLM when designing your AI agents or agentic workflows. You can choose which version is active to help with testing or evaluating the success of an AI agent or agentic workflow to compare against other versions. Versions are named and ordered by time created for organizational purposes. **Duplicate and edit existing tools when creating new AI agents** When adding a tool to an AI agent, you can select an existing tool instead of creating a new tool. After an existing tool is added, you can change it to suit the specific needs of an AI agent. **Now Assist AI agents reference** The *sn_aia.enable_agent_tool_input_value_overrides* system property is migrated to the Agent properties [sn_aia_property] table.
Now Assist Skill Kit	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

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Application or feature	Details
Now Assist for App Engine	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Now Assist for CMDB	**Zurich Patch 7** The skill answers your questions on CI classes and attributes to help you work in CI forms, dashboards, home pages, and other views on the workspace. You can submit similar queries on the Explore CI view. **CMDB searches can include relationships** Search queries can depend on relationships between CIs and can span multiple tables. For example, you might ask: "Search for servers that depend on databases - only Linux servers running Redhat". **Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive. **New role required for the Create configuration item agentic workflow**

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Application or feature	Details
	The sn_cmdb_admin role is now required to use the Create configuration item agentic workflow (was sn_cmdb_editor). **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent. **Create a CI using Now Assist** Verbal interaction with this feature has improved. Occasionally, you might need to create a CI manually. To help you, the CI creator agentic workflow accepts your natural language request and verifies that it understands which class the new CI should belong to. The workflow then checks Identification and Reconciliation engine (IRE) rules to determine the required attributes for the CI and requests that information. After you provide sufficient data, the workflow ensures that the proposed CI includes the attributes that you requested, complies with IRE rules, and is not a duplicate. The workflow then creates the CI. **Getting advice from Now Assist on CMDB governance** To help users understand the value of each step in the process, responses now include richer context. The CMDB Governance agentic workflow supports administrators and service owners by improving CMDB data governance. Before starting in on each governance task, the workflow presents the reasons for the task to help you better understand the importance and benefits of the activity. The objective is to ensure that CMDB data is accurate and complete so that users can trust the data. **Use Now Assist to search the CMDB for CIs** Verbal interaction with this feature has improved. Users can now select the CI inline when multiple CIs are returned as matches. A summary of the CI now appears in the conversation. The CMDB search agentic workflow enables you to search for CIs by specifying any of several attributes of the CI of interest. The workflow accepts your natural language request, verifies your search goal, and then generates a keyword search, a single-table search with dot walks, or a multi-table search, depending on the information that you provided. The workflow can infer CI relationship data to generate an appropriate query. **View CI information with the Now Assist CI summarization skill**

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Application or feature	Details
	Verbal interaction with this feature has improved. You can now view a concise summary of the key CI data by selecting the CI on a CI form, in a workspace page, or on any list view. The summary can include discovery data, ownership, and key related items such as open incidents, alerts, problems, upcoming change requests, and security vulnerabilities. Additionally, the summary lists the service instances that the CI is part of. Resolve de-duplication tasks with support from the Now Assist Manage duplicate CIs skill. CMDB administrators follow step-by-step guidance to perform remediation, and can preview remediation results before applying a template. **Fix SGC import set issues with the Now Assist SGC diagnosis skill** Verbal interaction with this feature has improved. You can now diagnose a failed import set that is associated with a Service Graph Connector to get a summary of the errors and recommendations for resolving the issues.
Now Assist for Collaborative Work Management (CWM)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills are turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.
Now Assist for Configure, Price, Quote (CPQ)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

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Application or feature	Details
Now Assist for Creator	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills are turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.
Now Assist for Customer Service Management (CSM)	**Zurich Patch 7** **Changes to Complaint Case AI agent collection** Updates have been added to the Complaint Case playbook to work better with the Complaint Case AI agent: • Triage displays complaint details and enables a human agent to identify and request missing information. • Complaint-specific case summarization is available directly within the playbook. • Replace research case task activities with case tasks list activity. **Enhancements in the Sentiment analysis dashboard**

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Application or feature	Details
	• Sentiment analysis dashboard support has expanded to include interaction records, and positive and negative sentiment drivers have been consolidated into a single Sentiment Drivers view. • The top negative assignment group and number of cases by channel visualizations have been merged into the new Impact Explorer visualization for streamlined analysis. • Widget placement in the Workforce Optimization dashboard has been optimized for accessing insights and trends across interfaces. **Enhancements in Trending topics dashboard** • The Accounts, Products, Assignment Groups, and Channels graphs have been consolidated into the Impact Explorer card. • Search and pagination have been added to the list header. • The Historical trends resurfacing graph has been added the Trending topics dashboard to show historical trends at a glance. • Trending topics have been expanded beyond the top 10 results to provide deeper insight into emerging patterns. • The trending topics widget has been added in the Workforce optimization dashboard as the **AI insights** tab. **Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Enhancement in case summarization skill flow** The **Define trigger** step has been added to the case summarization flow. This step enables admins to choose between the User Trigger option, where users select a button to generate a summary, and the Automatic Trigger option, where summaries are automatically generated based on specified conditions. **Enhancement in email reply recommendation skill** Generate reply suggestions in the compose area using preset templates that include headers, footers, and signatures.

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Application or feature	Details
	Unified admin experience for Now Assist skills Skills cloned in Now Assist Admin console can now be edited in Now Assist Skill Kit. This update unifies the admin experience across Now Assist Admin and Now Assist Skill Kit, enabling users to add headers, configure prompts, and manage Now Assist skills in one location. The migration supports case summarization and resolution notes generation. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent. **Display sentiment scale in case list view** Sentiment scoring has been added to both the case record page and list view across cases, giving agents immediate visibility into the emotional tone of customer interactions. The sentiment scale ranges from very positive, positive, neutral, negative, to very negative. **Zurich Patch 3** **Multilingual support** Enhanced multilingual support in chat summarization, resolution notes, and knowledge generation. Leveraged native multilingual LLMs for improved fluency and domain specificity, addressing translation inconsistencies across Tier 1 and Tier 2 languages. **Early Availability** **Suggested steps in the Recommended Actions tab** View the suggested steps on the **Recommended Actions** tab in the contextual side panel. If suggested steps are available for a case, Now Assist for CSM generates and displays these steps in a card at the top of the **Recommended Actions** tab. **KB generation skill configuration enhancement** The **Is Template** field on the KB generation skill configuration record is enabled by default. With the skill_builder.admin role, you can copy or clone the KB generation skill and customize the prompt in the skill kit.
Now Assist for Enterprise Architecture (EA)	**Zurich Patch 5** **Changes to Now Assist usage measurement**

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	Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Role masking** Role masking enables users to limit the roles and privileges of agentic workflows during tool execution. Agentic workflows and their AI agents that get installed with Now Assist applications are assigned pre-defined roles. If you select *`Users with specific roles`* for user access, you must configure the security controls to include these roles. Data access settings must also include these roles. For the instructions to change the security controls, see Define security controls for an agentic workflow. **Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive.
Now Assist for FSM	**Create Work Order AI agent performance improvements** The Create Work Order AI agent was optimized to reduce latency and improve response times. Inter-agent communication was streamlined to minimize redundant processing during work order creation. **Removed prompt headers** The prompt headers have been removed from the work order summarization skill to support third-party large language models. You can now customize prompts via a hyperlink to the Now Assist skill.
Now Assist for Financial Services Operations (FSO)	**Zurich Patch 5** **Changes to Now Assist usage measurement**

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Application or feature	Details
	Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Disputes intake via Virtual Agent** Disputes intake via Virtual Agent has the following updates: • Questions presented to the user for disputes will follow the dispute questionnaire in the disputes playbook. • Bypass inferring answers to certain questions so that customers provide answers directly, ensuring the correct dispute category and dispute reason are determined. • Supports ACH disputes, Disputes intake via Virtual Agent including submission of the Written Statement of Unauthorized Debt (WSUD). • Checks if the disputed transaction is already part of an existing case. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.
Now Assist for HR Service Delivery (HRSD)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Functional change** The resolve HR cases agentic workflow has been broken down into three agentic flows:

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Application or feature	Details
	• Predict service and transfer HR cases agentic workflow • Resolve noncritical HR cases agentic workflow • Resolve critical HR case agentic workflow **Zurich Patch 1** **Flow name** The resolve noncritical HR cases workflow has been renamed to the resolve HR cases workflow.
Now Assist for Hardware Asset Management (HAM)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

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Application or feature	Details
Now Assist for IT Operations Management (ITOM)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **AIOps AI agents removed from the analyze alert impact agentic workflow** Four AIOps AI agents have been removed from the analyze alert impact agentic workflow because they're now available in the manage alerts autonomously agentic workflow. AI agents for Dynatrace, Kentik, and New Relic remain in the analyze alert impact agentic workflow to help you learn about and respond to alerts. **Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive. **AIOps LEAP rebranding** AIOps LEAP is renamed as Learning-Enhanced Automation Platform reflecting expanded scope beyond just Playbook creation. **Service Operations Workspace (SOW) Integration** Playbooks appear in SOW module. **Data Range Display** The AIOps LEAP landing page shows analyzed data date range for automation teams to be aware of time-ranges of analysis. **Zurich Patch 4** **Role configuration required for agentic workflows and AI agents**

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select Users with selected roles for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.</td></tr>
<tr><td>Now Assist for IT Service Management (ITSM)</td><td>
<h3>Zurich Patch 7</h3>
<h4>Skills activated by default in Now Assist for ITSM</h4>
For new Now Assist for IT Service Management (ITSM) users, the following skills are activated by default:

Resolution notes generation
Knowledge generation
Chat reply recommendation

<h4>Virtual agent topics available as demo data</h4>
The Virtual Agent topics listed in this table have been renamed and are now available as demo data.
<table>
<tr><th>Existing name</th><th>Updated name</th></tr>
<tr><td>Add Comment To Incident</td><td>(DEMO) Add Comment To Incident-LLM</td></tr>
<tr><td>Approve Sysapproval Approver</td><td>(DEMO) Approve Sysapproval Approver-LLM</td></tr>
<tr><td>Change Password</td><td>(DEMO) Change Password (Template) - LLM</td></tr>
<tr><td>Check IT Ticket Status</td><td>(DEMO) Check IT Ticket Status (Template)</td></tr>
<tr><td>Close Incident</td><td>(DEMO) Close Incident-LLM</td></tr>
<tr><td>Explain change risk</td><td>(DEMO) Explain change risk</td></tr>
<tr><td>Mark Incident Unresolved</td><td>(DEMO) Mark Incident Unresolved-LLM</td></tr>
</table>
</td></tr>
</table>

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Application or feature	Details

Existing name	Updated name
Open IT Ticket	(DEMO) Open IT Ticket (Template)-LLM
Reject Sysapproval Approver	(DEMO) Reject Sysapproval Approver-LLM
Reset Password	(DEMO) Reset Password (Template) - LLM
Resolve Incident	(DEMO) Resolve Incident-LLM
Unlock Account	(DEMO) Unlock Account (Template) - LLM
View And Add Comments	(DEMO) View And Add Comments-LLM

Changes to Now Assist usage measurement

Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.

Configuration item details for suggest configuration items for a change request workflow

Provide details such as class, location, and environment to find configuration items (CIs) relevant to a change request while using the suggest configuration items for a change request agentic workflow from the Now Assist panel.

Zurich Patch 4

Role configuration required for agentic workflows and AI agents

Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

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Application or feature	Details
	• New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Skills activated by default in Now Assist for ITSM** For new Now Assist for IT Service Management (ITSM) users, the following skills are activated by default: • Incident summarization • Change request summarization • Chat summarization
Now Assist for Legal Service Delivery (LSD)	**Zurich Patch 7** **Summarize a legal request or matter by using Now Assist for Legal Service Delivery (LSD)** Summarization now includes data from extended practice area tables, providing context#rich summaries for your legal requests and matters. **Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills are turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an

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Application or feature	Details
	agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.
Now Assist for Manufacturing Commercial Operations (MCO)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Now Assist for Operational Sustainability Management Management	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed

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Application or feature	Details
	roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.
Now Assist for Operational Technology Manager (OTM)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive. **Role masking** Role masking enables users to limit the roles and privileges of agentic workflows during tool execution. Agentic workflows and their AI agents that get installed with Now Assist applications are assigned pre-defined roles. If you select *`Users with specific roles`* for user access, you must configure the security controls to include these roles. Data access settings must also include these roles. For the instructions to change the security controls, see Define security controls for an agentic workflow.
Now Assist for Order Management	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-

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Application or feature	Details
	back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Now Assist for Retail Service Management (RSM)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Now Assist for Sales Force Automation (SFA)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Now Assist for Sales and Order Management for Telecommunications (SOMT)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Now Assist for Security Incident Response (SIR)	**Zurich Patch 7** **Resolve a security incident** Use the Sightings search and Isolate host capabilities in the Resolve security incident workflow to help resolve security incidents.
Now Assist for Software Asset Management (SAM)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4**

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	Some Now Assist skills, agents, and agentic workflows are turned on by default The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.
Now Assist for Source-to-Pay Operations	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills are turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

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Application or feature	Details
Now Assist for Strategic Portfolio Management (SPM)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills, agents, and agentic workflows are turned on by default** The skills are automatically available to appropriate role users for the application, such as ITIL roles on incident forms or change forms. This change simply activates the skill and does not touch the roles that may be needed to use the skill. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills and agentic workflows are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill, agent, or agentic workflow is turned on automatically (the AI asset was never configured and turned on, then turned off again). Previously configured skills and agentic workflows that were turned on, then off, remain inactive. **Zurich Patch 1** **ppm.ai_project_manager_agent user role** The agentic workflow, agents, and scheduled jobs are configured to run under the new ppm.ai_project_manager_agent user role instead of the administrator account.
Now Assist for Telecommunications, Media and Technology (TMT)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected*

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Application or feature	Details
	roles for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.
Now Assist for Third-party Risk Management (TPRM)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Now Assist for Vulnerability Response	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills are turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.
Now Assist for Workplace Service Delivery (WSD)	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Now Assist in AI Search	**Zurich Patch 5** **Changes to Now Assist usage measurement**

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	Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Now Assist in Virtual Agent conversational prompt auto-complete suggestions** Auto-complete suggestions for Now Assist in Virtual Agent conversational prompts are only returned from the search user's domain. Suggestions are disabled if they match any exclusion rule entry from the Search Suggestion Exclusion List [sys_search_suggestion_blacklist] table. The system scores suggestions based on how search users interact with and rate their Genius Result responses, and preferentially displays higher-scored suggestions. **Zurich Patch 1** **Semantic vector search indexing includes Catalog Item short descriptions** Semantic indexing now indexes short descriptions from Catalog Item source records to improve search recall and make field indexing more consistent between legacy (keyword) and semantic indexing. **Now Assist Q&A Genius Results** The Now Assist Q&A Genius Results feature is in maintenance mode. This feature will have no new enhancements but will have continued support. Similar and improved functionality is available in the newer Now Assist Multi-Content Response Genius Results feature. For more details on this feature, see Now Assist Multi-Content Response Genius Results. **Now Assist Actions Genius Results** The Now Assist Actions Genius Results feature is in maintenance mode. This feature will have no new enhancements but will have continued support. Similar and improved functionality is available in the newer Now Assist Multi-Content Response Genius Results feature. For more details on this feature, see Now Assist Multi-Content Response Genius Results. **Microsoft SharePoint Online login prompts in Knowledge Graph user citations** If you're not logged in to Microsoft SharePoint Online, Knowledge Graph user citations in Now Assist Multi-Content Response Genius Result answers now prompt you to log in. When logged in, you can check any user citation in a Genius Result answer to see the list of files the cited user has shared with you in Microsoft SharePoint Online.

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Application or feature	Details
Now Assist in Contract Management	**Zurich Patch 7** **Configure use case mappings for metadata and obligation extraction** Clear the **Contracts created from contract request** check box on the use case mapping forms for the contract metadata extraction and contract obligation extraction skills to extract metadata and obligations form signed contracts that are uploaded directly on a contract record. **Conversational contract search and insights Workflow** The Now Assist powered conversational search feature's improved experience enables you to: • View results in a listing view, making it easier to scan, compare, and navigate contract information. • Open contract documents directly from the search results and perform an in-document search. The conversational search feature does not support searching within contract documents that are scanned PDFs. **Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Some Now Assist skills are turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Enhanced Manage contract repository agentic workflow** The manage contract repository agentic workflow has been optimized for enhanced performance. It now utilizes a single agent, the Contract Repository AI agent to extract both contract metadata and obligations from signed contracts, and retrieve required information to calculate the contract reminder date.

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Application or feature	Details
	Role configuration required for agentic workflows and AI agents Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *Users with selected roles* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent. **Zurich Patch 1** **Extract metadata from signed contracts automatically** Use the AI agents in the manage contract repository agentic workflow to automatically extract metadata from signed contracts and calculate the contract reminder dates for contract renewal or termination. You can review the AI results in the contract playbook and update it if necessary before saving it. **Contract metadata extraction use cases** Support for 14 additional metadata fields in the CM Pro - Contract Metadata Extraction use case is available in the base system.
Now Assist in Document Intelligence	**Zurich Patch 7** **Document and visual insights AI agent enhancements** Tools used by the document and visual insights AI agent are consolidated to improve performance. **Changes to limitations** The file size limit for uploading a file using the attachment summarization feature is changed from 10MB to 20MB. **Document Intelligence for Now Assist Skill Kit** The document and visual intelligence capabilities used to leverage extraction, question answering, and summarization capabilities for skills created with Now Assist Skill Kit are available to users with the appropriate role(s). **Now Assist in Document Intelligence skills are now turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading: Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive.

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Application or feature	Details
	Zurich Patch 5 **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Zurich Patch 4** **Changes to limitations** The page count limit decreases to 20 pages per file for an extraction based on a use case with a table defined. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent. **Zurich Patch 1** **Merged skills** Document data extraction and document Q&A capabilities are available in a single Extract information from documents skill. • The Extract information from documents skill is available in the list of Platform skills in the Now Assist Admin console. • Data extraction and document Q&A capabilities can be set up for the same use case. • Agents can review the AI predictions for the fields, tables, and questions in the same task. **Document and visual insights AI agent enhancements** Leverage added tools that enable the AI agent to display the extracted data and to look up existing use cases or create use cases based on descriptions and document attachments. **Changes to limitations** The limitations set for Now Assist in Document Intelligence properties are updated to support processing larger documents.

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Application or feature	Details
	• DOCX files are supported for information extraction. • The page count limit is 200 pages per file If image mode is turned off for the use case. If image mode is turned on, the page count limit is 10 pages per file. • The file size limit is 20 MB.
Now Assist in Platform Analytics	**Zurich Patch 7** **View recommended actions** AI Data Explorer can suggest actions based on the insights that it generates in an exploration. **Ask questions about FX currency data** Query Generation now supports the FXCurrency (Currency 2) data type. This means that you can use AI Data Explorer to explore financial operations data, including those within Source-to-Pay Operations. **Benefit from improvements to segments** Segments are reusable definitions in Query Generation that provide non-obvious context to assist the semantic layer or LLM to select the correct dimension and values. Users can create manual segments via a new form. A scheduled job synchronizes manual and autogenerated segments. This job also cleans up segments to help surface the correct segments and reduce noise. Domain separation is also now supported, with a Domain field on the Segments table. Segments based on reports and filters inherit the source domain. Manual segments have domains that are passed up to the Segments table on synchronization. Segments are not supported for indicator sources or modules on domain-separated instances. **Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic. **Dashboard and data visualization export skill is active by default (January 2026)** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 5): If this skill was previously unconfigured, it is turned on automatically (the skill was

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Application or feature	Details
	never configured and turned on, then turned off again). If the skill was previously turned on, then off, it remains inactive. **Zurich Patch 4** **Query Generation skills are active by default** If the Generative AI Controller plugin is activated, the skills for Query Generation are activated by default. The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never turned on, then off again). Previously configured skills that were turned on, then off, remain inactive. **Greater visibility into the Query Generation process** When you call Query Generation from AI Data Explorer or another application, you see each state that the query and response goes through before completing. **Multi-table source support** Query Generation supports related table conditions and dot-walking in queries. **Get insights and visualizations for Workflow Data Fabric tables** Ask AI Data Explorer information about Workflow Data Fabric data and get insightful responses. You must first add the Workflow Data Fabric tables to the Query Generation Semantic Table Configuration table. **Use database views in queries** Generate visualizations or ask AI Data Explorer about data kept in database views, like SLA data. You have to add the database views to the Query Generation Semantic Table Configuration table. **Zurich Patch 1** **Add tables to the semantic data layer** Choose which tables your users can query with generative AI for data analysis. **Monitor the health of the Query Generation back end** View the state of Now Assist for Platform Analytics LLM, plugins, system properties, components, and dependent products.
Now Assist in Virtual Agent	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-

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Application or feature	Details
	back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
	Zurich Patch 4
	Conversational Platform Now Assist skills are active by default
	The following Platform Now Assist skills are active by default and no longer visible in Now Assist Admin console: • Now Assist Multi-Turn Catalog Ordering • Now Assist Q&A Genius Results • Now Assist Topics • Subflows and actions • Custom skills • AI agents
	Zurich Patch 1
	Additional fallback options
	There are up to five fallback options that can be presented to end users: • **Search the web**: Triggers web search mode and uses the internet to search for the results. **Note:** Only the last query entered into the conversation is considered when entering web search mode via the fallback option. • **Request a live chat**: Triggers live agent mode and routes you to a human support representative. • **Create a generic ticket**: Creates a record. • **End this chat**: Ends the chat. **Note:** This option is only available to standard chat conversations. • **Custom fallback option**: Presents a fallback Virtual Agent topic.
	Web search mode enhancements
	Manually enter into web search mode via the input bar for standard and enhanced chat conversations. Web search mode includes in-line citations and the associated sources. A web search mode banner appears in enhanced chat conversations that end users can use to end the mode.
	Profanity recognition response

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Application or feature	Details
	If Now Assist Guardian is enabled and the end user's request contains profane content, the Virtual Agent responds with a message prompt to re-enter an appropriate request without profanity or offensive content.
On-Call Scheduling	**Performance improvements in subflows for on-call notifications** The following performance enhancements are available for on-call notifications when subflows are used: • On-call notifications are sent to multiple channels such as SMS or email simultaneously instead of sending it sequentially. • When the *com.snc.on_call_rotation.new_trigger_engine* property is set to true, the on-call subflows are processed via the Flow runner queue. The on-call subflows that are marked as High priority are processed faster via a Flow runner queue especially when multiple events are triggered at the same time and are in the process queue. • Reminder notifications are also sent to users when the instance is upgrading. **Enhanced on-call trigger rules to support subflows** The on-call trigger rules form is enhanced to trigger a subflow when the trigger rule is executed. You can enable and select a specific subflow for a trigger rule.
Operational Technology Incident Management	**Admin role dependency** Several new granular admin roles have been added, which enable developers to complete administrative configuration tasks without requiring the full admin role.
Operational Technology Manager	**Use CMDB groups to add OT context to IT CIs** When you use CMDB groups to add OT context to IT CIs, you can no longer create an Automated IT OT Bulk Contextualization record with more than 1 CMDB group. **Automated IT OT Bulk Contextualization - Using CMDB groups scheduled job** The Automated IT OT Bulk Contextualization - Using CMDB groups scheduled job can only process 10,000 CIs at one time. If you have more than 10,000 CIs, the remaining CIs will be processed in the next job run. **Admin role dependency** Several new granular admin roles enable developers to complete administrative configuration tasks without requiring the full admin role. **IT Discovery for Operational Technology (OT) Networks**

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Application or feature	Details
	The Discovery for Operational Technology plugin has been renamed IT Discovery for OT Networks. **Operational Technology Manager roles** The following changes have been made to Operational Technology Manager roles: • Users assigned the Operational Technology Manager Editor [cmdb_ot_editor] role or Operational Technology Manager Admin [cmdb_ot_admin] role cannot edit IT configuration items (CIs). Users with these roles can only edit or delete OT CIs. • Users who aren't assigned an OT role cannot view OT records in the following CMDB tables: ○ IP Address [cmdb_ci_ip_address] ○ Network Adapter [cmdb_ci_network_adapter] ○ Serial Number [cmdb_serial_number] • The Operational Technology Editor [cmdb_ot_editor] role contains the cmdb_manual_ci_ire_access role to support manually creating an OT CI in the Industrial Workspace.
Order Management	**Zurich Patch 5** **Changes to OM integration with SPM** Use OM integration with SPM to create program, reuse program, create site project and reuse site project in the SPM.
Platform Analytics experience	**Select whether to drill down to Platform Analytics or Core UI lists** Decide whether data view chart interactions for data visualizations on an instance drill down to Platform Analytics or Core UI record lists. This choice applies only on the Platform Analytics experience. **View usage information in the dashboards library** For analytics managers, the dashboard library now contains usage statistics, such as the number of dashboards not viewed in one year and the number of dashboards deactivated for more than three months. **Export data visualizations from dashboards to PNG and JPEG** Export individual data visualizations as a viewer to a graphic file. **Platform Analytics experience is supported even when Next Experience UI is disabled** You can migrate to Platform Analytics even if Next Experience isn't enabled. Core UI dashboards are embedded in iframes. **Migration Center changes**

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Application or feature	Details
	• Dashboard owners can perform partial migration on their own dashboards. • Geomap migration supported. • Interactive filter check box option. • Header color is supported. • Export to CSV from lists is supported. **Data visualizations and filters support Workflow Data Fabric tables** Perform data analysis on external data fabric sources.
Playbooks in Workflow Studio	**Activate playbooks without a trigger** Configure and activate playbooks without specifying triggers, so that playbooks are only triggered programmatically. **Implement playbooks that are callable by a scriptable API** Configure a playbook that executes with an input object instead of requiring the configuration of a trigger record reference and trigger conditions. **Decision activity enhancements** User experience improvements to decision activities: • In the Board view, select the branch or Start rule icon on a decision activity card to see a list of dependent activities and branches, and to navigate to them. • When a decision or one of its branch nodes is selected in Diagram view, the decision and all of its branches are selected, and the side panel opens. • Add parallel activities within decision branches. **Enter a combination of pills and text in an email body** Enter a combination of text and multiple pills in any rich text / HTML editor container, such as an email body.
Policy and Compliance Management	**Improvements to the rationalization process of control objectives** Several enhancements have been made to the rationalization process: • Redesigned the rationalization UI with a reordered layout and highlighted primary actions. • Validations added for deactivated and deleted control objectives. Introduced the “Restart Analyze” option to support reevaluation of recommendations.

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Application or feature	Details
	• Introduced support for Azure OpenAI, Amazon Bedrock, and Google Gemini for recommendations of control objectives. • Updated the Consolidate state UI to show the recommendation panel with retained and accepted control objectives and their associated items.
Predictive Intelligence	**Validation logic ensures that Predictive Intelligence can access data tables** Reduce errors while training Predictive Intelligence models with the help of new validation logic. This validation checks whether your data tables have ACLs (Access Control Lists) granting access to Predictive Intelligence.
Privacy Management	**Zurich Patch 4** **Some Now Assist skills are turned on by default** The new default behavior works as follows: • New customers: When you install a Now Assist product, designated skills are turned on automatically. • Existing customers who are upgrading (starting with Zurich Patch 4): Any previously unconfigured skill is turned on automatically (the skill was never configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **Zurich Patch 1** **Processing activity tab** The revamped Processing Activity overview page provides a unified dashboard that displays key compliance and risk metrics, such as risk scores, compliance scores, and criticality scores. This update makes it easier for privacy managers and analysts to assess the status of each processing activity, track open issues, and prioritize actions. **Layout for processing activity record view** The vertical layout of a processing activity enables you to see the information in a top-down linear flow. With this layout, you can see the sequential representation of a data processing workflow. **Privacy management home page** The enhanced Privacy Management home page now has dedicated tabs for Processing Activity, Risk and compliance, Operations, and Privacy Cases. This updated layout helps to improve readability by organizing your reports into clearly defined sections.

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Application or feature	Details
Product Catalog Management and Pricing Management	**Product Catalog Management changes** **Support minor changes to published product offerings and specifications** Make minor changes to published versions of a product offering or specification, without creating a version. Minor updates include changes such as modifying the product offering display name, description, or product image. **Configurable product offerings** The Create Product Offering form, used when creating product offerings, has two new options. The **Configurable** option indicates that the product offering is configurable and that it can be customized by agents and customers using the CPQ Configurator. The **Enable ramps** option indicates that price ramps can be defined for a configurable product. **Enhancements for exporting and importing product catalog entities between ServiceNow instances** Support the export and import of product catalog-related entities: • Product Catalog Management Core V15.0.0: During import, the system checks for minor updates to product offerings and specifications in the target version and imports them accordingly. • Product Catalog Management Core v13.0.0 ○ Export catalog entities, such as complex characteristic hierarchies, default values for characteristics including complex characteristics for product offerings and specifications, catalog entity versions in any order, and more, such as fetching referenced specifications during export. For details, see Export catalog entities. ○ Import catalog entities, such as complex characteristic hierarchies, default values for characteristics including complex characteristics for product offerings and specifications, catalog entity versions in any order, and more, such as suppressing validation of business rule errors in logs. For details, see Import product catalog entities.
Public Sector Digital Services	**Enhancements to Grants Management: Program Setup** In the Grants Management: program setup, grant program managers can now add new points of contact for the applicants to the grants program in the Define Program stage. In the Publish Program stage, new fields have been added for program announcement removal. Grants program managers can now set grants programs to auto-remove at a defined date, and set application close to disable new applications from being submitted through the Grants Management portal.

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Application or feature	Details
	Enhancements to Grants Management portal Enable grant program managers to turn off new grant proposal submissions after the proposal close date. Applicants can no longer submit proposals after the proposal close date, keeping the process on schedule and helping prevent late submissions from being reviewed. Enable applicants to review and download the results letter and merit review summary (where applicable) of their grants application, as well as accept or decline their award, all within the new **Results** tab of the Grants Management portal. Notify constituents about a pending award decision through the portal. **Constituent Service Dashboard Migration to Platform Analytics** The Constituent Service Dashboard has been migrated to Next Experience Platform Analytics. Next Experience is a ServiceNow AI Platform® feature that is active by default when you load or upgrade to the Zurich release. The dashboard migration to Next Experience enables you to visualize historical and real-time process statistics in role-based dashboards. Access the new dashboard by navigating to **All** > **Platform Analytics** > **Library** > **Dashboards**.
Regulatory Change Management	**Administrator role enhancements** After upgrading to version 21.1.x, if you have a feature admin role you can now complete tasks that were initially reserved for users with the broader administrator role. **Read-only field enhancements** Starting with version 21.1.x, the following Regulatory Change Management plugins have security enhancements for read-only fields in this release: • GRC: Taxonomy management [com.sn_grc_taxonomy] • GRC: Regulatory Change Management integration with RSS Feeds [com.sn_grc_rcm_rssfeed] • GRC: Regulatory Change Management [com.sn_grc_reg_change] • GRC Case Management Core [com.sn_grc_case_mgmt] • GRC integration with Thomson Reuters Regulatory Intelligence [com.sn_grc_int_tr] • Regulatory Agency Library [com.sn_reg_body_mgmt] **Tasks widget** The overview page of a regulatory alert includes a newly added Tasks widget that enables you to get more visibility into related activities. This widget displays the total number of associated action tasks and change tasks that

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Application or feature	Details
	are linked to the specific regulatory alert. By using this widget, you can assess the level of effort that is required for compliance. **Workflow of regulatory task** A regulatory task progresses through the following states: • New • Work In Progress • Implementation • Awaiting Approval (optional) • Completed While in the Implementation state, requesting approval is optional. If all associated action tasks are completed, the regulatory task can be closed directly from the Implementation state without requiring additional approval. **Workflow of source document import task** A source document task progresses through the following states: • New • Ready to Import • Work In Progress • Implementation • Completed. **Create action tasks** You can create action tasks for a regulatory task when the task is in any of the following states: • New • Work in Progress • Implementation You can now break down a regulatory task into smaller, manageable components so that you can more efficiently track and execute the required activities. You can plan, assign, and monitor tasks now in a structured manner that supports your compliance objectives and regulatory requirements.
Return Merchandise Authorization	**Enhancements in the RMA case flow** Streamline the sales return process by enabling agents to initiate, track, and close RMA cases for install base items directly within the Agent Workspace. It also bridges the gap between self-service and full support.

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Application or feature	Details
Security Center	**Auditor checks** The Review Public Knowledge Bases and Review Public Knowledge Base Articles checks use global API calls, so they've been added in the Global scope. **Security Center Theming for Security Center** Security Center banners and Cascading Style Sheets CSS elements have been updated to conform to any instance-wide themes you apply. **Updated first time user experience** Security Center has been updated to provide guidance to understand what the tool can do and how to use it. This redesign is tailored to assist both new and infrequent users of Security Center. **Hardening settings updates** Updated the Security Hardening tool with the latest Instance Security Hardening Settings baseline V6. **Security Hardening tool Updates** The security Hardening tool has been updated to the latest Instance Security Hardening Settings V7.
Security Incident Response	**Security Incident Response Other Records** Add multiple ITSM incidents, problems, or change requests to a security incident for which multiple IT actions are needed. For more information, see the "Link multiple ITSM incidents" section. **Modify attachments of a closed security incident** You cannot modify the attachments of a security incident once the security incident is closed.
Security Posture Control	• Security Posture Control relies on data from service graph connectors that is populated in the CMDB 360 Data [cmdb_multisource_data] table. This data is populated only when the glide.identification_engine.multisource_enabled system property is set to true. You must have the cmdb_ms_admin role to modify property values. To set the property, navigate to **All** > **Configuration** > **CMDB 360 Properties**. • The labels on the form view for the mitigation control details record associated with vulnerable item records (VITs) have been enhanced for more clarity. These updates make the interface more user-friendly by expanding abbreviations on the form view, such as changing "EDR" to "Endpoint Protection."
Self-service and omnichannel engagement for CSM	**Using the email interaction page** View annotations for the most recent activity along with a compact email header that includes the subject, sender,

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Application or feature	Details
	and receiver details in the activity stream. Focus on new or unread email messages rather than the entire email conversation. View or edit the interaction record while drafting an email in a modeless dialog, keeping all relevant information accessible. **Using Agent Chat** Leave a chat without ending it for other agents, enabling you to complete your task and exit the chat. Confirm before closing a chat tab to avoid unintentionally leaving the chat. Enable multiple agents to add wrap-up codes and comments for a single chat. **Import queues** Review and update queues imported from a contact center in a post-import page. The post-import page for a queue mirrors the existing post-import pages for skills and wrap-up codes, providing a consistent user experience. **Interaction Controls Component (ICC) call features** Notify agents when a supervisor is coaching or has joined an active call while monitoring agents directly through the CCaaS system. **CCaaS callback features** Callback management has been improved to make handling requests easier for agents. The key changes include: • Equip agents to transfer the callback requests before dialing the call, enhancing flexibility in managing customer interactions. • Enable scheduled callbacks, which help customers to choose a preferred callback time in addition to the existing ASAP option. • Facilitate agents to view the list of queues and other agents for easier callback transfers and efficient customer management. • Capture callback reasons more effectively with the expanded Reason for Call field, which includes additional choice values. **Unified routing of email interactions via CCaaS** Email interaction handling has been enhanced to improve efficiency and responsiveness in managing customer communications. The key changes include:

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Application or feature	Details
	• Support external routing of email interactions. • Enable agents to put email interactions on hold while waiting for customer responses. • Notify CCaaS when an interaction is put on hold so that CCaaS can free up the agent's capacity for handling other interactions. • Send automatic email reminders to customers for interactions that are on hold for a configurable period. • Reroute email interactions to available agents when the originally assigned agent is unavailable. • Prevent creating outbound email interactions when emails are sent on top of cases. **Import queues** Use bulk action to assign service channels to multiple queues simultaneously during queue-import, simplifying queue management for CCaaS integrations. **Portal Data List widget** The Data List widget now offers more configuration flexibility and supports dynamic, context-aware view selection. Key enhancements include: • Role-Based and Guest Views: Use the new role_based_views and guest_view options to define different views for different user roles and for unauthenticated users removing the dependency on a single static view. • Automatic URL Parameter Passing: Pass URL parameters automatically into scripts invoked from Data List instance options enabling admins to build richer, multi-parameter conditions without extra setup. • Script-Based View Selection: Use the Data List Condition Script option to choose a view dynamically. Scripts can evaluate URL parameters and other context to determine the most appropriate view at runtime. • Configurable Default Sorting: Define initial sorting behavior using the new sort_by and sort_order options letting the users see a meaningful default order when the list loads.
Service Catalog	**A property to delete a draft of catalog item** Use the property *`glide.sc.delete_draft_item_on_version_change`* to determine whether to delete a saved draft of a catalog item on its modification. **Dynamic Lookup Choices and Enhanced Table Sourcing** Lookup questions are now more flexible and user-friendly. You can effortlessly display choices directly from a

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Application or feature	Details
	specific table field, offering similar ease for select box configurations. Additionally, create dynamic dependent lookups where the choices refresh automatically based on the values selected in other fields on the same form, guiding users to more relevant selections. **Enhanced Sorting Control for Lookup Fields** Customize the display order in lookup select boxes, look up multiple choice, and list collector fields with the new *ref_ac_order_by* attribute. This attribute enables options to be sorted primarily by a specified data column, and then by their display label, providing a more logical and predictable presentation for users.
Service Operations Workspace for ITSM	**Configure help and order of the remedial action parameters** Configure the **Help** and **Order** fields for the remedial action parameters on the Remedial action parameter [sn_reacf_remedial_action_parameter] table if you have the Remedial action admin[sn_reacf.sn_remedial_action_admin] user role. **List page enhancements in Service Operations Workspace** The list page in SOW has the following enhancements: • The related lists in the **Related records** tab of the SOW record pages, including those within the record pages as well such as Recent Incidents or Assigned Assets, are updated with the record list bundle. This update provides them with the same appearance, functionality, and user experience as the SOW list page. • The related lists in the **Related records** tab of the SOW record pages, including the Multi Record Associator (MRA) list, as well as the related lists within the record pages such as Recent Incidents or Assigned Assets, now support the fuzzy count UX page property. You can configure a default value that is applicable to the list for all tables or a value for a specific table such as incident thereby improving the list page performance. **Dependency view changes for reference fields** Selecting the dependency view for the following fields in the incident, problem, change, and request records, opens a unified CMDB map in a new tab within the workspace view instead of a new browser tab: • Configuration item • Service • Service offering **Propose a standard change template** As a user with the itil role, you can create a standard change template proposal from any change record in SOW.

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Application or feature	Details
	Service Operations Workspace access for an on-call shift administrator Starting in version 8.2, a user with the rota_admin role can access Teams, Schedules, and Home pages in SOW.
ServiceNow AI Lens	**Zurich Patch 5** **Changes to Now Assist usage measurement** Starting with Zurich Patch 5, Now Assist usage measurement is transitioning from a 365-day look-back model to a 365-day burn-down model, with usage resetting at the contract anniversary date. For more information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
ServiceNow AI Platform core feature	**ECMAScript 2021 (ES12) JavaScript mode supports additional scripting features** Use additional scripting features, including Promises and Async await, in applications or scripts that use the ECMAScript 2021 (ES12) JavaScript mode. **Stream multipart responses with REST APIs** Stream multipart responses rather than buffering responses until complete by default with REST APIs that support the multipart/mixed requests, such as the `Batch` API. The `glide.rest.serialize.disable_response_stream_buffering` system property controls this behavior and applies only to instances configured with Application Delivery Controller, version 2 (ADCv2). **Additional field types supported in a configurable workspace** The following field types are now supported for use in a configurable workspace: • **datetime** • **email_script** • **int** • **integer_time** • **related_tags** • **user_input** **Vertical layout configuration for radio buttons in a configurable workspace** Configurable workspaces now support a vertical layout configuration of radio buttons. **More dictionary attributes available for selected fields in a configurable workspace** Applicable fields used in a configurable workspace now support the following dictionary attributes:

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Application or feature	Details
	• **choice** • **decimal** • **float** • **html_editor** • **integer** • **ip_addr** • **is_searchable_choice** • **phone_number_e164** • **readonly_clickthrough** • **ref_ac_columns** • **translated_html_editor** • **types** **New plugins available for the TinyMCE HTML editor** The TinyMCE HTML editor now supports two new plugins in Core UI and configurable workspaces: • The Image Editing (editimage) plugin adds a contextual editing toolbar to images in the editor. • The Help plugin (help) enables you to check shortcuts and keyboard navigation for accessibility. **New run types available for scheduled jobs** The following run types are now available for all scheduled job types, enabling flexible scheduling: • **Day and Month in Year** • **Day in Week in Month in Year** • **Week in Month** The new run types are available in the following standard scheduled job types: • **Scheduled Email of Report** • **Scheduled Entity Generation** • **Scheduled Script Execution** To enable these new run types in other scheduled job child tables, you must configure your applicable form view to include the fields **Day**, **Month**, and **Year**. For more information, see Enable run types for scheduled job child tables. **New advanced options available for scheduled jobs** The following new advanced options are available when configuring scheduled jobs, offering greater flexibility in job planning, execution, and recurrence:

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Application or feature	Details
	• **Starting** • **Ending** • **Repeat every** **Export lists to Google Sheets** Export your lists to Google Sheets directly from the Export menu.
ServiceNow SDK	**Version 4.3** **Get type checking and validation of client-side TypeScript files** Full-stack TypeScript applications support type checking and validation of `.ts` and `.tsx` files in the `src/client` directory when building applications. **Version 4.2** **Manage dependencies with additional parameters on the dependencies command** Control which dependencies and TypeScript definitions to download with additional parameters on the `now-sdk dependencies` command. **Use additional column types with ServiceNow Fluent** Use the following additional types of table columns with ServiceNow Fluent APIs: *`Password2Column`*, *`GuidColumn`*, *`JsonColumn`*, *`NameValuePairsColumn`*, *`UrlColumn`*, *`EmailColumn`*, *`HTMLColumn`*, *`FloatColumn`*, *`MultiLineTextColumn`*, *`DurationColumn`*, *`TimeColumn`*, *`FieldListColumn`*, *`SlushBucketColumn`*, *`TemplateValueColumn`*, and *`ApprovalRulesColumn`*. **Version 4.1** **Download TypeScript definitions for script includes used in JavaScript modules** Download TypeScript definitions for script includes imported in JavaScript modules from an instance using the `now-sdk dependencies` command. **Apply a template to an existing application** Add template files and directories for development in ServiceNow Fluent using the `--template` parameter with the `now-sdk init` command in an existing application. **Version 4.0** **Automated Test Framework API supports additional test steps** Use the following test steps with the ServiceNow Fluent Automated Test Framework API. • *`atf.form.addAttachmentsToForm`* • *`atf.form_SP.addAttachmentsToForm`*

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Application or feature	Details
	• `atf.server.addAttachmentsToExistingRecord` • `atf.server.runServerSideScript` • `atf.server.setOutputVariables` **Build command doesn't package build artifacts** Use the `now-sdk pack` or `now-sdk install` commands to package build artifacts. The `now-sdk build` command compiles the source files but doesn't package the build artifacts.
Skills Foundation	**Skills Foundation** Skills search is powered by AI Search capability instead of machine learning models. You can configure the skill search to be indexed based on the skill name or description or both. For Pro Plus License (i.e. LLM Integration) customers, AI search with RAG configuration is provided to power skill search. Multilingual skill support is limited to the languages supported by AI Search, which is fewer than the previously supported 23 languages. Resume parsing is done using Now Assist. ITSM skills previously stored in the CDS plugin were moved back to the seed data plugin. **Skills Workspace** The application name Skills Intelligence Workspace has been changed to Skills Workspace. Role group skill recommendations will not be readily available unless you load your own ontology data to the industry plugin. In Skill Harmonization, duplicate skills identification relies on AI search instead of ML models, which will have some quality impact in identifying duplicates. In Skills Import, two new integration options are added for SAP SuccessFactors and skills and user skills imported go through harmonization pipeline. **Career tab in Employee Center** In the Career tab, the recommended skills source is now derived both from skills that are tagged to activities that employees has been pursuing and from similar user skills.
Software Asset Management	**Publisher optimizations for Microsoft** The Publisher Optimizations dashboard for Microsoft has been updated to support additional subscriptions.

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Application or feature	Details
	Publisher optimizations for SAP The Publisher Optimizations dashboard for SAP has been updated with a report on SAP HANA Database monthly peak usage.
Sourcing and Procurement Operations	**Components installed with Sourcing and Procurement Operations** The Negotiation event table label has been renamed to Sourcing event. This change affects the label only. The underlying table name, [sn_shop_negotiation_event], remains unchanged.
Strategic Planning	**Investment type and Investment class fields** The **Investment type** and **Investment class** fields have been deprecated from the Project and Demand planning item tables. These fields are now created at the parent level in the Planning item [sn_align_core_planning_item] table. **Goal management** By default, only active goals—those goals with the **Active** field set to **true**—are displayed across the workspace. This change applies to the **Dashboards** and **Goals and targets** tabs on the Goals page, the **Goal**/**Parent goal** reference fields in all applicable tables, and all relevant dashboards. **Default related list view changes for Stories** In the Stories list for an Epic, Feature, or Capability in the Enterprise Agile Planning workspace, the Assignment group and Sprint columns in the default related list view are replaced with the EAP team and Iteration columns. **Enhancements to tables in Docs** • Resize the column width of a table per your preference. • Add color to single or multiple table cells.
Subscription Management	**Assist usage excludes demo data** Demonstration instances are excluded from the total Assist usage count to improve tracking of Assist consumption. **Changes to Now Assist usage measurement** Now Assist usage measurement is evolving. If your instances are below Zurich Patch 6, update Subscription Management to version 6.0.2 or later on all instances to avoid mixed measurement states. For more information, see Now Assist Usage - Overview & New Measurement Logic [KB2704710]. **Hidden user-based subscription allocations**

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Application or feature	Details
	To help prevent inaccuracy when allocations aren't complete, allocation details for user-based subscriptions are now hidden from the Subscription Management overview. Contact your account executive for user-based subscription allocation details.
Telecommunications Network Inventory	**Define network service instance details** **xNF Instance** is renamed to **Service Instance**. **Define network function details** **xNF** is renamed to **Network Function**.
Telecommunications Service Operations Management (TSOM)	**Telecom Discovery via Nokia Altiplano** Nokia Altiplano SGC enables you to do the following: • Discover logical inventory for Nokia Altiplano such as logical ports, LAGs, and logical connections. • Enable customers to manage both physical infrastructure and logical network relationships on the ServiceNow AI Platform. • Store logical elements in the CMDB, improving visibility and traceability across the network. • Use the generic Extract, Transform, Load (ETL) framework provided by ServiceNow to integrate with Nokia Altiplano, significantly reducing development effort. **Discrepancy identification** Use the enhanced audit and reconciliation logic to do the following: • Detect mismatches in logical elements such as logical ports, LAGs, and connections. • Filter audit results by IP range, device type, or vendor to focus on relevant subsets of data. • Enhance audit performance, usability, and customer satisfaction by reducing unnecessary processing.
Third-party Risk Management	**Risk areas extended to internal assessments** Starting with version 21.1.x, if you have the third-party risk admin [sn_vdr_risk_asmt.vendor_admin] role, you can now configure risk areas with weighted questions and scored responses for internal assessments using the Smart Assessment Engine in the Vendor Management Workspace. Risk scores can be aggregated at the engagement level using customizable methods such as max, min, or average, and mapped to risk ratings based on business rules. Risk managers can override system-generated ratings with required justification, enabling expert judgment and helping ensure transparency in risk decisions.

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Application or feature	Details
	Smart Assessment Engine advanced plugins Starting with version 21.1.x, the following Smart Assessment Engine advanced plugins are automatically installed: Post Assessment Actions for Smart Assessments [com.sn_smart_imp_auto and com.sn_impact_fwk] and Advanced Response Automation for Smart assessments [sn_smart_resp_auto]. The Post Assessment Actions for Smart Assessments plugin lets Third-party risk admins [sn_vdr_risk_asmt.vendor_admin] automate follow-up tasks, like notifications or workflow launches, after an assessment is completed. The Advanced Response Automation for Smart Assessments plugin automatically fills in assessment responses based on prior data or logic, streamlining and standardizing the assessment process. **Feature-specific administrator role enhancements** Starting with version 21.1.x, if you have a feature admin role you can now complete tasks that were initially reserved for users with the broader administrator role. • Assign sn_vdr_risk_asmt.vendor_risk_admin to users who need to configure and manage vendor risk features. • Assign sn_vdr_risk_asmt.vendor_assessment_reviewer to users who perform assessments, manage dashboards, and require operational access. • Assign sn_vdr_risk_asmt.external_assessment_responder to users who need access to the third-party portal and to complete assessments. **Note:** Administrator privileges no longer grant access to TPRM features. Users must be assigned an appropriate feature-specific role to access relevant functionality. **Read-only field enhancements** Starting with version 21.1.x, the following Third-party Risk Management plugins have security enhancements for read-only fields in this release: • Third-party Risk Due Diligence [com.sn_tprm_onboarding] • Third-party Risk Management [com.sn_vdr_risk_asmt] • GRC: Vendor Portal [com.sn_grc_vendor_portal] • GRC: Profiles [com.sn_grc] • GRC: Compliance Assessment [com.sn_comp_asmt] • GRC: SIG Questionnaire Integration [com.sn_sig_asmt] • GRC: Performance Analytics Premium Integration [com.sn_grc_pa]

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Application or feature	Details
	• Vendor Risk Management integration with EcoVadis [com.sn_app_grc_ecovadis] • ITAM applications [com.snc.vendor_core] **Fourth-party assessment support in SAE** Starting with version 21.1.x, Fourth-party assessments are now supported after you enable the Smart Assessment Engine enabled (**sn_vdr_risk_asmt.sae_enabled**) property. **Enhanced contract records for Digital Resilience Third-party Information Register in Vendor Management Workspace** If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor], you can now associate multiple entities with a single contract record. This association indicates that all entities have signed the contract and are providing services that are associated with the contract. You can also configure contracts that are based on the supply chain and assessment, upload contract records, and generate reports in Microsoft Excel. To better track these entities and help ensure compliance with Digital Operational Resilience Management (DORA) regulations, related lists have been added to the existing contract records, and existing fields have been reorganized for better usability.
Threat Intelligence Security Center	**Adding Internal Intelligence to Investigation Canvas** Aggregate and analyze the data from internal systems through internal intelligence included in the Investigation Canvas module to help you identify potential threats more effectively. **Import Intelligence in TISC** Enhanced the Import Intelligence functionality to support direct import of allow list observables. **Working with Investigation Canvas** The Investigation Canvas feature has been extended to include customized nodes, node relationships, and node legends, as well as the grouping and ungrouping of nodes. **Investigation canvas and MITRE ATT&CK** Navigate and use the MITRE-ATT&CK model within the Investigation Canvas more effectively by taking advantage of enhanced filtering options.
UI Builder	**Add events to track components with unsaved changes** Use an event to quickly identify modified components. **Configure alerts to auto-dismiss**

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Application or feature	Details
	Enable alerts to auto-dismiss across an experience by configuring all of them in the experience settings or individually through an event. **Use pages across experiences** Share and reuse pages across workspaces without switching contexts or rebuilding content to help save time and simplify maintenance. **Use the floating Now Assist panel to streamline your workflow** As of UI Builder version 28.2, the fixed Now Assist panel has been replaced with a drag-enabled floating panel improving layout flexibility and workflow visibility. **Specify your page type in the Create a page wizard** As of UI Builder version 28.2, the Create a page wizard now includes a page**Type** dropdown field. This new field helps you to later identify and filter important pages within the Experience view list, especially helpful in large experiences with many pages. **Explore the newly enhanced Experience view** As of UI Builder version 28.2, the Experience view has improved usability in the following ways: • Pages and their variants appear collapsed by default for a cleaner, more focused view. • Locate pages and variants with ease utilizing the search field. • Search by name, URL, URL type, or variant, and toggle between filters for a cleaner, more intuitive page list. • Pagination is automatically enabled when 10 or more pages are present.
Upgrade Console	**Updated access to Guided upgrade** Apart from the **Guided upgrade** tab option, you can also access Guided upgrade by selecting **Resume upgrade** if there is an ongoing upgrade in the instance.
Virtual Agent	**Zurich Patch 1** **Table bot response control** Use the new **Show links for each record** toggle switch to activate links for each record in the output in your Virtual Agent conversation. **Test assistant options** The **Test** button in the Virtual Agent Designer canvas directly opens up the chat widget.
Visa Spoke	**Visa Resolve Online (VROL) version 25.2 updates** Updated the following Visa Spoke actions to align with Visa Resolve Online (VROL) release 25.2 revision changes:

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Application or feature	Details
	• Submit Dispute Questionnaire • Hypersearch Request Builder • Hypersearch Response Parser • Create Dispute Pre-Arbitration Request Builder • Create Dispute Pre-Arbitration Response Parser • Look up Dispute Response Details Request Builder • Look up Dispute Response Details Response Parser • Look up Dispute Pre-Arbitration Response Details Request Builder • Look up Dispute Pre-Arbitration Response Details Response Parser • Look up Dispute Pre-Arbitration Details Request Builder • Look up Dispute Pre-Arbitration Details Response Parser • Look up Dispute Details Request Builder • Look up Dispute Details Response Parser
Vulnerability Response	**Granular VIT creation for Microsoft TVM recommendations** You can now configure recommendation as a vulnerability item (VIT) key for Microsoft Threat & Vulnerability Management (TVM). This enhancement enables each recommendation to generate a separate vulnerable item, offering more granular control for tracking, assigning, and managing remediation efforts, especially when different recommendations require actions from different teams. **Improved state management for remediation tasks and vulnerable items** State management logic for roll down of state from remediation tasks (RTs) to findings and roll up of state from findings to RTs has been refined across all modules. Updates improve accuracy by handling mixed item states (a combination of Deferred and Closed), supporting closure of tasks in sub-states like In-Review, and reopening tasks based on the Assigned To field. The update also improves handling of False Positive state transitions based on scanner results as source of truth. These enhancements reduce manual effort, clarify task ownership, and streamline remediation workflows. **Ability to manually cancel Exposure Assessment background jobs** Vulnerability Admins and Event Managers can now cancel Exposure Assessment background jobs that were triggered with incorrect parameters or are taking longer than expected. This enhancement reduces downtime by removing the need to wait for the job to complete. Once cancelled, the sub-state is immediately set to User cancelled, and the state updates to Complete after

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Application or feature	Details
	the job is fully terminated; giving you better control and flexibility. **Configure maximum rows in related lists** To improve readability and performance, you can now limit the number of rows shown in related lists on forms by setting the system property *sn_vul_cmn.related_list.set_max_row*. **Qualys Integration – Detection Splitting** Use the Qualys Host Detection Integration to create a separate VIT for each vulnerability instance based on proof. This improves accuracy in vulnerability tracking and supports clearer team ownership during remediation. **Activate the Qualys QVS score integration** Add Qualys-specific risk context to CVEs by importing QVS scores, helping you make more informed prioritization decisions.
Workflow Data Fabric Hub	**SAP ECC primary connector** The SAP ECC connector is now certified as a primary connector. **SAP S/4HANA primary connector** The SAP S/4HANA connector is now certified as a primary connector. **Primary connectors in preview** Primary connectors that are still being enhanced to include all planned functionality are now identified as in preview. These connectors are fully supported by ServiceNow®.
Zero Copy Connector for ERP	Zurich Patch 7 **Additional system property to specify how many records are retrieved** The system property sn_erp_integration.result_page_size has been added to specify the number of records to retrieve from the external system. The default global property for all extractions is set to 50, but can be overridden with this new property. Zurich Patch 4 **Zero Copy Connector for ERP Enterprise Data Foundation data product** Additional models, including Business Partner, Chart of Account, Cost Center, and Vendor have been added to the data product for use when interacting with an SAP system. **Zero Copy Connector for ERP Quote to Cash data product** Additional models, including Customer Invoice, Outbound Deliveries, and Service Notification have been

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Application or feature	Details
	added to the data product for use when interacting with an SAP system. **Zero Copy Connector for ERP Source to Settle data product** Additional purchase order models have been added to the data product for use when interacting with an SAP system. **Role configuration required for agentic workflows and AI agents** Agentic workflows and AI agents included with Now Assist applications require additional security configuration. If you select *`Users with selected roles`* for your user access security controls for an agentic workflow or AI agent, you must add the installed roles, or they won't execute. Data access settings must also include these roles. See the documentation for the agentic workflow or AI agent for the specific roles you must add. After the roles are configured, users must have the specified role to invoke the agentic workflow or AI agent.

Removed features and products in Zurich

Cumulative release notes summary on features that were removed from Zurich features and products.

Some features were removed as part of Zurich product updates.

Application or feature	Details
Advanced Risk	To enhance the Risk Workspace home page load performance and reduce latency, the **Tasks** widget has been removed from the home page.
Alumni Center	The following system properties are removed and the existing configured values are copied to the alumni common configuration UI. • Email property - sn_asc.self_registration.personal.email.domains • Deleted properties - sn_asc.import.default.state, sn_asc.import.user_name.max.tries, sn_asc.import.alumni.suffix
Classic Workflow	• Removed the legacy workflows created and published by ServiceNow, Inc. for new customers who start on the Zurich release. • Retained the legacy workflows created and published by ServiceNow, Inc. for customers who upgraded from versions prior to the Zurich release.

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Application or feature	Details
Configurable Workspace	• The List, List - Simple, and List - Related components are no longer available in UI Builder are replaced by the Record List component bundle. • The Condition Builder component is no longer available in UI Builder and is replaced by the Predicate Builder component for all list types.
Configuration Management Database (CMDB)	• Common Service Data Model no longer provides **Design** as a value for the *Operational status* attribute in CIs.
Digital End-User Experience	• Removed the **Impacted users** and **Active users** cards from the landing page. • Removed the **Users** page. • Removed the **Users list** page. • Removed the **Users** and **Devices** filters from the **Devices** page.
Document Intelligence	The Document Intelligence application has been removed from the application navigator.
Impact	The Jumpstart Your Document Intelligence Accelerator has been removed.
Instance Data Replication	• The Key Management Service test has been removed from the IDR Diagnostics page. • The VAULT Service Status test has been removed from the IDR Diagnostics page.
Now Assist for Creator	Zurich Patch 6 • Spoke generation has been removed from Now Assist for Creator. See the ServiceNow Store website for additional information. Zurich Patch 4 • Starting with version 28.4.3 of Now Assist for Creator, the now.assist.creator role has been removed as a required role for using most Now Assist for Creator skills and agents. Some skills and agents might have additional role requirements. See the Now Assist for Creator product documentation for more information.
Now Assist in Document Intelligence	• The Document extraction skill has been removed from the list of Platform skills in the Now Assist Admin console. • The Document Q&A skill has been removed from the list of Platform skills in the Now Assist Admin console.

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Application or feature	Details

Operational Technology Manager	• The **New** button was removed from the following related lists for users with read-only access to a site:
	  ○ Network Adapters
	  ○ Memory Modules
	  ○ Software Installed
	  ○ IP Addresses

ServiceNow AI Platform core feature	• The *glide.script.use.sandbox* system property has been removed. The script sandbox is enabled by default. • Dynamic groups have been removed. Instead, use dynamic attributes in dynamic categories to simplify administration and improve the dynamic schema user experience.
ServiceNow SDK	• The `now-sdk upgrade` command has been removed. To upgrade the version of the ServiceNow SDK, see Upgrade the ServiceNow SDK.
Skills Foundation	• The LinkedIn Parsing capability is not supported because it is based on ML models. • The skills ontology, which contained skill structure with categories and definition, is no longer provided. Supply your own skills data and import it into the Skills Foundation application. • Legacy Data Science algorithms from Talent Development applications.
Upgrade Console	• Removed the Ready your environment step in the pre-upgrade activities on a production instance.

Deprecation information for all Zurich features and products

Cumulative release notes summary on deprecation information for Zurich features and products.

For information about deprecated plugins in Zurich, refer to

Application or feature	Details
API	• The *GlideEncrypter* API no longer supports Triple Data Encryption Standard (3DES) due to updated NIST 800-131A Rev 2 guidelines. ○ For existing instances that upgrade to the Zurich release, the *GlideEncrypter* API is available for use but has been updated to automatically use the Key Management Framework algorithm. See GlideEncrypter - Global (deprecated) for more information on how to continue calling this API.

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Application or feature	Details
	○ For all new instances created starting with the Zurich release, the `GlideEncrypter` API is no longer supported. Directly use the Key Management Framework instead for all cryptography operations. • Dynamic groups have been removed from dynamic schema in Core Platform. For dynamic attributes defined with an associated dynamic attribute group before the Zurich release, the GlideDynamicAttribute `getGroupName()` method originally designed for dynamic attribute groups continues to work for backwards compatibility. The `getGroupName()` method returns null for migrated attributes and newly created attributes. Customers are urged to migrate to the current Dynamic Attribute definitions to take advantage of future improvements in features and functionality. For migration details, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the Now Support Knowledge Base.
Agent Client Collector	Agent Client Collector Security Incident Response is no longer supported. For details on replacement options, see the Deprecation guidance for Agent Client Collector Security Incident Response [KB2249776] article in the Now Support Knowledge Base.
Agent experience for CSM	Starting with the Yokohama release, Customer Service CTI Demo Data is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. ServiceNow Voice with Amazon Connect provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
App Engine Studio	The ui_builder_admin role was removed from the AES Portal UI Template plugin in the Zurich release. Admin and delegated developer roles can still access the AES Portal UI Template plugin (sn_portal_starte_0).
Authentication	Due to the launch of new simplified inbound integration configuration in Machine Identity Console, the following inbound integrations configurations in the Application registry page are deprecated: • OAuth API endpoint for external clients • OAuth JWT API endpoint for external clients • OIDC provider to verify ID tokens
Automation Discovery	Starting with the Zurich release, Automation Discovery has been deprecated. It will be hidden and no longer installed on new instances but will continue to be supported in this release. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. For more information about this application see Automation Discovery.

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Application or feature	Details
Case management for CSM	• Starting with the Yokohama release, Customer Service CTI Demo Data is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. ServiceNow Voice with Amazon Connect provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. • Starting with the Zurich release, the Customer Service Case Types plugin is available as a store plugin and, as such, the family version of the plugin is being prepared for future deprecation. Upon upgrading, customers will automatically move to the store version of the plugin. It will be hidden from the family plugins and no longer installed on new instances but will continue to be supported as a store plugin. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Classic Workflow	• Support for classic workflows is deprecated. • Use Workflow Studio flows and subflows instead of classic Workflow.
Clone Admin Console	• The legacy clone request page clone_instance.DO is going to be retired in the A release. • Update to the latest version for the best experience and performance improvements. To update Clone Admin Console, see Clone Admin Console.
Cloud Cost Management 9.0	The current mechanism for the Azure billing download is planned for deprecation. With this deprecation, the Export option remains the default method for the Azure billing download.
Configuration Management Database (CMDB)	• The Data Certification plugin (com.snc.certification_v2) is now deprecated and no longer supported or available for new activation. The latest experience for this functionality is included with CMDB Workspace.
Data Management	The Data Usage Visualization Console dashboard has been deprecated in the Zurich release. Instead, you can monitor the growth of data on your instance using the Data Management Console.
Data Management for CSM	The following legacy base system workflows have been deprecated: • Escalation Master-Approval • Escalation-Approval Custom workflows remain supported, and you can continue to create them as needed. However, any new business requirements must be implemented using the new or updated flow-based framework rather than with the legacy workflows.

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Application or feature	Details
Document Intelligence	• Starting with Zurich release, the document extraction feature in Document Intelligence is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. Instead, you can extract information from documents using the Now Assist in Document Intelligence application. For more information, see . • The Document Intelligence Admin (sn_docintel_admin) plugin is planned for deprecation in the B release.
Encryption	**Prepare your instance for GlideEncrypter deprecation** Encrypted string keys 3DES format is no longer supported. Key Management Framework (KMF) is the supported format.
Enterprise Asset Management	The Classification (classification) column in the Enterprise good model [sn_ent_model] table has been deprecated and renamed as Classification (Deprecated). The data from this column is available in the new Classification (classification_code) column in the Product model [cmdb_model] table.
Event Management	• Event Management connector: Deprecate unused V1 connector definitions during Event Management connector upgrades. • vRealize connector: Enhance the vRealize event connector by replacing the deprecated XML API with a JSON-based API, ensuring compatibility with future versions. • The "em_alert_lists_auto_refresh" table no longer controls live alert list updates in the Service Operation Workspace Lists. Use the new property, table sys_ux_list, to turn on and off live incoming alert updates.
Field Service Management	• Non-collapsed mode is being deprecated and removed from Dispatcher Workspace. Dispatchers must use collapsed mode to see available resources in Dispatcher Workspace. • Starting with the Zurich release, the **Enable capacity** constraint for Schedule Optimization is being deprecated. It will no longer be applied for Schedule Optimization. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
HR Service Delivery integration with Accurate Background service	Starting with Zurich release, HR Service Delivery integration with Accurate Background service is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
HR Service Delivery integration with First Advantage service	Starting with Zurich release, HR Service Delivery integration with First Advantage service is being prepared for future deprecation. It will be

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Application or feature	Details
	hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
HR Service Delivery integration with Sterling Talent Solutions service	Starting with Zurich release, HR Service Delivery integration with Sterling Talent Solutions service is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
Hardware Asset Management	Starting from the Zurich release, the following workflows are being prepared for future deprecation: • Procurement Process Flow – Hardware • Procurement Process Flow – Mobile • Procurement Process Flow - Default • Transfer Order • Transfer Order Line • Source Request • Contract Approval **Note:** Procurement Process Flow-Default and Procurement Process Flow – Mobile are demo data workflows displayed in the workflow studio when the Workflow Authoring Tools (com.glideapp.workflow.authoring) plugin is installed. These impacted workflows are migrated to Workflow Studio flows. After upgrading to the Zurich release, you must transition to the new Workflow Studio flows. For more information about the deprecation process and its impact, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
ITOM AIOps	• The "em_alert_lists_auto_refresh" table no longer controls live alert list updates in the Service Operation Workspace Lists. Use the new property, table sys_ux_list, to turn on and off live incoming alert updates.
ITOM Visibility	Starting with the Zurich release, Cloud Discovery Workspace is being prepared for future deprecation. It's hidden and no longer activated on new instances but continues to be supported. Discovery Admin Workspace provides the latest experience for this functionality. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.
Impact	Starting with Impact Zurich version 6.0.8 ServiceNow Store release, Proactive Code Check is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will

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Application or feature	Details
	continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Instance Data Replication	Legacy replication sets have been deprecated in the Zurich release and are no longer supported.
Journey designer	• Learning Posts. All Learning Posts capabilities are now integrated within Journey designer. For more information, see Learning Posts release notes. • Listening Posts. For more information, see Listening Posts release notes.
Learning Posts	Starting with the zurich release, Learning Posts is being deprecated. It will be hidden and no longer available for activation. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Legacy Application Manager	Starting with Zurich patch 4, Legacy Application Manager is being prepared for future deprecation. It will be hidden but will continue to be supported. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Legacy Studio	Starting with the Zurich release, Legacy Studio is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details on this process, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. For more information about app development on the ServiceNow AI Platform®, see ServiceNow Studio.
Listening Posts	Starting with the zurich release, Listening Posts is being deprecated. It will be hidden and no longer available for activation. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Now Assist	• In Patch 5, the **Select Use Case** drop-down menu was removed from the Agentic AI - ITSM tab.
Now Assist for IT Operations Management (ITOM)	In Zurich Patch 7, the Dynatrace analysis AI agent is being prepared for future deprecation. To continue getting Dynatrace insights in agentic workflows, deactivate the Dynatrace analysis AI agent and set up the Dynatrace MCP server agent. For configuration details, see .
Now Assist for IT Service Management (ITSM)	The Escalate IT Ticket core ITSM Virtual Agent topic is being deprecated in this release. The topic is renamed to **(Deprecated) Escalate IT Ticket**. This capability will be available in the Platform Request Status AI agent in a future release.

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Application or feature	Details
Now Assist in Virtual Agent	• In Patch 4, *sn_aia.use_agents_in_planner* system property has been removed. The system property was used for configuring AI agent discovery behavior. • In Patch 4, Now Assist skills page in the assistant admin guided setup has been removed due to the skills being turned on by default. • In Patch 1, Bing support for the searching and scraping search result type is no longer supported when adding a web search tool in Now Assist Skill Kit.
Operational Resilience	The Operational Resilience application previously stored the entire dependency chain in the [sn_oper_res_profile] table, which resulted in redundant data and potential performance issues. The *Update CSDM and other dependencies* scheduled job script has been optimized to address this issue. Any node can now be at the top level. Data retrieval is more efficient because you can store the impacted objects in a single table.
Operational Technology Manager	For the Service Graph Connector for Microsoft Excel, the following items were deprecated on the ServiceNow AI Platform: • The SG OT Excel Staging Task table • The Staging task reference on the SG OT Excel Staging table
Playbooks in Workflow Studio	• now.assist.creator role
Project Portfolio Management	**Resource Management reports** Starting with the Zurich release, Resource Management reports are deprecated. You can start using the interactive Overview dashboard in Resource Management Workspace to work on reporting. For more information on the Overview dashboard, see Using Resource Management Workspace. **Resource Management classic** Starting with the Zurich release, the Resource Allocation workbench and Capacity planning overview are removed from the product navigation of Resource Management for new customers.
Self-service and omnichannel engagement for CSM	Starting with the Zurich release, Customer Service CTI Demo Data Plugin and CTI Softphone Plugin are no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base, Components installed with Customer Service CTI Demo Data, and Components installed with CTI Softphone.

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Application or feature	Details
Service Creator	Starting with Zurich release, Service Creator is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
ServiceNow AI Platform core feature	Starting with the Zurich release, Application Insights is no longer deployed, enhanced, or supported. Instead, Overview of Instance Observer offers a powerful solution for enhancing system performance. Contact your account manager to discover more. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
ServiceNow SDK	• The `$id` property is deprecated in the List API and Role API. • Property names that use snake case are deprecated in all ServiceNow Fluent APIs. Use the equivalent property name in camel case instead.
Software Asset Management	Starting from the Zurich release, the following workflows are being prepared for future deprecation: • Reclamation workflow • Procurement Process Flow - Auto allocation enabled
Strategic Planning	The **Investment class** and **Investment type** fields have been deprecated from the Project [sn_align_core_project] and Demand [sn_align_core_demand] tables.
Telecommunications Service Operations Management (TSOM)	• The two previous Extract, Transform, Load (ETLs) for Optical Line Terminal (OLT) and Optical Network Unit (ONU) have been merged into a unified ETL that supports both physical and logical data and have been deprecated and phased out. • The previous Service Operation CMDB Compliance Audit has been deprecated and replaced by the Telecom Discrepancy Audit.
Virtual Agent	• Starting with the Zurich release, Sensitive Data Handler and the are being prepared for future deprecation. They will be hidden and no longer available for installation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. Install the Data Privacy application as a replacement. For more information, see Data Privacy. • Starting with the Zurich release, Microsoft LUIS is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

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Activation information for all Zurich features and products

Cumulative release notes summary on activation information for Zurich features and products.

Some products and features require specific subscriptions, roles, or licenses. Other features are part of the and are active by default.

Application or feature	Details
AI Control Tower	Install AI Control Tower by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
AI Risk and Compliance	Install AI Risk and Compliance by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
AI Search	AI Search is a ServiceNow AI Platform feature that is active by default.
AIOps LEAP	Install AIOps LEAP by requesting Now Assist for ITOM from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
API	The following APIs are available by default: • `Identification and Reconciliation` • `IdentificationEngine` • `IdentificationEngineScriptableApi` • `GlideDynamicAttribute` • `GlideDynamicAttributeStore` • `GlideDynamicNamespace` • `GlideCurrencyCode` • `GlideCurrencySymbol` • `GlideForm (Next Experience)` • `GlideModal (Next Experience)` • `GlideNavigation (Next Experience)` • `GlideRecord` • `GlideSysAttachment` • `GlideUser (Next Experience)` • `StopWatch (Next Experience)`

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Application or feature	Details
	The following APIs require plugin activation: • *ProducerV2* requires the ServiceNow Stream Connect Installer plugin (com.glide.hub.stream_connect.installer). • *Product Order Open* API requires the Order Management for Telecommunications (sn_ind_tmt_orm) plugin. • *Service Order Open* API requires the Order Management for Telecommunications (sn_ind_tmt_orm) plugin. • The *Omnichannel Callback* API requires the Omnichannel Callback (omnichannel_callback plugin) plugin. • *Party Management Open* API requires the Telecommunications Open APIs (sn_tmf_api) and Customer Service Management (com.sn_customerservice) plugins. • The *sn_erp_integration API* requires the Zero Copy Connector for ERP (com.sn_erp_integration) plugin.
Access Management	Access Management is a ServiceNow AI Platform feature that is active by default.
Accounts Payable Operations	Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Advanced AI Search Management Tools	Install Advanced AI Search Management Tools by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Advanced Risk	Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Advanced Work Assignment (AWA)	AWA is a ServiceNow AI Platform feature that is available with activation of the Glide Advanced Work Assignment plugin (com.glide.awa). For details, see Activate Advanced Work Assignment. To use the External routing functionality on your instance, you must activate the External Routing Support plugin (com.glide.awa-external).
Agent Chat	Agent Chat is a ServiceNow AI Platform feature that is available with activation of the Agent Chat plugin (com.glide.interaction.awa). For details, see Configuring Agent Chat.

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Application or feature	Details
Agent Client Collector	Agent Client Collector is available with activation of the Agent Client Collector Framework plugin (sn_agent) and the Agent Client Collector Monitoring plugin (sn_itmon) in an instance on which Event Management is installed.
Agent experience for CSM	CSM Configurable Workspace is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management. Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Agentic Desktop	Agentic Desktop is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Agentic Desktop, see Configure Agentic Desktop.
Alumni Center	Install Alumni Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
App Engine Management Center	Install AEMC by requesting it from the ServiceNow Store. Starting with version 28.2.1 of AEMC, you can use ReleaseOps pipelines or migrate your existing App Engine pipelines to ReleaseOps. To use ReleaseOps, you must install ReleaseOps by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
App Engine Studio	Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Applicant Center	Install Applicant Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Application Manager	Application Manager is a ServiceNow AI Platform feature that is active by default.
Application Vulnerability Response	Install Vulnerability Response and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Asset Audit Response	Install Asset Audit Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Audit Management	Install Audit Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Authentication	Authentication is a ServiceNow AI Platform product that is active by default.
Automated Test Framework	Automated Test Framework is a ServiceNow AI Platform feature that is active by default. **Note:** By default, the system property that is used to run automated tests is turned off to help prevent you from accidentally running these tests on a production system. To avoid data corruption or an outage, run tests only on development, test, and other non-production instances. For more information, see Enable or disable executing Automated Test Framework tests. To use the quick start tests for an application, activate the plugin that is associated with the application. For more information, see Available quick start tests by application or feature. Set the *sn_atf.runner.enabled* property to **True** to activate the content pack for the ATF Test Generator and Cloud Runner store application.
Business Continuity Management	Install Business Continuity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
CPQ Configurator	Install the CPQ Configurator by requesting the CPQ Integration application from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Card data security	Install Card data security by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Mobile	Install Care Team Mobile by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Operations for Biomed	Install Care Team Operations for Biomed by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Operations for Environmental Services	Install Care Team Operations for Environmental Services by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Operations for Facilities	Install Care Team Operations for Facilities by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Care Team Operations for Healthcare IT	Install Care Team Operations for Healthcare IT by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Career Conversations	Install Career Conversations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Case management for CSM	Customer Service Management is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management.
Change Management	Change Management is a ServiceNow AI Platform feature that is active by default.
Classic Workflow	Workflow is a ServiceNow AI Platform feature that is active by default.
Clone Admin Console	Install the Clone Admin Console by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Cloud Cost Management 9.0	Install Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Cloud Exposure View	Install the required applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Code Signing	Code Signing is a ServiceNow AI Platform feature that is available with activation of the Code Signing (com.glide.code_signing_enterprise) plugin. For details, see Configuring Code Signing.
Collaborative Work Management	Install Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Common Core	Install Integrated Risk Management and Now Assist for IRM by requesting them from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Configurable Workspace	Configurable Workspace is a ServiceNow AI Platform feature that is active by default.
Configuration Compliance	Install Configuration Compliance and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Configuration Management Database (CMDB)	CMDB is a ServiceNow AI Platform feature that is active by default.
Container Vulnerability Response	Install Container Vulnerability Response and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Continual Improvement Management	The Continual Improvement Management (com.sn_cim) plugin is available with ITSM Professional, CSM Professional, and HR Service Delivery Professional subscriptions only. Contact your ServiceNow account manager to purchase a subscription and activate the plugin. You can also install the CIM plugin from ServiceNow Application Manager after purchasing a subscription.
Continuous Authorization and Monitoring	Install CAM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Contract Management Pro	Install Contract Management Pro by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Contract Management Pro for Legal Service Delivery	Install Contract Management Pro for Legal Service Delivery (sn_lg_cnt) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. For details, see Install Contract Management Pro for Legal Service Delivery.

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Application or feature	Details
Conversation Improvement Themes	Install Conversation Improvement Themes by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Conversation Insights	Install Conversation Insights by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Creator Studio	Install Creator Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Customer Contracts and Entitlements	Install Customer Contracts and Entitlements by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Customer Contracts and Entitlements is available with activation of the Customer Contracts and Entitlements (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements. **Note:** With the activation of Customer Contracts and Entitlements, new contracts and entitlements are created using the new data model only. The new entitlement verification APIs and change workflows are based on the new data model. Older contracts and entitlements can still be viewed but not modified.
Customer Engagement Sequences	Install Customer Engagement Sequences by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Customer Service Problem Management	Install Customer Service Problem Management and Service Test Management by requesting it from the ServiceNow® Store.
Customer Success Management	Install Customer Success Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Customer self-service for Sales and Order Management	Install the following applications by requesting them from the ServiceNow Store: • Customer Request for Quote plugin (sn_cust_rfq) • Sales Cart plugin (sn_sales_cart) Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Data Loss Prevention Incident Response	Install Data Loss Prevention Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Data Management	Data Management is a ServiceNow AI Platform capability that is active by default.
Data Management for CSM	CSM is a ServiceNow AI Platform application that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management. Additional CSM features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management. Sales and Order Management is a ServiceNow AI Platform feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core). For details, see Exploring Sales and Order Management. Starting in the Yokohama release, the following plugins are available on the ServiceNow Store for: • Install Base Management (com.snc.install_base) • Install base characteristics (com.snc.install_base_characteristics) • Customer Service with Service Portfolio management (com.snc.csm_spm) For details, see Configure Install base. Starting from the Yokohama release, the Business Location plugin (com.snc.business_location) is available on the ServiceNow Store. For details, see Activate business locations.
Data Privacy	Data Privacy is available with activation of the Data Privacy plugin (sn_dp_store_app). For details, see Activate data privacy.

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Application or feature	Details
DevOps Change Velocity	Install DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Developer Sandboxes	Contact your ServiceNow account manager to install Developer Sandboxes.
Digital End-User Experience	Install Digital End-User Experience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Digital Portfolio Management (DPM)	Install Digital Portfolio Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Dispute Rules Content Pack for Mastercard	Install Dispute Rules Content Pack for Mastercard by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Dispute Rules Content Pack for Nacha	Install Dispute Rules Content Pack for Nacha by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Dispute Rules Content Pack for Visa	Install Dispute Rules Content Pack for Visa by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Document Intelligence	Install Document Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. The Document Intelligence application (sn_docintel) depends on the Document Intelligence plugin (com.glide.platform_ml_di), the Predictive Intelligence plugin (com.glide.platform_ml), and the Document

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Application or feature	Details
	Intelligence UIB component (com.sn_docintel_iframe). For more details, see Install Document Intelligence.
Document Services	Document Services is a ServiceNow AI Platform feature that is active by default. Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For more details, see Activate Document Management . Multi Provider Document Services Framework needs to be installed by requesting it from the ServiceNow Store. For more information, see Multi Provider Document Services Framework. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Domain Separation	Domain Separation is a ServiceNow AI Platform feature that is available with activation of the com.glide.domain.activation_utility. For details, see Domain separation plugin.
Dynamic Translation	Dynamic Translation is a ServiceNow AI Platform feature that is available with activation of the Dynamic Translation plugin (com.glide.dynamic_translation). For details, see Activate Dynamic Translation.
ERP Semantic Mining	Install ERP Semantic Mining by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Employee Center	Install Employee Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Employee Center Pro	Install Employee Center Pro by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Encryption	The Platform Encryption subscription bundle is a group commercial entitlement that includes Field Encryption Enterprise and Cloud Encryption.

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Application or feature	Details
	Field Encryption Enterprise is the unlimited license of Field Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see the Encryption and Key Management subscription bundle.
Encryption Key Management	The Platform Encryption subscription bundle is a group commercial entitlement that includes Field Encryption Enterprise and Cloud Encryption. Field Encryption Enterprise is the unlimited license of Field Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.
Enterprise Architecture	Enterprise Architecture (formerly Application Portfolio Management) is available with activation of the Enterprise Architecture (com.snc.apm), which requires a separate subscription. For details, see Enterprise Architecture.
Enterprise Asset Management	Install the following applications by requesting them from the ServiceNow Store: • Enterprise Asset Management • Enterprise Asset Management for Healthcare • OT Asset Management • Expanded Model and Asset Classes Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Event Management	Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.
External Content Connectors	Install External Content Connectors by requesting the External Content Connectors Application Suite from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Field Service Management	Field Service Management is a ServiceNow AI Platform feature that is active by default.
Field Service Management for Telecommunication	The Telecommunications appointment booking feature is available with activation of the Telecommunications Open API (com.sn_tmf_api) and Field Service Management for Telecommunications (com.sn_fsmt)

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Application or feature	Details
	applications. Install these applications by requesting them from the ServiceNow Store.
Financial Services Operations Core	Install Financial Services Operations Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Financial Services Operations Integration with Mastercard	Install Financial Services Operations Integration with Mastercard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Financial Services Operations Integration with Visa	Install Financial Services Operations Integration with Visa by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Flows, subflows, and actions in Workflow Studio	Workflow Studio is a ServiceNow AI Platform feature that is active by default. Get the latest Workflow Studio features by updating the app from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Generative AI Controller	Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of a Now Assist application. For details, see and .
Goal Framework	Install Goal Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Goal Framework for SPM	Install Goal Framework for SPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
HR Multi Instance Integration	If you are an HR service consumer, install the HR Multi Instance Integration for Consumer (sn_hr_mii_provider) application, and if you are an HR service provider, install the HR Multi Instance Integration for Provider (sn_hr_mii_provider) application by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Hardware Asset Management	Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Health Log Analytics	Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Healthcare Operations Core	Install Healthcare Operations Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Hermes Messaging Service	Hermes Messaging Service is a ServiceNow AI Platform feature that is available with activation of the ServiceNow Stream Connect Installer (com.glide.hub.stream_connect.installer) plugin or installation of the Log Export Service application. For details, see Activating the Hermes Messaging Service.
Hiring	Install Hiring tab by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ITOM AIOps	• ITOM AIOps is available with activation of the Event Management plugin (com.glideapp.itom.snac). You must purchase a more comprehensive ITOM AIOps package, ITOM Predictive AIOps, to enable working with Health Log Analytics. For details, see Event Management setup. • Install Service Operations Workspace (ITOM) by installing the AIOps Experience [sn_sow_aiops] application from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. • Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ITOM Cloud Accelerate	The ITOM Cloud Accelerate features are available as an application at Cloud Accelerate, on the ServiceNow Store. Contact your ServiceNow sales representative to procure the ITOM Cloud Accelerate entitlement. For details, see Request the Cloud Provisioning and Governance application.
ITOM Visibility	ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require an ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version-history release notes.
Identity	Identity is a ServiceNow AI Platform product that is active by default.
Impact	**Impact** See Impact packages for information on package entitlement and features activation. See Configuring Impact for details on configuring Impact and its features.
Incident Management	Incident Management is a ServiceNow AI Platform feature that is active by default.
Industrial Process Manager	Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Instance Data Replication	Instance Data Replication is a ServiceNow AI Platform feature that is available with activation of the IDR (com.glide.idr) plugin, which requires a separate subscription. For details, see Request an Instance Data Replication subscription.
Instance Scan	Instance Scan is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
Integration Hub	Integration Hub is included in Workflow Data Fabric and is available with activation of an Workflow Data Fabric subscription package. For details, see https://www.servicenow.com/now-platform/workflow-data-fabric.html.
Intelligence for CSM	Customer Service Management is available with activation of the Customer Service plugin (com.sn_customerservice). For details, see Activate Customer Service Management.
Interview management	Install Interview management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Journey designer	Install Journey designer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Knowledge Center	Knowledge Center would be available by default to all the roles of Knowledge Management.
Knowledge Graph	Knowledge Graph is a ServiceNow AI Platform feature that is active on installation, by default.
Knowledge Management	Knowledge Management is a ServiceNow® feature that is active by default.
Lead-to-Cash Process Management	Install Lead-to-Cash Process Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Legal Conflict of Interest	Install Legal Conflict of Interest by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Legal Hold Notification	Install Legal Hold Notification by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Legal Matter Management	Install Legal Matter Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Legal Request Management	Install Legal Request Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Lifecycle Events	Install Lifecycle Events by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Localization Workspace	Install Localization Workspace by requesting it from the ServiceNow Store. See Localization Workspace on the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
MCP Server Console	MCP Server Console is available with activation of a Now Assist application. For more information, see and .
MID Server	MID Server is a ServiceNow AI Platform feature that is active by default.
Manufacturing Commercial Operations	Install Manufacturing Commercial Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Mentoring	Install Mentoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Mobile Platform	Mobile Platform is a ServiceNow AI Platform feature that is active by default.
Model Risk Management	Install Model Risk Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Next Experience	Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Zurich release. If there are known problems with turning on Next Experience on an instance, an opt-out system property can be created before upgrade. Theme Builder comes with the Next Experience and is active by default.
Next Experience Developer (NED) Tools	Install Next Experience Developer Tools from the Google Chrome Web Store.
Notifications	Notifications is a ServiceNow AI Platform feature that is active by default. Install Email agentic workflow by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Notify	Notify is a ServiceNow AI Platform feature that is active by default.
Now Assist	**Zurich Patch 4** **Now Assist skills** Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available: • • Now Assist for App Engine • Now Assist for Configuration Management Database (CMDB) • Now Assist for Collaborative Work Management (CWM) • Now Assist for Creator • Now Assist for Customer Service Management (CSM) • Now Assist for Employee Experience • Now Assist for Enterprise Architecture (EA)

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Application or feature	Details
	• Now Assist for Operational Sustainability Management • Now Assist for Field Service Management (FSM) • Now Assist for Financial Services Operations (FSO) • Now Assist for Hardware Asset Management (HAM) • Now Assist for Health and Safety • Now Assist for HR Service Delivery (HRSD) • Now Assist for Integrated Risk Management (IRM) • Now Assist for IT Operations Management (ITOM) • Now Assist for IT Service Management (ITSM) • Now Assist for Legal Service Delivery (LSD) • Now Assist for Operational Technology Manager (OTM) • • Now Assist for Order Management • Now Assist for Public Sector Digital Services (PSDS) • Now Assist for Sales Force Automation (SFA) • Now Assist for Security Incident Response • Now Assist for Software Asset Management (SAM) • Now Assist for Supplier Lifecycle Operations (SLO) • Now Assist for Sourcing and Procurement Operations (SPO) • Now Assist for Strategic Portfolio Management (SPM) • Now Assist for Telecommunications, Media and Technology (TMT) • Now Assist for Third-party Risk Management (TPRM) • Now Assist for Workplace Service Delivery (WSD) • Now Assist for Vulnerability Response • Now Assist for Zero Copy Connector
Now Assist AI agents	Now Assist AI agents are available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Now Assist AI agents, see Install Now Assist AI agents.
Now Assist Skill Kit	Now Assist features are available with activation of any Now Assist plugins from ServiceNow Store. The following plugins are available: • • Now Assist for App Engine • Now Assist for Configuration Management Database (CMDB) • Now Assist for Collaborative Work Management (CWM) • Now Assist for Creator • Now Assist for Customer Service Management (CSM)

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Application or feature	Details
	• Now Assist for Employee Experience • Now Assist for Enterprise Architecture (EA) • Now Assist for Operational Sustainability Management • Now Assist for Field Service Management (FSM) • Now Assist for Financial Services Operations (FSO) • Now Assist for Hardware Asset Management (HAM) • Now Assist for Health and Safety • Now Assist for HR Service Delivery (HRSD) • Now Assist for Integrated Risk Management (IRM) • Now Assist for IT Operations Management (ITOM) • Now Assist for IT Service Management (ITSM) • Now Assist for Legal Service Delivery (LSD) • Now Assist for Operational Technology Manager (OTM) • • Now Assist for Order Management • Now Assist for Public Sector Digital Services (PSDS) • Now Assist for Sales Force Automation (SFA) • Now Assist for Security Incident Response • Now Assist for Software Asset Management (SAM) • Now Assist for Supplier Lifecycle Operations (SLO) • Now Assist for Sourcing and Procurement Operations (SPO) • Now Assist for Strategic Portfolio Management (SPM) • Now Assist for Telecommunications, Media and Technology (TMT) • Now Assist for Third-party Risk Management (TPRM) • Now Assist for Workplace Service Delivery (WSD) • Now Assist for Vulnerability Response • Now Assist for Zero Copy Connector
Now Assist for App Engine	Install Now Assist for App Engine by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for CMDB	Now Assist for CMDB is a ServiceNow AI Platform feature that is available with activation of plugins that you get from the ServiceNow Store. For details, see Configuring Now Assist for CMDB.
Now Assist for Collaborative Work Management (CWM)	Install Now Assist for CWM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative

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Application or feature	Details
	release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Configure, Price, Quote (CPQ)	Install Now Assist for CPQ by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Creator	Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Customer Service Management (CSM)	Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see . Starting with Vancouver Patch 4, Now Assist for CSM is supported. Starting with Zurich Patch 7, Customer Service Management AI agent collection is supported.
Now Assist for Enterprise Architecture (EA)	Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. For more information, see .
Now Assist for FSM	Now Assist features are available with activation of the Now Assist for FSM plugin. For more information, see .
Now Assist for Financial Services Operations (FSO)	Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for HR Service Delivery (HRSD)	Install Now Assist for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Hardware Asset Management (HAM)	Install Now Assist for HAM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Now Assist for IT Operations Management (ITOM)	Install AIOps Experience [sn_sow_aiops] and Now Assist for ITOM from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for IT Service Management (ITSM)	Install Now Assist for IT Service Management (ITSM) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Legal Service Delivery (LSD)	Install Now Assist for Legal Service Delivery (LSD) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Manufacturing Commercial Operations (MCO)	Now Assist features are available with activation of Now Assist for MCO (com.sn.mfg.gen.ai) plugin. For more information, see .
Now Assist for Operational Sustainability Management Management	Install Now Assist for Operational Sustainability by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Operational Technology Manager (OTM)	Now Assist for Operational Technology Manager (OTM) is a ServiceNow AI Platform feature that is available with activation of the Operational Technology Manager (com.sn_ot_foundation). For details, see Install Operational Technology Manager.
Now Assist for Operational Technology Service Management (OTSM)	Install Now Assist for OTSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Order Management	Request the Now Assist for Order Management application from the ServiceNow Store and install it using the ServiceNow® Application Manager. For more information, see Install a ServiceNow Store application.

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Application or feature	Details
Now Assist for Retail Service Management (RSM)	The Now Assist for RSM plugin is available with activation of com.sn.now.platform plugin. For more information, see .
Now Assist for Sales Force Automation (SFA)	Now Assist features are available with activation of com.sn.now.platform plugin. For more information, see .
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see .
Now Assist for Security Incident Response (SIR)	Install Now Assist for Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Software Asset Management (SAM)	Install Now Assist for SAM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Source-to-Pay Operations	Install Now Assist for Source-to-Pay Operations by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Strategic Portfolio Management (SPM)	Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see .
Now Assist for Telecommunications, Media and Technology (TMT)	Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see .
Now Assist for Third-party Risk Management (TPRM)	Install the Now Assist for TPRM application by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. After installing Now Assist for TPRM all Now Assist for TPRM skills are activated by default.

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Application or feature	Details
Now Assist for Vault	Install Now Assist for Vault by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Vulnerability Response	Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Install Now Assist for Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Workplace Service Delivery (WSD)	Install Now Assist for Workplace Service Delivery (WSD) by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist in AI Search	Now Assist in AI Search is installed when you install any of the following licensed applications from the ServiceNow Store. • • Now Assist for Configuration Management Database (CMDB) • Now Assist for Customer Service Management (CSM) • Now Assist for Enterprise Architecture (EA) • Now Assist for Operational Sustainability Management • Now Assist for Field Service Management (FSM) • Now Assist for Financial Services Operations (FSO) • Now Assist for Hardware Asset Management (HAM) • Now Assist for Health and Safety • Now Assist for HR Service Delivery (HRSD) • Now Assist for IT Operations Management (ITOM) • Now Assist for IT Service Management (ITSM) • Now Assist for Legal Service Delivery (LSD) • Now Assist for Public Sector Digital Services (PSDS) • Now Assist for Integrated Risk Management (IRM) • Now Assist for Security Incident Response • Now Assist for Software Asset Management (SAM) • Now Assist for Sourcing and Procurement Operations (SPO) • Now Assist for Strategic Portfolio Management (SPM)

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Application or feature	Details
	• Now Assist for Supplier Lifecycle Operations (SLO) • Now Assist for Telecommunications, Media and Technology (TMT) • Now Assist for Third-party Risk Management (TPRM) • Now Assist for Workplace Service Delivery (WSD) • Now Assist in Contract Management • Now Assist in Conversational Spokes • ServiceNow AI Lens
Now Assist in Contract Management	Install Now Assist in Contract Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist in Document Intelligence	Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available: • • Now Assist for App Engine • Now Assist for Configuration Management Database (CMDB) • Now Assist for Collaborative Work Management (CWM) • Now Assist for Creator • Now Assist for Customer Service Management (CSM) • Now Assist for Employee Experience • Now Assist for Enterprise Architecture (EA) • Now Assist for Operational Sustainability Management • Now Assist for Field Service Management (FSM) • Now Assist for Financial Services Operations (FSO) • Now Assist for Hardware Asset Management (HAM) • Now Assist for Health and Safety • Now Assist for HR Service Delivery (HRSD) • Now Assist for Integrated Risk Management (IRM) • Now Assist for IT Operations Management (ITOM) • Now Assist for IT Service Management (ITSM) • Now Assist for Legal Service Delivery (LSD) • Now Assist for Operational Technology Manager (OTM) • • Now Assist for Order Management • Now Assist for Public Sector Digital Services (PSDS) • Now Assist for Sales Force Automation (SFA) • Now Assist for Security Incident Response

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Application or feature	Details
	• Now Assist for Software Asset Management (SAM) • Now Assist for Supplier Lifecycle Operations (SLO) • Now Assist for Sourcing and Procurement Operations (SPO) • Now Assist for Strategic Portfolio Management (SPM) • Now Assist for Telecommunications, Media and Technology (TMT) • Now Assist for Third-party Risk Management (TPRM) • Now Assist for Workplace Service Delivery (WSD) • Now Assist for Vulnerability Response • Now Assist for Zero Copy Connector For more information, see Configuring Now Assist in Document Intelligence.
Now Assist in Platform Analytics	AI Data Explorer is available from the ServiceNow Store. Query Generation, Analytics Generation, and the dashboard and data visualization export skill are installed with Generative AI Controller, which is included as a dependency of all Now Assist applications. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. After installation, activate the relevant skills. For more information, see the relevant Configure topics under Now Assist in Platform Analytics.
Now Assist in Virtual Agent	**Note:** When you upgrade to Zurich Patch 2 or later, agentic AI is the primary orchestration in Virtual Agent. For more information about agentic AI, see Agentic conversations in Virtual Agent. Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following products are available: • • Now Assist for App Engine • Now Assist for Configuration Management Database (CMDB) • Now Assist for Collaborative Work Management (CWM) • Now Assist for Creator • Now Assist for Customer Service Management (CSM) • Now Assist for Employee Experience • Now Assist for Enterprise Architecture (EA) • Now Assist for Operational Sustainability Management • Now Assist for Field Service Management (FSM) • Now Assist for Financial Services Operations (FSO)

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Application or feature	Details
	• Now Assist for Hardware Asset Management (HAM) • Now Assist for Health and Safety • Now Assist for HR Service Delivery (HRSD) • Now Assist for Integrated Risk Management (IRM) • Now Assist for IT Operations Management (ITOM) • Now Assist for IT Service Management (ITSM) • Now Assist for Legal Service Delivery (LSD) • Now Assist for Operational Technology Manager (OTM) • • Now Assist for Order Management • Now Assist for Public Sector Digital Services (PSDS) • Now Assist for Sales Force Automation (SFA) • Now Assist for Security Incident Response • Now Assist for Software Asset Management (SAM) • Now Assist for Supplier Lifecycle Operations (SLO) • Now Assist for Sourcing and Procurement Operations (SPO) • Now Assist for Strategic Portfolio Management (SPM) • Now Assist for Telecommunications, Media and Technology (TMT) • Now Assist for Third-party Risk Management (TPRM) • Now Assist for Workplace Service Delivery (WSD) • Now Assist for Vulnerability Response • Now Assist for Zero Copy Connector For more information, see Configuring assistants overview.
On-Call Scheduling	On-Call Scheduling is available with activation of the ServiceNow AI Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries: • FullCalendar library • DHTMLX scheduler **Note:** The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.
Operational Resilience	Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Operational Sustainability Management	Install Operational Sustainability Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Incident Management	Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Manager	Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Vulnerability Response	Install Operational Technology Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Opportunity Management	Install Opportunity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Order Management	Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Partner Relationship Management	Install Partner Relationship Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Password Reset	Password Reset is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
Performance Analytics	Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this complimentary application. The full features of Performance Analytics are available with a subscription. Activate the Premium plugin that matches your subscription. For details, see Activate your Performance Analytics subscription.
Performance Analyzer	Install Performance Analyzer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Platform Analytics experience	Platform Analytics experience is a ServiceNow AI Platform feature that is active by default.
Playbooks in Workflow Studio	The application comes with the Workflow Studio ServiceNow Store app. Workflow Studio is part of the ServiceNow AI Platform® and is available by default. Get the latest Workflow Studio features by downloading the latest Workflow Studio app in the ServiceNow Store, as well as related applications like the Process Automation Content and Process Automation Experience Demo applications. The application can be downloaded for patch fixes. To use the playbook generation feature in Workflow Studio, download the Now Assist for Creator application. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Policy and Compliance Management	Install Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Portfolio Planning	Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Predictive Intelligence	Predictive Intelligence is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
Privacy Management	Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Proactive Service Experience Workflows	Install Proactive Service Experience Workflows by requesting it from the ServiceNow® Store.
Process Mining	Process Mining is available by default. For details, see Activating Process Mining.
Product Catalog Management and Pricing Management	The Product Catalog Management and Pricing Management features are included with Sales and Order Management store applications and don't need activation. Depending on your entitlements, you can install the Product and Pricing Rules application for pricing and product eligibility matrices and the CPQ Integration application for the CPQ Configurator from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Project Portfolio Management	Project Portfolio Management is available with activation of the PPM Standard (com.snc.financial_planning_pmo) plugin. For more information on activation, see Activate PPM Standard (Project Portfolio Management). Install Strategic Spend Tracking for PPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Project Workspace	Install Project Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Public Sector Digital Services	Install Public Sector Digital Services applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Public Sector Digital Services. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Purchase Order Management	Install Purchase Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Quote Management	Install Quote Management by requesting it from the ServiceNow Store. To add Docusign plugin to the Quote Management PDF document function, use the Docusign eSignature Spoke plugin (sn_docusign_spoke). Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
RPA Hub	Install RPA Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Recommended Actions for Operational Technology Service Management (OTSM)	Install Recommended Actions for OTSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Recruitment workspace	Install Recruiter Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Regulatory Change Management	Install Regulatory Change Management and Now Assist for IRM by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ReleaseOps	Install ReleaseOps by requesting it from the ServiceNow Store. Visit the ServiceNow Store to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Request Management	Request Management is a ServiceNow AI Platform feature that is active by default.
Resource Management Workspace	Install Resource Management Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Retail applications	Install the Retail applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Return Merchandise Authorization	Install RMA Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Return Merchandise Authorization is available with activation of the RMA Case Management plugin (sn_csm_rma_case). For details, see Activate the Return Merchandise Authorization plugin.
Sales Forecasting	Install Sales Forecasting by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Sales Territory Management	Install Sales Territory Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Security Center	Security Center is a ServiceNow AI Platform application that is installed by default with the Zurich release. In addition, Security Center can be updated from the ServiceNow Store in between family releases for faster adoption of new features.
Security Posture Control	Install Security Posture Control by requesting the required applications from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Self-service and omnichannel engagement for CSM	Install self-service and omnichannel applications, such as OpenFrame and Interaction Controls Component (ICC), by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Catalog	Service Catalog is a ServiceNow AI Platform feature that is active by default.
Service Exchange	Install Service Exchange by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Graph Connector for Microsoft Defender for IoT (Azure)	Install Service Graph Connector for Microsoft Defender for IoT (Azure) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Level Management	Service Level Management is a ServiceNow AI Platform feature that is active by default.
Service Observability	Install Service Observability by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Operations Workspace for ITSM	Service Operations Workspace for ITSM is active by default and its default version is 8.0 in Zurich. When you upgrade from any previous release to Zurich from the ServiceNow Store, Service Operations Workspace for ITSM 8.0 is automatically installed.
Service Portal	Service Portal is a ServiceNow AI Platform feature that is active by default.
Service Portfolio Management	The Service Portfolio Management Core plugin [com.snc.service_portfolio_core] is available by default for IT Service Management licensed customers. For more information, see Activate Service Portfolio Management.
Service Reliability Management	Install SRM or ITOM Mobile Agent by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the

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Application or feature	Details
	available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ServiceNow AI Lens	ServiceNow AI Lens is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using ServiceNow AI Lens, see Configure ServiceNow AI Lens.
ServiceNow AI Platform core feature	The ServiceNow AI Platform core features are active by default.
ServiceNow IDE	ServiceNow IDE is active by default and available for upgrade in the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ServiceNow SDK	The ServiceNow SDK is available as a Node Package Manager (npm) package from the public npm registry and installed locally. For information about installing the ServiceNow SDK, see Install the ServiceNow SDK in an application.
ServiceNow Studio	ServiceNow Studio is a ServiceNow AI Platform feature that is active by default.
ServiceNow Vault	Install ServiceNow Vault by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Sidebar	Sidebar is a ServiceNow AI Platform feature part of the Omni-Experience Standard Feature Set. For details, see Installing Sidebar.
Skills Foundation	Install Skills Foundation by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Smart Assessment Engine	Install Smart Assessment Engine by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Software Asset Management	Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugin, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace store app (sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface. In the ServiceNow AI Platform® Zurich release, there's limited support for the Software Asset Management classic user interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, you can move to the new workspace for an intuitive and personalized experience. For releases before Utah, if you activated the older Software Asset Management Professional plugin (com.sn_samp_master), the Software Asset Workspace is available with activation of the Software Asset Workspace plugin (com.sn_sam_workspace). After the Workspace plugin is activated, you can't revert to the classic user interface. For details about the plugins and how to request them, see Request Software Asset Management. Install the following Software Asset Management applications by requesting them from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. • Software Asset Management - SaaS License Management • Data Collection for Oracle Global Licensing and Advisory Services (GLAS) • IBM License Compliance for Software Asset Management • ITAM Health Check • Software Asset Management Guided Experiences • Software Asset Workspace
Source-to-Pay Operations Integrations	Install Source-to-Pay Operations with third-party applications by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Sourcing and Procurement Operations	Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Strategic Planning	Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Subscription Management	Subscription Management is a ServiceNow AI Platform feature that is active by default. Updates for Subscription Management are available through the ServiceNow Store. For cumulative release notes information for applications available on the ServiceNow Store, see ServiceNow Store release notes.
Supplier Lifecycle Operations	Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Synthetic monitoring	Install synthetic monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Talent profile	Install Talent profile by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Telecommunications Network Inventory	Install Network Inventory Advanced plugin (sn_ni_adv) by requesting it from the ServiceNow Store. For installation details, see Install Telecommunications Network Inventory . Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Telecommunications Service Operations Management (TSOM)	Install Telecommunications Service Operations Management applications and plugins by requesting them from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Theme Builder	Theme Builder is included as a core plugin with the Next Experience application and is available by default. You can update to the latest version of Theme Builder from the ServiceNow Store.
Third-party Risk Management	Install Third-party Risk Management by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Threat Intelligence Security Center	Install Threat Intelligence Security Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
UI Builder	UI Builder is active by default. You can update to the latest version of UI Builder by downloading it from the ServiceNow Store.
Unified Security Exposure Management	Unified Security Exposure Management is a ServiceNow AI Platform feature that is available with activation of the Security Exposure Management (com.snc.security_support.core). For details, see Install Unified Security Exposure Management.
Upgrade Console	Upgrade Console is a ServiceNow AI Platform feature that is active by default.
User Experience Analytics	User Experience Analytics is a ServiceNow AI Platform feature that is active by default.
Virtual Agent	Virtual Agent is a ServiceNow AI Platform feature that is active by default.
Visa Spoke	Install Visa Spoke by requesting it from ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Vulnerability Response	Install Vulnerability Response and third-party integrations by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Walk-up Experience	Walk-up Experience is a ServiceNow AI Platform feature that is available with activation of the Walk-up Experience plugin (com.snc.walkup). For details, see Activate Walk-up Experience.
Workflow Data Fabric Hub	Install Workflow Data Fabric Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Workflow Data Fabric Hub is also available with activation of the Zero Copy Connectors app (sn_data_fabric_zcc), which requires a separate subscription. For details, see Request Zero Copy Connectors.
Workforce Optimization for Customer Service CSM	Install Workforce Optimization for Customer Service by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Zero Copy Connector for ERP	Install Zero Copy Connector for ERP by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements for all Zurich features and products

Cumulative release notes summary on additional requirements for Zurich features and products.

To use certain products, specific setups or third-party requirements are required.

Application or feature	Details
AIOps LEAP	You should have Now Assist for Creator installed to generate playbooks.
Advanced AI Search Management Tools	You must have the User Experience Analytics API application installed from the ServiceNow Store to use Advanced AI Search Management Tools.
Agentic Desktop	To use the Agentic Desktop application, the software requirements are: • Operating system: Microsoft Windows 11. • .NET 9.0 runtime v9.0.10 or .NET 9 Desktop Runtime v9.0.10. • No extended monitors are connected.

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Application or feature	Details
	You must first install the supported Now Assist version of ServiceNow to be able to use the Now Assist AI agents. For more information, see Install Now Assist AI agents. Enable the Next Experience UI Framework before you can use the Now Assist panel.
Applicant Center	The Hiring Core application provides essential data models and shared components for Hiring Experiences. Hiring Core must be activated.
CPQ Configurator	Before implementing CPQ Configurator, you must prepare your environment to use it. For more information, see Configuring CPQ Configurator.
Creator Studio	You must have the App Engine Enterprise license to use Creator Studio.
Dispute Rules Content Pack for Mastercard	This application requires Financial Services Card Operations (sn_bom_credit_card) to be installed.
Hiring	The Hiring Core application provides essential data models and shared components for Hiring Experiences. The Hiring Core application must be activated.
Interview management	The Hiring Core application provides essential data models and shared components for Hiring Experiences. The Hiring Core application must be activated.
Knowledge Graph	Ensure that your instance is upgraded to XP7.
Now Assist	The Next Experience UI Framework must be enabled before you can use the Now Assist panel.
Now Assist AI agents	You must first install the supported Now Assist version of the ServiceNow AI Platform to be able to use Now Assist AI agents. For more information, see Install Now Assist AI agents. Next Experience UI Framework must be enabled before you can use the Now Assist panel.
Now Assist for Customer Service Management (CSM)	Check your entitlements to determine whether you have access to the Now Assist for CSM application.
Now Assist for FSM	The Now Assist for FSM application requires Field Service Management.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td>Now Assist for Hardware Asset Management (HAM)</td><td>The Now Assist for HAM application requires the Hardware Asset Management Pro plus license.</td></tr>
<tr><td>Now Assist for IT Operations Management (ITOM)</td><td>The Now Assist for ITOM application requires an ITOM Pro Plus or Enterprise Plus license.</td></tr>
<tr><td>Now Assist for Sales Force Automation (SFA)</td><td>The Now Assist for SFA application requires the Sales Development AI agents.</td></tr>
<tr><td>Now Assist in Document Intelligence</td><td>Now Assist in Document Intelligence requires the installation of the Document Intelligence application (sn_docintel) and at least one Now Assist product.</td></tr>
<tr><td>Now Assist in Virtual Agent</td><td>Now Assist in Virtual Agent requires a license for Virtual Agent and at least one Now Assist product.</td></tr>
<tr><td>Performance Analytics</td><td>To use the new data snapshots feature, your instance must be on the RaptorDB Professional database.</td></tr>
<tr><td>Playbooks in Workflow Studio</td><td>Download the latest Workflow Studio app in the ServiceNow Store to access the newest features.</td></tr>
<tr><td>RPA Hub</td><td>To use the Unattended Robot application, the hardware requirements for a single robot are as follows:

Hardware requirements for standard robots<table><tr><th>Resource</th><th>Minimum</th><th>Recommended</th></tr><tr><td>CPU</td><td>2 cores of Intel 1.8 GHz 64-bit processor</td><td>4 cores of Intel 2.4 GHz 64-bit processor</td></tr><tr><td>RAM</td><td>4-GB RAM</td><td>8-GB RAM</td></tr><tr><td>Disk space</td><td>Minimum 50-GB free disk space after installing the OS, patches, and base software</td><td>Minimum 100-GB free disk space after installing the OS, patches, and base software</td></tr></table>To use the Unattended Robot application, the minimum and recommended hardware requirements for a high density robot are multiplied by the number of runtimes. Multiple robots execute jobs concurrently on the same Windows Server machine. For example, with three users concurrently executing jobs, the minimum hardware requirements for a high density robot are:
6 cores of Intel 1.8GHz 64-bit (6 cores of 1.8GHz 64-bit per runtime).
12 GB of RAM (4 cores per runtime).</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
To use the Unattended Robot application, the software requirements for a standard robot are:

Operating system: Microsoft Windows 10, Windows Server 2016, Windows Server 2019, Windows Server 2022.
NET framework: Windows 4.7.1 or greater.
DPI scaling setting must be deactivated.

To use the Unattended Robot application, the software requirements for a high density robot are:

Operating system: Windows Server 2022.
NET framework: Windows 4.7.1 or greater.
DPI scaling setting must be deactivated.

If you are upgrading to Zurich, verify that you have the latest robot MSI from Zurich installed. The older versions of the robots do not work.

An unattended robot is mapped to only one machine. This is applicable for standard robot.

Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on.

To use the Attended Robot application, the hardware requirements are:

Hardware requirements for Attended Robot
<table>
<tr><th>Resource</th><th>Minimum</th><th>Recommended</th></tr>
<tr><td>CPU</td><td>Intel Processor (1vCPU)</td><td>Intel Processor (4vCPU)</td></tr>
<tr><td>RAM</td><td>4-GB RAM</td><td>8-GB RAM</td></tr>
<tr><td>Disk space</td><td>Minimum 20-GB free disk space after installing the OS, patches, and base software</td><td>Minimum 50-GB free disk space after installing the OS, patches, and base software</td></tr>
</table>
To use the Attended Robot application, the software requirements are:

Operating system: Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
NET framework: Windows 4.7.1 or greater.
DPI scaling setting must be deactivated.

An attended robot is mapped to only one user.

To use the RPA Desktop Design Studio application, the hardware requirements are:
</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
Hardware requirements RPA Desktop Design Studio
<table>
<tr><th>Resource</th><th>Minimum</th><th>Recommended</th></tr>
<tr><td>CPU</td><td>Intel Processor (At least, Core i5)</td><td>Intel Processor (Core i7).</td></tr>
<tr><td>RAM</td><td>4-GB RAM</td><td>8-GB RAM</td></tr>
<tr><td>Disk space</td><td>Minimum 20-GB free disk space after installing the OS, patches, and base software</td><td>Minimum 50-GB free disk space after installing the OS, patches, and base software</td></tr>
</table>
To use the RPA Desktop Design Studio application, the software requirements are:

Operating system: Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
NET framework: Windows 4.7.1 or greater.
Monitor with 1920x1080p resolution.
DPI scaling setting must be deactivated.

</td></tr>
<tr><td>Recruitment workspace</td><td>The Hiring Core application provides essential data models and shared components for Hiring Experiences. The Hiring Core application must be activated.</td></tr>
<tr><td>ServiceNow IDE</td><td>ServiceNow IDE uses the public npm registry (<code>https://registry.npmjs.org</code>) as its default package source. If your network blocks access to this registry, you must have access to an alternate registry to download packages and build applications in the ServiceNow IDE. If access to the public npm registry is blocked on your system, you must configure a private npm registry in your Package Manager user settings in the ServiceNow IDE. For more information, see Install an npm package from a private registry with the ServiceNow IDE.</td></tr>
<tr><td>ServiceNow SDK</td><td>You must have Node.js and Node Package Manager (npm) installed to install the ServiceNow SDK. For more information, see Install the ServiceNow SDK in an application.</td></tr>
<tr><td>Skills Foundation</td><td>

The Human Resources Scoped App (sn_hr_core) plugin on Australia family release must be installed for HR profile and Talent job profile synchronization.

Note: For earlier releases, you might encounter Restricted Caller Access (RCA) approval messages requesting for an update in the access request. Approve the message and re-import the plugin manually.
</td></tr>
</table>

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Application or feature	Details
	• The Skills foundation (sn_skills_int) v 10.0 for the skills foundation features. • The Skills Workspace plugin (sn_skills_int_ws) v 6.1 must be installed to access the workspace experience. • HRSD integration for SAP SuccessFactors (sn_hr_sf) Plugin which depends on SuccessFactors (sn_successfactors) spoke v 4.6.1-7 to fetch skills and user skills data.
Smart Assessment Engine	Check your entitlements to determine whether you have access to the collaboration features in the SAE application.
Telecommunications Network Inventory	• You must install Telecommunications Alarm Management Open API (sn_ind_tmf642) and Customer Service Problem Management (sn_sprb_mgmt) plugin to view incident and alert details. • You must install the Indoor Mapping plugin (sn_map_core) to create and manage floor maps for data centers.
Zero Copy Connector for ERP	SAP ECC and SAP S/4 HANA are currently the only available systems that integrate with Zero Copy Connector for ERP.

Browser requirements for all Zurich features and products

Cumulative release notes summary on browser requirements for Zurich features and products.

Several products have specific browser requirements. Review this information to ensure you are using the correct browsers and browser versions.

Application or feature	Details
AI Search	AI Search doesn’t support Internet Explorer.
Advanced Work Assignment (AWA)	Advanced Work Assignment doesn’t support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers that are listed in Browser support.
Agent experience for CSM	ServiceNow workspaces don’t support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Agentic Desktop	Now Assist AI agents supports various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents isn’t supported in Internet Explorer.
Automated Test Framework	Automated Test Framework supports running tests only from desktop browsers. You can't run tests or test suites from tablets, mobile browsers, or the mobile UI. Some desktop browsers require additional

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Application or feature	Details
	configuration. For more information, see Browser recommendations for Automated Test Framework. Automated Test Framework offers limited support for test design on tablets. You can't add new custom UI test steps from tablets because tablets can't retrieve components. Review any existing custom UI test steps that were added from a desktop browser instead.
Business Continuity Management	Business Continuity Management requires the following browsers: • Google Chrome • Firefox and Firefox Extended Support Release (ESR) • Microsoft Edge Chromium • Safari 12.0 and later versions
Case management for CSM	ServiceNow workspaces don’t support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Configurable Workspace	Configurable Workspace doesn’t support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge, Chromium or one of the other supported browsers that are listed in Browser support.
Data Management for CSM	Starting with the Zurich release, data management for Customer Service Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.
Digital End-User Experience	Enable the DEX browser extension to monitor web applications for various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension.
Employee Center	The Browser Extension for Employee Center is only available with Google Chrome or Microsoft Edge browsers.
Intelligence for CSM	ServiceNow workspaces don’t support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Legal Hold Notification	The Legal Hold Notification application works with the latest stable versions of popular web browsers. To find the list of supported browsers, see Browser support.
Manufacturing Commercial Operations	ServiceNow workspace doesn’t support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

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Application or feature	Details
Next Experience	The Zurich release doesn't support Internet Explorer 11. The iOS version of Firefox is also not supported.
Next Experience Developer (NED) Tools	Next Experience Developer Tools requires Google Chrome.
Now Assist	Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn’t supported in Internet Explorer.
Now Assist AI agents	Now Assist AI agents support various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents aren't supported in Internet Explorer.
Now Assist Skill Kit	Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn’t supported in Microsoft Internet Explorer.
Now Assist for Legal Service Delivery (LSD)	The Now Assist for Legal Service Delivery (LSD) application works with the latest stable versions of popular web browsers. To find the list of supported browsers, see Browser support.
Now Assist for Order Management	Starting with the Zurich release, RMA Case Management for Sales and Order Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.
Now Assist in Contract Management	Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn’t supported in Microsoft Internet Explorer.
Now Assist in Virtual Agent	Now Assist in Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.
Operational Resilience	Operational Resilience requires the following browsers: • Google Chrome • Firefox and Firefox Extended Support Release (ESR) • Microsoft Edge Chromium • Safari 12.0 and later versions
Policy and Compliance Management	Policy and Compliance Management supports the latest public release and the two preceding versions of the following web browsers: • Google Chrome • Firefox and Firefox Extended Support Release (ESR)

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Application or feature	Details
	• Microsoft Edge Chromium • Safari 12.0 and later versions
RPA Hub	ServiceNow workspaces don’t support mobile devices. For more information about the list of supported browsers, see Browser support.
Return Merchandise Authorization	Starting with the Zurich release, RMA Case Management for Sales and Order Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.
Self-service and omnichannel engagement for CSM	Internet Explorer isn't supported. For more information, see Browser support.
Table Builder	Internet Explorer isn’t supported.
UI Builder	Internet Explorer isn't supported for UI Builder.

Accessibility information for all Zurich features and products

Cumulative release notes summary on accessibility information for Zurich features and products. Some products have specific accessibility information or exceptions.

Important:

To find documentation about accessibility features in ServiceNow products, see Product documentation for accessibility.

To view accessibility conformance reports (ACRs) for currently supported releases, see Accessibility conformance reports.

Application or feature	Details
AI Control Tower	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
AI Risk and Compliance	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
AI Search	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
AIOps LEAP	**Dark theme**

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Application or feature	Details
	The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Accounts Payable Operations	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Advanced Risk	**Reflow for Risk heatmap** The Risk Heatmap component was updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations.
Agent experience for CSM	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Application Manager	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Asset Audit Response	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Business Continuity Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Change Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Application or feature	Details
Cloud Cost Management 9.0	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Collaborative Work Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Common Core	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Configuration Compliance	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Container Vulnerability Response	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Contract Management Pro	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Contract Management Pro for Legal Service Delivery	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Creator Studio	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability. For more information, see Dark mode in Creator Studio.
Customer Engagement Sequences	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Application or feature	Details
Customer Service Problem Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Customer Success Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Customer self-service for Sales and Order Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Data Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Data Management for CSM	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
DevOps Change Velocity	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Digital Portfolio Management (DPM)	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Dispute Rules Content Pack for Mastercard	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Dispute Rules Content Pack for Visa	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Document Intelligence	**Dark theme**

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Application or feature	Details
	The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Document Services	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability. **Guardrails for PDF generation and accessibility** Added static and dynamic guardrails for accessibility support for PDF document generation **PDF generation and accessibility** Added support for PDF document generation with accessibility for regulated markets.
Dynamic Translation	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Enterprise Architecture	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Enterprise Asset Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
External Content Connectors	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Financial Services Card Operations	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Financial Services Operations Core	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Financial Services Operations Integration with Mastercard	**Dark theme**

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Application or feature	Details
	The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Financial Services Operations Integration with Visa	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Flows, subflows, and actions in Workflow Studio	**Reflow improvements of canvas headers and footers** The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. • Workflow Studio canvas header • Workflow Studio canvas footer This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See for details.
Hardware Asset Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Health Log Analytics	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Hermes Messaging Service	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
ITOM AIOps	**Support for reflow** The Service Dashboard and Log Viewer component was updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in

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Application or feature	Details
	two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See for details. **Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
ITOM Visibility	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Impact	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Incident Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Industrial Process Manager	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Instance Data Replication	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Intelligence for CSM	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Knowledge Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Application or feature	Details
Lead-to-Cash Process Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Legal Hold Notification	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Localization Workspace	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Manufacturing Commercial Operations	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Mastercard Spoke	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Mobile Platform	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Next Experience	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability. **New Accessibility preference added for page alerts** Turn on the **Do not auto-dismiss page alerts** preference to keep page alerts visible until you manually close them. **New Workspace preference added to enhance screen reader output for your Workspace pages** A new Workspace preference lets you turn off lazy loading for workspace pages. When you turn off lazy loading, the entire page loads at once. This action improves compatibility with screen readers and provides a more consistent and reliable reading experience.
Notify	**Dark theme**

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Application or feature	Details
	The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Now Assist	**Zurich Patch 4** **Voice Input in Now Assist** Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature, Voice Input, gives users a voice-to-text input option to access the Now Assist skills in the panel in any supported language. Voice Input helps users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents. Once enabled, Voice Input can be changed using the individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information.
Now Assist AI agents	**Voice Input for Now Assist AI agents** Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature gives users a voice-to-text input option to access the Now Assist skills in the panel in any supported language. For more information, see Enable voice input for Now Assist panel. After enabled, the Enable voice input for the Now Assist panel option is available in individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information. Voice-to-text input can help users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents.
Now Assist for Enterprise Architecture (EA)	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Now Assist for IT Operations Management (ITOM)	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Application or feature	Details
Now Assist for Operational Technology Manager (OTM)	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Now Assist in AI Search	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Now Assist in Contract Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Now Assist in Document Intelligence	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Now Assist in Virtual Agent	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
On-Call Scheduling	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Operational Resilience	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Operational Technology Manager	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Operational Technology Vulnerability Response	**Coral theme** Coral is now the default theme for new portal, web, and mobile experiences with Next Experience or Core UI enabled. This theme provides a fresh look and feel, featuring brand-neutral illustrations to enhance your user experience. A dark theme option is available for web and mobile experiences.

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Application or feature	Details
	Dark theme The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Order Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Password Reset	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Playbooks in Workflow Studio	• In Diagram view, navigate between and configure stages and activities via keyboard. • Set the action bar to always show in Diagram view. To learn more, see View all buttons without hover.
Policy and Compliance Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Predictive Intelligence	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Privacy Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Proactive Service Experience Workflows	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Product Catalog Management and Pricing Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Public Sector Digital Services	**Dark theme**

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Application or feature	Details
	The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Quote Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
RPA Hub	**Accessibility improvements** Accessibility improvements were completed to support WCAG 2.1 Level AA conformance.
Recommended Actions for Operational Technology Service Management (OTSM)	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Regulatory Change Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Request Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Resource Management Workspace	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Retail applications	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Sales Forecasting	**Dark Theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Security Incident Response	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

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Application or feature	Details
Security Posture Control	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Self-service and omnichannel engagement for CSM	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Service Exchange	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Service Graph Connector for Microsoft Defender for IoT (Azure)	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Service Level Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Service Observability	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Service Operations Workspace for ITSM	**Reflow** The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See for details.
Service Portal	**Dark theme**

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Application or feature	Details
	The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Service Reliability Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
ServiceNow AI Platform core feature	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Software Asset Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Sourcing and Procurement Operations	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Supplier Lifecycle Operations	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Synthetic monitoring	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Theme Builder	**Upload a custom font to your theme** The ability to upload custom fonts to your theme can help users with disabilities in several ways, including: • **Improved readability**: Custom fonts can be selected to enhance readability, making text easier to see, understand, and retain. This is beneficial for users with visual impairments, as clear letter forms reduce eye strain. • **Support for cognitive differences**: Custom fonts can address cognitive accessibility needs. For instance, users with dyslexia or Attention- Deficit/Hyperactivity Disorder (ADHD) may benefit from fonts that reduce reading strain and improve information processing.

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Application or feature	Details
	• **Improved globalization support**: Custom fonts tailored to specific languages improve the readability for non-Latin alphabets and ensure consistent, accessible user experiences across global audiences. **Dark mode in Theme Builder** As of version 6.1, Theme Builder is now available in light and dark mode. This option is commonly used to alleviate eye strain and improve readability. Dark mode applies to the Theme Builder interface only and does not affect the appearance of individual themes.
Third-party Risk Management	**Dark theme** The new Coral theme includes a dark theme option for the Vendor Management Workspace and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Threat Intelligence Security Center	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
UI Builder	The expanded drop-down menus for column properties can be read by screen readers.
Unified Security Exposure Management	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Virtual Agent	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Visa Spoke	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Walk-up Experience	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Workflow Data Fabric Hub	**Dark theme**

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Application or feature	Details
	The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Workforce Optimization for Customer Service CSM	**Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.
Zero Copy Connector for ERP	Zurich Patch 1 **Dark theme** The new Coral theme includes a dark theme option for web and mobile experiences. This option is commonly used to alleviate eye strain and improve readability.

Product localization information in Zurich

Cumulative release notes summary on new Zurich features and products.

Some products may have specific localization requirements or behavior in Zurich.

Application or feature	Details
AI Search	AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.
Accounts Payable Operations	Accounts Payable Operations supports multiple languages. However, the current DocIntel model is trained to extract invoices in the English language only. If you want to process an invoice in the multiple languages supported by DocIntel, you must train the DocIntel model.
Continual Improvement Management	Localization is applicable to CIM in all languages supported by the ServiceNow AI Platform.
Digital End-User Experience	Localization is applicable to DEX in all languages supported by the ServiceNow AI Platform.
Generative AI Controller	Generative AI Controller uses Microsoft Azure OEM for Dynamic Translation in Now Assist for multilanguage support. You can enable dynamic translation from the Now Assist Admin console. For more information, see .
Health Log Analytics	The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.

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Application or feature	Details
ITOM AIOps	The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.
Now Assist	Now Assist supports Dynamic Translation for Zurich.
Now Assist AI agents	The Now Assist AI agents application is built on the GPT-4o-based framework and supports localization according to the GPT-4o model.
Now Assist Skill Kit	Now Assist supports Dynamic Translation for Zurich.
Now Assist in AI Search	Now Assist in AI Search supports Dynamic Translation in Now Assist Genius Results. For details, see Dynamic Translation for Now Assist Q&A Genius Results and Dynamic Translation for Now Assist Actions Genius Results.
Now Assist in Document Intelligence	**Zurich Patch 1** **Support for files in multiple languages** Process files with text in multiple languages, including Simplified Chinese and Japanese.
Now Assist in Virtual Agent	Dynamic Translation is supported for non-streaming Now Assist Virtual Agent conversations. For details, see , Using language detection and dynamic machine translation in Virtual Agent enhanced chat conversations, and Using language detection and dynamic machine translation in Virtual Agent NLU and LLM standard chat conversations.
Playbooks in Workflow Studio	Using OpenAI LLMs for playbook generation is not available in the APAC region.
RPA Hub	RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.
ServiceNow IDE	The ServiceNow IDE is localized in all supported left-to-right languages and reflects the language preference selected by users for the instance. For information about how to activate a language on an instance, see Activate a language.

Changes to plugins in the Zurich release

This table lists the existing plugins that were deprecated, planned for deprecation, renamed, or changed in some way.

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- Planned for deprecation: In preparation for the future deprecation. The application is being prepared for future deprecation. The plugin will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
- Deprecated: The application is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
- Maintenance mode: The application will have no new enhancements or activations but will have continued support.

Deprecated plugins

This table lists the existing plugins that were deprecated in Zurich and Yokohama that weren't previously listed as planned for deprecation.

Plugin	Status	Description	Details
Agent Client Collector for Security Incident Response [sn_secops_acc]	Deprecated in Zurich	Automate security operations center (SOC) tasks for gathering details and enriching data.	Use the already installed Security Incident Response workflows and integrations or the ACC Spoke.
Aleph Alpha Spoke [sn_aleph_alpha_spk]	Deprecated in Zurich	Aleph Alpha Spoke enables integration of Generative AI capabilities from Aleph Alpha in the Generative AI Controller store app. You can leverage the spoke via the Generative AI Controller Store App.	There is no replacement for this application.
Cloud Migration Assessment [sn_cloud_migration]	Deprecated in Zurich	Plan and organize the process of relocating your enterprise IT resources and workloads to cloud platforms.	There is no replacement for this application.
Timeline Visualization/ CIO Roadmap [com.snc.timeline_visualization]	Deprecated in Zurich	Enables graphical representation of activities over time to provide a high-level view of strategic and operational activities in your organization such as incidents, problems,	Install the Portfolio Planning (standard customers) or Strategic Planning (Pro customers) application from the ServiceNow Store. Review the Planning roadmaps in

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Plugin	Status	Description	Details
		changes, and projects.	Portfolio Planning or Roadmaps in Strategic Planning documentation for guidance on the roadmap functionality available within these workspaces. Migrate to the Portfolio Planning Workspace (SPM Standard) application that provides latest experience for this functionality.
Data Certification [com.snc.certification_v2]	Deprecated in Zurich	Manage scheduled and on-demand validations of the configuration management database (CMDB) data.	Install the CMDB Workspace v6.0+ application (compatible with Washington D.C. and later) from the ServiceNow Store to use the CMDB Data Manager feature. See Working with CMDB Data Manager.
Cloud Provisioning and Governance: Google Cloud Connector [sn_cmp_gcp]	Deprecated in Yokohama	Integrate Cloud Management Google Cloud Connector scoped application with CMP.	Install the Cloud Provisioning and Governance: Terraform Connector application from the ServiceNow Store and review the Cloud Services Catalog Terraform Connector documentation.
Conversational Integration with Google Business Messages [sn_gbm_adapter]	Deprecated in Yokohama	Interact with requesters on the Google Business Messages app.	There is no replacement for this application.
CTI Demo Data for HRSD [sn_hr_cti_demo]	Deprecated in Yokohama	Provides CTI Softphone application demo data for HRSD.	Install the ServiceNow Voice for HR Service Delivery (HRSD) application.

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Plugin	Status	Description	Details
Customer Service Management IoT Demo [com.snc.csm.iot.demo]	Deprecated in Yokohama	—	There is no replacement for this plugin.
Employee Campaigns for Workplace from Facebook [sn_fb_wp_campaigns]	Deprecated in Yokohama	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	There is no replacement for this application. If you are using this application, you have the option to maintain the unsupported application as custom code.
IBM Watson Language Translator Service Spoke [com.glide.ibm_translation_spoke]	Deprecated in Yokohama	In ServiceNow's Dynamic Translation app, this spoke connected to the third-party machine translation service provided by IBM Watson.	As an alternative, customers can create accounts with other third-party translation services such as Google or Microsoft Azure.

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
Automation Discovery [sn_auto_discovery]	Planned for deprecation in the B release	Identifies opportunities that can be automated by ServiceNow products, such as Virtual Agent, Auto-Routing, and Agent Assist.	There is no replacement for this application.
Cloud Discovery Workspace [sn_cloud_ops_ws]	Planned for deprecation in the B release	Manage the cloud operations of your organization.	Use the already installed Discovery Admin Workspace application.
Conversational Integration with Facebook Messenger [sn_va_fb_messenger]	Planned for deprecation in September 2025	Enable brands to engage with their customers using the Facebook Messenger app.	There is no replacement for this application.
CTI Softphone [com.snc.cti]	Planned for deprecation in the B release	Enables Twilio integration using Notify and OpenFrame to provide softphone	Install the ServiceNow Voice with Amazon Connect application from

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Plugin	Status	Description	Details
		functions and call center capabilities.	the ServiceNow Store.
Customer Service Case Types [com.snc.csm_case_types]	Planned for deprecation in the B release	Manage complex case processes by defining new case types.	Upgrade the instance to Zurich or higher release versions.
Document Intelligence Admin [sn_docintel_admin]	Planned for deprecation in the B release	Provides a dedicated administration experience for Document Intelligence.	Install the Now Assist for Platform application from the ServiceNow Store.
Guided Application Creator [com.glide.sn-guided-app-creator]	Planned for deprecation in the B release	Quickly and effortlessly create new applications.	Install the ServiceNow Studio application from the ServiceNow Store.
Learning Posts [sn_lnp]	Planned for deprecation in the B release	Empower employees by delivering in-moment learning experiences and personalized learning recommendations when and where employees need it.	Install the Journey Designer v6.0.0 application from the ServiceNow Store.
Listening Posts [sn_lp]	Planned for deprecation in the B release	Capture employee feedback across various touch points, gain insights, and take action to quickly improve the employee service experience.	Install the Employee Center Pro application from the ServiceNow Store and use Integrated Experience and Service Feedback.
Now Assist for Service Graph Connectors [sn_nowassist_sgc]	Planned for deprecation in March 2030	Get easy-to-understand assistance with setting up, managing, and troubleshooting Service Graph Connectors, reducing manual effort and decreasing the time required to succeed.	Uninstall the Now Assist for Service Graph Connector and install the Now Assist for Configuration Management Database (CMDB) v2.1.0.

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Plugin	Status	Description	Details
Retail Task Management Core [com.sn_retail_task_management_core]	Planned for deprecation in the A release	Optimize the planning, organizing, and assigning of tasks to staff in retail environment.	Use retail case types (HQ communications) along with the task plan template plugin for retail task management.
Sensitive Data Handling [com.glide.sensitive_data_handling]	Planned for deprecation in the B release	Detects and masks sensitive data shared by users of both conversational and non-conversational channels.	Install the Data Privacy application from the ServiceNow Store.
Service Creator [com.glide.service_creator]	Planned for deprecation in the B release	Service creator makes it easy for departments to create their own services in the catalog.	Install the Creator Studio application from the ServiceNow Store.
Studio [com.glide.dev-studio]	Planned for deprecation in the B release	Provides an Integrated Development Environment (IDE)-like interface for application developers to work on custom applications in one centralized location.	Install the ServiceNow Studio application from the ServiceNow Store.
Password Reset Orchestration Add-on [com.glideapp.password_reset.addon_orchestration]	Planned for deprecation in the A release	Password reset add-on to enable the use of ServiceNow Orchestration. Includes support for Active Directory and remote SOAP-based credential systems.	Install the Password Reset integration for Microsoft Active Directory application from the ServiceNow Store and review the Integrate Password Reset with your Active Directory service documentation.
Patient Support Services [sn_patientservice]	Planned for deprecation November 2028 or contract term end date (whichever is earlier)	Streamlines the patient onboarding, education, and engagement for various patient support services such as discount	There is no replacement for this application.

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Plugin	Status	Description	Details
		plans, adherence programs, opioid, and diabetes management.	
Performance Analytics - Content Pack - GRC: Audit Management [sn_audit_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports for the GRC Audit Management application.	Test the migrated GRC: Audit Management Core UI analytics assets in Platform Analytics.
Performance Analytics - Content Pack - GRC: Policy and Compliance Management [sn_compliance_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports for the GRC Policy and Compliance Management application.	Test the migrated GRC: Policy and Compliance Management Core UI analytics assets in Platform Analytics.
Performance Analytics - Content Pack - GRC: Risk Management [sn_risk_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports for the GRC Risk Management application.	Test the migrated GRC: Risk Management Core UI analytics assets in Platform Analytics.
Pre-Visit Management [sn_previsit]	Planned for deprecation October 2029 or contract term end date (whichever is earlier)	Streamlines the scheduling process of procedure requests for patients and increases visibility to pre-authorization approvals prior to scheduled procedures.	There is no replacement for this application.
Redox Electronic Health Record Spoke [sn_redox_spoke]	Planned for deprecation in the A release	Enable communications with your customers using the Redox platform from your ServiceNow instance.	There is no replacement for this application.
Redox Inbound Integration [sn_redox]	Planned for deprecation in the A release	Use the real-time bidirectional data exchange with external healthcare systems via the Redox platform.	There is no replacement for this application.

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Plugin	Status	Description	Details
Security Incident Response UI [com.app_secops_ui]	Planned for deprecation in the A release	Provides an enhanced user interface for monitoring and resolving threats to an organization's security. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	Install Security Incident Response version 13.4.5 or higher from the ServiceNow Store and review the Security Incident Response Workspace documentation.
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) [sn_msftd4iotsgc]	Planned for deprecation in the A release	Integrate Microsoft Defender for IoT (On-premises Management Console) with the ServiceNow Operational Technology Manager application to automate import of sensor appliances, OT devices, and network connections.	There is no replacement for this application.
SharePoint Online Search Connector [com.snc.sharepoint_online]	Planned for deprecation in the A release	Offers a consumer-grade search configuration to manage your information resources.	Install the External Content Connectors ServiceNow application from the ServiceNow Store.
Vaccine Administration Management [sn_vaccine_sm]	Planned for deprecation October 2029 or contract term end date (whichever is earlier)	Enables governments and healthcare providers to deliver vaccines, on a deadline and with finite resources.	There is no replacement for this application.
Vulnerability Response Integration with Microsoft Defender for IoT (On-premises Management Console) [sn_msftd4iotvr]	Planned for deprecation in the A release	Use the Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application to track, prioritize,	There is no replacement for this application.

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Plugin	Status	Description	Details
		and resolve vulnerabilities on devices used in the production process.	

Renamed and changed plugins

This table lists the existing plugins that were renamed or changed in Zurich or Yokohama.

Plugin	Status	Description	Details
SAM Workspace plugin [com.sn_sam_workspace]	Replaced by a store application in Zurich	Store application required to use the Software Asset Workspace, the new user interface of the Software Asset Management application.	The SAM Workspace plugin [com.sn_sam_workspace] has been moved from the family release to the Software Asset Management store application.
ERP Data Hub [sn_erp_integration]	Renamed in Yokohama	ERP Canvas (Enterprise Resource Planning) enables you to retrieve and update ERP data from the system of record, such as SAP.	This product used to be named ERP Canvas, then was changed to ERP Data Hub, and iswash now returning to ERP Canvas.
Smart Assessment Connected [sn_smart_assessment_connected]	Renamed in Yokohama	Connected component for assessment instance.	Renamed to Smart Assessment Connected [sn_smart_assessment_conn]
Smart Assessment Designer [sn-smart-assessment-builder]	Renamed in Yokohama	Connected component for assessment designer.	Renamed to Smart Assessment Designer [sn_smart_asmt_desg]

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice) plugin will activate this plugin.	—
CMS User Interface - Service Management Core	Maintenance mode only.	All Content Management System items	—

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Plugin	Status	Description	Details
[com.snc.service_management.core.cms]		(blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.	—	—
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.	—
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.	—	—
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.	—	—
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.	—	—
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.	—	—

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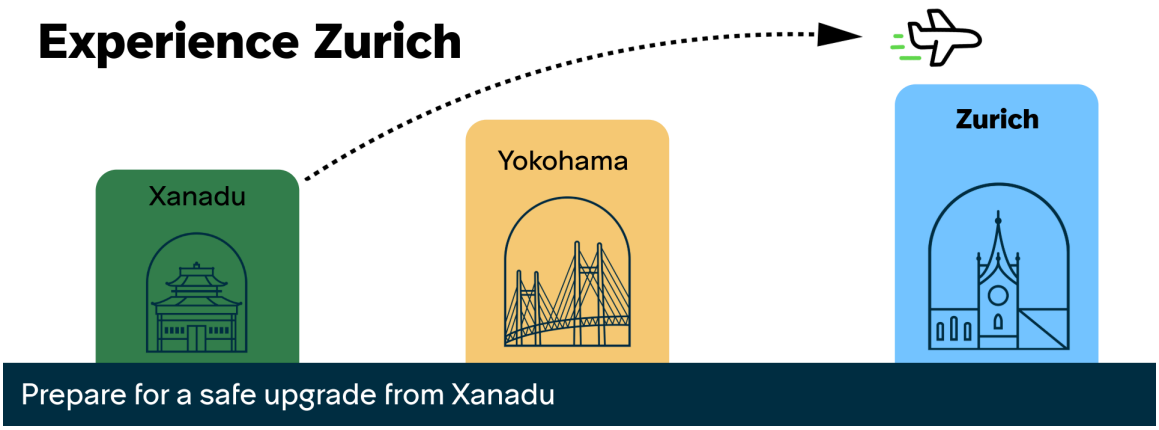
Plugin	Status	Description	Details
CSM Workspace - Components [com.csm_workspace_components]	Maintenance mode only.	—	—
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.	—	—
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	—
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	—
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	—
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.	—	—
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	—

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Release notes for upgrading from Xanadu

When you upgrade from the Xanadu release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Xanadu to Zurich



Combined product release notes

Detailed information on new products and features from Xanadu to Zurich

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins from Xanadu to Zurich

List of new, changed, renamed, and deprecated plugins

Accessibility and conformance

Accessibility conformance reports based on the voluntary product accessibility template (VPAT)

Available patches and hotfixes

Release notes for fixed issues

Browser support

Supported browser versions and additional requirements for specific products

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Combined product release notes for upgrades from Xanadu to Zurich

To help you upgrade from Xanadu to Zurich, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Xanadu to Zurich

The table below has a list of all products available between Xanadu and Zurich. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Activity Management	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Approval Management	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Desktop	Link
Agent Workspace for HR Case Management	Link

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Product	Combined release notes
Agile Development 2.0	Link
AI Control Tower	Link
AIOps LEAP	Link
AI Risk and Compliance	Link
AI Search	Link
Alumni Center	Link
Analytics, Intelligence, and Reporting	Link
API	Link
App Engine Management Center	Link
App Engine Studio	Link
Applicant Center	Link
Application Manager	Link
Application Portfolio Management	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link

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Product	Combined release notes
Benchmarks	Link
Business Continuity Management	Link
Buying Group	Link
Card data security	Link
Career Conversations	Link
Care Team Mobile	Link
Care Team Operations for Biomed	Link
Care Team Operations for Environmental Services	Link
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Care Team Work Management	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Change Management	Link
Classic Workflow	Link
Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Cost Management 10.0	Link
Cloud Cost Management 8.0.0	Link

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Product	Combined release notes
Cloud Cost Management 9.0	Link
Cloud Exposure View	Link
Coaching	Link
Code Signing	Link
Collaborative Work Management	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Content Management System	Link
Continual Improvement Management	Link
Continuous Authorization and Monitoring	Link
Contract Management Pro	Link
Contract Management Pro for Legal Service Delivery	Link
Conversation Improvement Themes	Link
Conversation Insights	Link
Core ServiceNow AI Platform	Link

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Product	Combined release notes
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales and Order Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link
Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Decision Builder in Workflow Studio	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link

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Product	Combined release notes
Digital End-User Experience	Link
Digital Portfolio Management	Link
Digital Portfolio Management (DPM)	Link
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Nacha	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Relations	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link

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Product	Combined release notes
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
ERP Canvas	Link
ERP Customization Mining	Link
ERP Data Hub	Link
ERP Semantic Mining	Link
Event Management	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link

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Product	Combined release notes
Hardware Asset Management	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
Hiring	Link
HR Multi Instance Integration	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Identity and Authentication	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Individual Life Claims	Link

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Product	Combined release notes
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link
Industrial Process Manager	Link
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link
Interview management	Link
Investment Funding	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Visibility	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link

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Product	Combined release notes
ITSM Success Dashboard	Link
Journey designer	Link
Key Management	Link
Knowledge Center	Link
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
Learning Posts	Link
Legacy Application Manager	Link
Legacy Studio	Link
Legal Conflict of Interest	Link
Legal Hold Notification	Link
Legal Matter Management	Link
Legal Request Management	Link
Legal Virtual Agent Conversations	Link
Lifecycle Events	Link
Listening Posts	Link
Localization Framework	Link

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Product	Combined release notes
Localization Workspace	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link
Mastercard Spoke	Link
MCP Server Console	Link
Mentoring	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link
Natural Language Query	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Next Experience Developer Tools	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist AI agents	Link
Now Assist Analytics	Link

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Product	Combined release notes
Now Assist for App Engine	Link
Now Assist for CMDB	Link
Now Assist for Collaborative Work Management	Link
Now Assist for Collaborative Work Management (CWM)	Link
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Configure, Price, Quote (CPQ)	Link
Now Assist for Creator	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Employee Center Pro	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Field Service Management (FSM)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for FSM	Link
Now Assist for Hardware Asset Management (HAM)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Legal Service Delivery (LSD)	Link
Now Assist for Manufacturing Commercial Operations (MCO)	Link
Now Assist for Operational Sustainability Management	Link

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Product	Combined release notes
Now Assist for Operational Sustainability Management Management	Link
Now Assist for Operational Technology Manager (OTM)	Link
Now Assist for Operational Technology Service Management (OTSM)	Link
Now Assist for Order Management	Link
Now Assist for Retail Service Management (RSM)	Link
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Link
Now Assist for Sales Force Automation (SFA)	Link
Now Assist for Security Incident Response	Link
Now Assist for Security Incident Response (SIR)	Link
Now Assist for Security Operations	Link
Now Assist for Software Asset Management (SAM)	Link
Now Assist for Source-to-Pay Operations	Link
Now Assist for Strategic Portfolio Management (SPM)	Link
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist for Third-party Risk Management (TPRM)	Link
Now Assist for Vault	Link
Now Assist for Vulnerability Response	Link
Now Assist for Workplace Service Delivery (WSD)	Link
Now Assist in AI Search	Link

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Product	Combined release notes
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Platform Analytics	Link
Now Assist in Virtual Agent	Link
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Discovery	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Opportunity Marketplace	Link

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Product	Combined release notes
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Predictive intelligence for Legal Service Delivery	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link
Proactive Service Experience Workflows	Link
Problem Management	Link
Process Mining	Link

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Product	Combined release notes
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Release Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail	Link
Retail applications	Link
Retail Core	Link

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Product	Combined release notes
Retail Operations	Link
Retail Task Management Core	Link
Return Merchandise Authorization	Link
Robotic Process Automation (RPA) Hub	Link
RPA Hub	Link
Sales Agreement Management	Link
Sales Forecasting	Link
Sales Territory Management	Link
Scaled Agile Framework (SAFe)	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel engagement for CSM	Link
Service Builder	Link
Service Catalog	Link
Service Creator	Link
Service Exchange	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link

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Product	Combined release notes
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Add-in for Microsoft 365	Link
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Site Reliability Operations	Link

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Product	Combined release notes
Skills Foundation	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Clone	Link
System Update Sets	Link
Table Builder	Link
Table Builder for App Engine	Link
Talent Development Core	Link
Talent Feedback	Link
Talent profile	Link

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Product	Combined release notes
Task Intelligence for ITSM	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Unified Security Exposure Management	Link
Universal Request	Link
Upgrade Center	Link
Upgrade Console	Link
Usage Insights	Link
User Experience Analytics	Link
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link

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Product	Combined release notes
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link
Walk-up Experience	Link
Workflow Data Fabric Hub	Link
Workflow Studio	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for Customer Service CSM	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Changes to plugins from Xanadu to Zurich

Before you upgrade from Xanadu to Zurich, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Xanadu and Yokohama plugin changes

See Xanadu plugin changes for more information.

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See Yokohama plugin changes for more information.

Deprecated plugins from Xanadu to Zurich

This table lists the existing plugins that were deprecated in Xanadu, Yokohama, or Zurich.

Plugin	Status	Description	Details
Agent Client Collector for Security Incident Response [sn_secops_acc]	Deprecated in Zurich	Automate security operations center (SOC) tasks for gathering details and enriching data.	Use the already installed Security Incident Response workflows and integrations or the ACC Spoke.
Aleph Alpha Spoke [sn_aleph_alpha_spk]	Deprecated in Zurich	Aleph Alpha Spoke enables integration of Generative AI capabilities from Aleph Alpha in the Generative AI Controller store app. You can leverage the spoke via the Generative AI Controller Store App.	There is no replacement for this application.
Cloud Discovery setup using classic Cloud Discovery	Deprecated in Xanadu	Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	Install Cloud Operations Workspace (COW) on the ServiceNow Store.
Cloud Migration Assessment [sn_cloud_migration]	Deprecated in Zurich	Plan and organize the process of relocating your enterprise IT resources and workloads to cloud platforms.	There is no replacement for this application.
Cloud Provisioning and Governance: Google Cloud Connector [sn_cmp_gcp]	Deprecated in Yokohama	Integrate Cloud Management Google Cloud Connector scoped application with CMP	Install the Cloud Provisioning and Governance: Terraform Connector application from the ServiceNow Store and review the Cloud Services Catalog Terraform

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Plugin	Status	Description	Details
			Connector documentation.
Cloud Spend Dashboard [sn_sam_cld_spend]	Deprecated in Xanadu	Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure.	Install the Asset Executive Workspace on the ServiceNow Store.
Conversational Integration with Google Business Messages [sn_gbm_adapter]	Deprecated in Yokohama	Interact with requesters on the Google Business Messages app.	There is no replacement for this application.
CTI Demo Data for HRSD [sn_hr_cti_demo]	Deprecated in Yokohama	Provides CTI Softphone application demo data for HRSD.	Install the ServiceNow Voice for HR Service Delivery (HRSD) application.
Customer Service Management IoT Demo [com.snc.csm.iot.demo]	Deprecated in Yokohama	—	There is no replacement for this plugin.
Data Certification [com.snc.certification_v2]	Deprecated in Zurich	Manage scheduled and on-demand validations of the configuration management database (CMDB) data.	Install the CMDB Workspace v6.0+ application (compatible with Washington D.C. and later) from the ServiceNow Store to use the CMDB Data Manager feature. See Working with CMDB Data Manager.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Deprecated in Xanadu	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code.
Employee Campaigns for Workplace from Facebook [sn_fb_wp_campaigns]	Deprecated in Yokohama	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	There is no replacement for this application. If you are using this application, you have the option to maintain the unsupported application as custom code.

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Plugin	Status	Description	Details
Field Service Map [com.snc.fsm_map]	Deprecated in Xanadu	Displays the dispatch map for viewing agents, tasks, and agent routes.	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
FSM Agent Classic Workspace [com.snc.agent_workspace.fsm]	Deprecated in Xanadu	—	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Deprecated in Xanadu	Offers ESG frameworks such as authority documents and citations and provides the related metric definitions.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator.
HR Agent Mobile [com.sn_hr_mobile_agent]	Deprecated in Xanadu	—	No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code.
HR Agent Workspace [com.sn_hr_agent_workspace]	Deprecated in Xanadu	Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly.	Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management and this Community Article.
HR Service Delivery v1.0 (Legacy) [com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect,	Deprecated in Xanadu	Unlocks enterprise productivity and give your employees the service experience they deserve.	Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core].

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Plugin	Status	Description	Details
con.snc.hr.pa, com.snc.hr.service_portal]			
Human Resources Scoped App: Data Migration [sn_hr_migration]	Deprecated in Xanadu	Allows you to migrate HR tables and roles from the non-scoped to the scoped version of HR.	—
Human Resources Scoped App: Parental Journey [com.sn_hr_parental_journey]	Deprecated in Xanadu	Provides a prepackaged configuration for parental leaves of absence (LOAs) in an HR organization. Parental LOAs include maternity, paternity, or adoption leave.	—
IBM Watson Language Translator Service Spoke [com.glide.ibm_translation_spoke]	Deprecated in Yokohama	In ServiceNow's Dynamic Translation app, this spoke connected to the third-party machine translation service provided by IBM Watson	As an alternative, customers can create accounts with other third-party translation services such as Google or Microsoft Azure
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Deprecated in Xanadu	Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance security settings all from within the Instance Security Center.	Install ServiceNow Security Center on the ServiceNow Store. For guidance, see .
Jenkins plug-in for ServiceNow DevOps	Deprecated in Xanadu	The ServiceNow DevOps plugin extends the default behaviors of Jenkins, and provides a mechanism	Install all future releases of this application directly from the Jenkins store.

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Plugin	Status	Description	Details
		to control job executions via the ServiceNow Change Management application.	
RPA Sample Template [com.sn_rpa_template]	Deprecated in Xanadu	RPA templates are prebuilt automations that enable customers to kickstart their RPA initiatives.	Install RPA Hub version 9.0.0 or later from the ServiceNow Store. • Download and install RPA Desktop Design Studio using the guidance in the documentation. • You can access the templates (referred to as sample automations) within the RPA Desktop Design Studio home page. Open RPA Desktop Design Studio and on the Home page, select "Automation Projects" to view a list of sample automations. For more information, see the documentation.
Service Bridge (Legacy) [com.sn_nowebonding]	Deprecated in Xanadu	Allows customers to submit service requests to their provider and monitor these requests.	• Install the Service Bridge for Consumers application from the ServiceNow Store and review the documentation. • Reach out to your Service Bridge Provider to coordinate the migration to the new

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Plugin	Status	Description	Details
			Service Bridge application. They'll need to coordinate the migration with you along with any testing. Once ready, they'll send you a registration link to connect the new application.
Service Bridge for Providers (Legacy) [com.sn_nowebonding_provider]	Deprecated in Xanadu	Allows providers to publish catalogs for customers and receive and fulfill customer service requests.	• Install the Service Bridge for Providers application from the ServiceNow Store and review the documentation. • Follow the guidance in KB1499823 to: Migrate your configurations Have your consumers install the new Service Bridge for Consumers application from the ServiceNow store. Test the new application with your consumers. Once it has been validated, remove the entitlements for the Service Bridge (Legacy) content and entitle the content for Service Bridge for Providers.
Service Graph Connector for Extra Hop [com.snc.cmdb.extrahop_integration]	Deprecated in Xanadu	Provides capabilities to pull data from the ExtraHop	Install the Service Graph Connector for ExtraHop Reveal(x)

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Plugin	Status	Description	Details
		application into your ServiceNow instance.	application on the ServiceNow Store. This application is owned by ExtraHop.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Deprecated in Xanadu	The SASB Accelerator is designed for use with the ESG Management and Reporting application to enable customers to easily adopt the SASB framework to produce their ESG disclosures.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator.

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
Automation Discovery [sn_auto_discovery]	Planned for deprecation in the B release	Identifies opportunities that can be automated by ServiceNow products, such as Virtual Agent, Auto-Routing, and Agent Assist.	There is no replacement for this application.
Cloud Discovery Workspace [sn_cloud_ops_ws]	Planned for deprecation in the B release	Manage the cloud operations of your organization.	Use the already installed Discovery Admin Workspace application.
Conversational Integration with Facebook Messenger [sn_va_fb_messenger]	Planned for deprecation in September 2025	Enable brands to engage with their customers using the Facebook Messenger app.	There is no replacement for this application.
CTI Softphone [com.snc.cti]	Planned for deprecation in the B release	Enables Twilio integration using Notify and OpenFrame to provide softphone functions and call center capabilities.	Install the ServiceNow Voice with Amazon Connect application from the ServiceNow Store.
Customer Service Case Types [com.snc.csm_case_types]	Planned for deprecation in the B release	Manage complex case processes by defining new case types.	Upgrade the instance to Zurich or higher release versions.

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Plugin	Status	Description	Details
Document Intelligence Admin [sn_docintel_admin]	Planned for deprecation in the B release	Provides a dedicated administration experience for Document Intelligence.	Install the Now Assist for Platform application from the ServiceNow Store.
Guided Application Creator [com.glide.sn-guided-app-creator]	Planned for deprecation in the B release	Quickly and effortlessly create new applications.	Install the ServiceNow Studio application from the ServiceNow Store.
Learning Posts [sn_lnp]	Planned for deprecation in the B release	Empower employees by delivering in-moment learning experiences and personalized learning recommendations when and where employees need it.	Install the Journey Designer v6.0.0 application from the ServiceNow Store.
Listening Posts [sn_lp]	Planned for deprecation in the B release	Capture employee feedback across various touch points, gain insights, and take action to quickly improve the employee service experience.	Install the Employee Center Pro application from the ServiceNow Store and use Integrated Experience and Service Feedback.
Now Assist for Service Graph Connectors [sn_nowassist_sgc]	Planned for deprecation in March 2030	Get easy-to-understand assistance with setting up, managing, and troubleshooting Service Graph Connectors, reducing manual effort and decreasing the time required to succeed.	Uninstall the Now Assist for Service Graph Connector and install the Now Assist for Configuration Management Database (CMDB) v2.1.0.
Retail Task Management Core [com.sn_retail_task_management_core]	Planned for deprecation in the A release	Optimize the planning, organizing, and assigning of tasks to staff in retail environment.	Use retail case types (HQ communications) along with the task plan template plugin for retail task management.

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Plugin	Status	Description	Details
Sensitive Data Handling [com.glide.sensitive_data_handling]	Planned for deprecation in the B release	Detects and masks sensitive data shared by users of both conversational and non-conversational channels.	Install the Data Privacy application from the ServiceNow Store.
Service Creator [com.glide.service_creator]	Planned for deprecation in the B release	Service creator makes it easy for departments to create their own services in the catalog.	Install the Creator Studio application from the ServiceNow Store.
Studio [com.glide.dev-studio]	Planned for deprecation in the B release	Provides an Integrated Development Environment (IDE)-like interface for application developers to work on custom applications in one centralized location.	Install the ServiceNow Studio application from the ServiceNow Store.
Password Reset Orchestration Add-on [com.glideapp.password_reset.addon_orchestration]	Planned for deprecation in the A release	Password reset add-on to enable the use of ServiceNow Orchestration. Includes support for Active Directory and remote SOAP-based credential systems.	Install the Password Reset integration for Microsoft Active Directory application from the ServiceNow Store and review the Integrate Password Reset with your Active Directory service documentation.
Patient Support Services [sn_patientservice]	Planned for deprecation November 2028 or contract term end date (whichever is earlier)	Streamlines the patient onboarding, education, and engagement for various patient support services such as discount plans, adherence programs, opioid, and diabetes management.	There is no replacement for this application.
Performance Analytics - Content Pack - GRC: Audit Management [sn_audit_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports	Test the migrated GRC: Audit Management

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Plugin	Status	Description	Details
		for the GRC Audit Management application.	Core UI analytics assets in Platform Analytics.
Performance Analytics - Content Pack - GRC: Policy and Compliance Management [sn_compliance_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports for the GRC Policy and Compliance Management application.	Test the migrated GRC: Policy and Compliance Management Core UI analytics assets in Platform Analytics.
Performance Analytics - Content Pack - GRC: Risk Management [sn_risk_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports for the GRC Risk Management application.	Test the migrated GRC: Risk Management Core UI analytics assets in Platform Analytics.
Pre-Visit Management [sn_previsit]	Planned for deprecation October 2029 or contract term end date (whichever is earlier)	Streamlines the scheduling process of procedure requests for patients and increases visibility to pre-authorization approvals prior to scheduled procedures.	There is no replacement for this application.
Redox Electronic Health Record Spoke [sn_redox_spoke]	Planned for deprecation in the A release	Enable communications with your customers using the Redox platform from your ServiceNow instance.	There is no replacement for this application.
Redox Inbound Integration [sn_redox]	Planned for deprecation in the A release	Use the real-time bidirectional data exchange with external healthcare systems via the Redox platform.	There is no replacement for this application.
Security Incident Response UI [com.app_secops_ui]	Planned for deprecation in the A release	Provides an enhanced user interface for monitoring and resolving threats to an organization's security. Activation of this plugin on production instances may	Install Security Incident Response version 13.4.5 or higher from the ServiceNow Store and review the Security Incident Response Workspace documentation.

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Plugin	Status	Description	Details
		require a separate license. Contact ServiceNow for details.	
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) [sn_msftd4iotsgc]	Planned for deprecation in the A release	Integrate Microsoft Defender for IoT (On-premises Management Console) with the ServiceNow Operational Technology Manager application to automate import of sensor appliances, OT devices, and network connections.	There is no replacement for this application.
SharePoint Online Search Connector [com.snc.sharepoint_online]	Planned for deprecation in the A release	Offers a consumer-grade search configuration to manage your information resources.	Install the External Content Connectors ServiceNow application from the ServiceNow Store.
Vaccine Administration Management [sn_vaccine_sm]	Planned for deprecation October 2029 or contract term end date (whichever is earlier)	Enables governments and healthcare providers to deliver vaccines, on a deadline and with finite resources.	There is no replacement for this application.
Vulnerability Response Integration with Microsoft Defender for IoT (On-premises Management Console) [sn_msftd4iotvr]	Planned for deprecation in the A release	Use the Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application to track, prioritize, and resolve vulnerabilities on devices used in the production process.	There is no replacement for this application.

Renamed and changed plugins from Xanadu to Zurich

This table lists the existing plugins that were renamed or changed in Xanadu, Yokohama, or Zurich.

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Plugin	Status	Description	Details
Application Portfolio Management [com.snc.apm]	Renamed in Xanadu	The plugin helps enterprises have visibility into their Business Applications Inventory, rationalize Business Applications, provide business context, and determine business value of each Business Application. It also helps with understanding of the technology (Software and Hardware) components of Business Applications, capture the organizations Information Assets and Business Applications use of those Information Assets.	The plugin name is changed to Enterprise Architecture [com.snc.apm]
Application Portfolio Management - ATF Tests [com.snc.apm.atf]	Renamed in Xanadu	The plugin provides ATF test cases and test suites that can be run on Enterprise Architecture.	The plugin name is changed to Enterprise Architecture - ATF Tests [com.snc.apm.atf]
Application Portfolio Management Core [com.snc.apm_core]	Renamed in Xanadu	This plugin contains core functionality for Enterprise Architecture available out of the box by default.	The plugin name is changed to Enterprise Architecture Core [com.snc.apm_core]
Application Portfolio Management Digital Integration Management [com.snc.apm_digital_integration]	Renamed in Xanadu	Provides modeling and flow for managing digital integrations between business applications.	The plugin name is changed to Digital Integration Management plugin [com.snc.apm_di]
Application Portfolio Management -	Renamed in Xanadu	This plugin provides Predictive Intelligence	The plugin name is changed to Enterprise

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Plugin	Status	Description	Details
Predictive Intelligence [com.snc.apm.predictive_intelligence]		Solutions for Enterprise Architecture. It helps in prediction by applying algorithms like similarity on business applications-related data.	Architecture - Predictive Intelligence [com.snc.apm.predictive_intelligenc
Application Portfolio Management - TRM [com.snc.apm_trm]	Renamed in Xanadu	This plugin includes TRM lifecycles for Enterprise Architecture.	The plugin name is changed to Enterprise Architecture - TRM [com.snc.apm_trm]
ERP Data Hub [sn_erp_integration]	Renamed in Yokohama	ERP Canvas (Enterprise Resource Planning) enables you to retrieve and update ERP data from the system of record, such as SAP.	This product used to be named ERP Canvas, then was changed to ERP Data Hub, and is now returning to ERP Canvas.
Performance Analytics - Content Pack - Application Portfolio Management [com.snc.pa.apm]	Renamed in Xanadu	Enterprise Architecture dashboards developed using Performance analytics premium.	The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture [com.snc.pa.apm]
Performance Analytics - Content Pack - Application Portfolio Management and Change Management [com.snc.pa.apm.change_request]	Renamed in Xanadu	Provides integration of Enterprise Architecture with Change Management, which includes performance analytics dashboards of business applications associated with Change requests.	The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Change Management [com.snc.pa.apm.change_request]
Performance Analytics - Content Pack - Application Portfolio Management and Problem Management [com.snc.pa.apm.problem]	Renamed in Xanadu	Provides integration of Enterprise Architecture with Problem Management, which includes	The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Problem

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Plugin	Status	Description	Details
		performance analytics dashboards of business applications.	Management [com.snc.pa.apm.problem]
Read only roles for Application Portfolio Management [com.snc.apm_read_roles]	Renamed in Xanadu	The plugin provides read-only roles for Enterprise Architecture.	The plugin name is changed to Read only roles for Enterprise Architecture [com.snc.apm_read_roles]
SAM Workspace plugin [com.sn_sam_workspace]	Replaced by a store application in Zurich	Store application required to use the Software Asset Workspace, the new user interface of the Software Asset Management application.	The SAM Workspace plugin [com.sn_sam_workspace] has been moved from the family release to the Software Asset Management store application.
Smart Assessment Connected [sn_smart_assessment_connected]	Renamed in Yokohama	Connected component for assessment instance.	Renamed to Smart Assessment Connected [sn_smart_assessment_conn]
Smart Assessment Designer [sn-smart-assessment-builder]	Renamed in Yokohama	Connected component for assessment designer.	Renamed to Smart Assessment Designer [sn_smart_asmt_desg]

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice) plugin will activate this plugin.	—
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service	—

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Plugin	Status	Description	Details
		Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.	—	—
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.	—
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.	—	—
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.	—	—
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.	—	—
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.	—	—
CSM Workspace - Components [com.csm_workspace_components]	Maintenance mode only.	—	—
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in	Enables single user move functionality as well as Enterprise Move and	Transition to Workplace Service Delivery.

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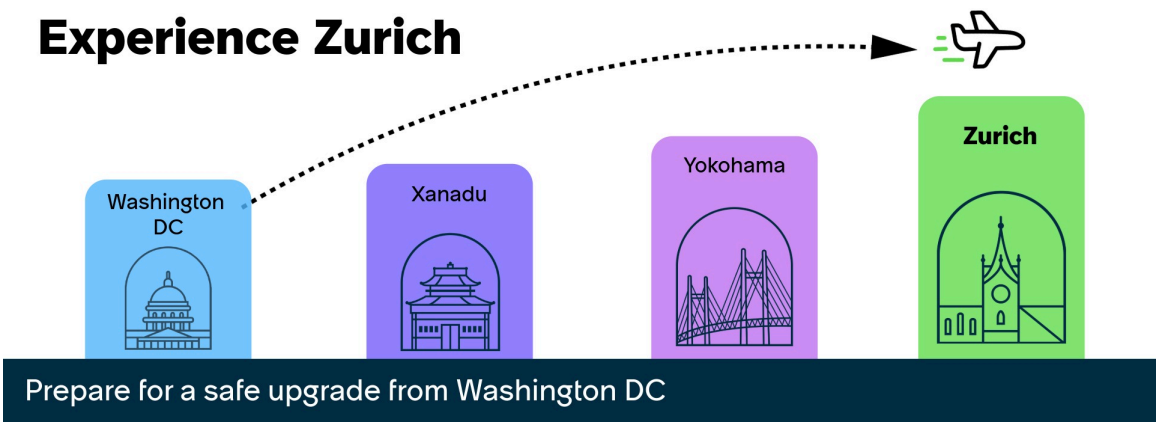
Plugin	Status	Description	Details
	March 2025 or subscription term end.	move planning functionality.	
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.	—	—
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	—
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	—
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	—
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.	—	—
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	—

Release notes for upgrading from Washington DC

When you upgrade from the Washington DC release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

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Upgrading from Washington DC to Zurich



Combined product release notes Detailed information on new products and features from Washington DC to Zurich	**Personalized PRB release notes** Generate a list of issues that were fixed between your current version and available target versions	**Changes to plugins from Washington DC to Zurich** List of new, changed, renamed, and deprecated plugins
Accessibility and conformance Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	**Available patches and hotfixes** Release notes for fixed issues	**Browser support** Supported browser versions and additional requirements for specific products

Combined product release notes for upgrades from Washington DC to Zurich

To help you upgrade from Washington DC to Zurich, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Washington DC to Zurich

The table below has a list of all products available between Washington DC and Zurich. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the

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combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Activity Management	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Approval Management	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Desktop	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Control Tower	Link
AIOps LEAP	Link

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Product	Combined release notes
AI Risk and Compliance	Link
AI Search	Link
Alumni Center	Link
Analytics, Intelligence, and Reporting	Link
API	Link
App Engine Management Center	Link
App Engine Studio	Link
Applicant Center	Link
Application Manager	Link
Application Portfolio Management	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link
Benchmarks	Link
Business Continuity Management	Link
Buying Group	Link

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Product	Combined release notes
Card data security	Link
Career Conversations	Link
Care Team Mobile	Link
Care Team Operations for Biomed	Link
Care Team Operations for Environmental Services	Link
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Care Team Work Management	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Change Management	Link
Classic Workflow	Link
Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Cost Management 10.0	Link
Cloud Cost Management 8.0.0	Link
Cloud Cost Management 9.0	Link
Cloud Exposure View	Link
Coaching	Link

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Product	Combined release notes
Code Signing	Link
Collaborative Work Management	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Content Management System	Link
Continual Improvement Management	Link
Continuous Authorization and Monitoring	Link
Contract Management Pro	Link
Contract Management Pro for Legal Service Delivery	Link
Conversation Improvement Themes	Link
Conversation Insights	Link
Core ServiceNow AI Platform	Link
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link

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Product	Combined release notes
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales and Order Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link
Data Management	Link
Data Management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Decision Builder in Workflow Studio	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link
Digital End-User Experience	Link
Digital Portfolio Management	Link
Digital Portfolio Management (DPM)	Link

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Product	Combined release notes
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Nacha	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Relations	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
ERP Canvas	Link

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Product	Combined release notes
ERP Customization Mining	Link
ERP Data Hub	Link
ERP Semantic Mining	Link
Event Management	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Hardware Asset Management	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link

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Product	Combined release notes
Healthcare and Life Sciences Service Management Core	Link
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
Hiring	Link
HR Multi Instance Integration	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Identity and Authentication	Link
Impact	Link
Import and Export	Link
Incident Management	Link
Individual Life Claims	Link
Industrial Connected Workforce Core	Link
Industrial Connected Workforce Mobile Experience	Link
Industrial Guided Tasks	Link

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Product	Combined release notes
Industrial Process Manager	Link
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link
Interview management	Link
Investment Funding	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Visibility	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
Journey designer	Link
Key Management	Link

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Product	Combined release notes
Knowledge Center	Link
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
Learning Posts	Link
Legacy Application Manager	Link
Legacy Studio	Link
Legal Conflict of Interest	Link
Legal Hold Notification	Link
Legal Matter Management	Link
Legal Request Management	Link
Legal Virtual Agent Conversations	Link
Lifecycle Events	Link
Listening Posts	Link
Localization Framework	Link
Localization Workspace	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link

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Product	Combined release notes
Mastercard Spoke	Link
MCP Server Console	Link
Mentoring	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link
Natural Language Query	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Next Experience Developer Tools	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist AI agents	Link
Now Assist Analytics	Link
Now Assist for App Engine	Link
Now Assist for CMDB	Link
Now Assist for Collaborative Work Management	Link

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Product	Combined release notes
Now Assist for Collaborative Work Management (CWM)	Link
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Configure, Price, Quote (CPQ)	Link
Now Assist for Creator	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Employee Center Pro	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Field Service Management (FSM)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for FSM	Link
Now Assist for Hardware Asset Management (HAM)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Legal Service Delivery (LSD)	Link
Now Assist for Manufacturing Commercial Operations (MCO)	Link
Now Assist for Operational Sustainability Management	Link
Now Assist for Operational Sustainability Management Management	Link
Now Assist for Operational Technology Manager (OTM)	Link
Now Assist for Operational Technology Service Management (OTSM)	Link

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Product	Combined release notes
Now Assist for Order Management	Link
Now Assist for Retail Service Management (RSM)	Link
Now Assist for Sales and Order Management for Telecommunications (SOMT)	Link
Now Assist for Sales Force Automation (SFA)	Link
Now Assist for Security Incident Response	Link
Now Assist for Security Incident Response (SIR)	Link
Now Assist for Security Operations	Link
Now Assist for Software Asset Management (SAM)	Link
Now Assist for Source-to-Pay Operations	Link
Now Assist for Strategic Portfolio Management (SPM)	Link
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist for Third-party Risk Management (TPRM)	Link
Now Assist for Vault	Link
Now Assist for Vulnerability Response	Link
Now Assist for Workplace Service Delivery (WSD)	Link
Now Assist in AI Search	Link
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Platform Analytics	Link

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Product	Combined release notes
Now Assist in Virtual Agent	Link
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link
Operational Sustainability Management (formerly Environmental, Social, and Governance Management)	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Discovery	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Opportunity Marketplace	Link
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link

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Product	Combined release notes
Patient Support Services	Link
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Predictive intelligence for Legal Service Delivery	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link
Proactive Service Experience Workflows	Link
Problem Management	Link
Process Mining	Link
Product Catalog Management and Pricing Management	Link
Product Support for Technology	Link
Project Portfolio Management	Link

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Product	Combined release notes
Project Workspace	Link
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link
Recommended Actions for Operational Technology Service Management (OTSM)	Link
Recruitment workspace	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Release Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail	Link
Retail applications	Link
Retail Core	Link
Retail Operations	Link
Retail Task Management Core	Link
Return Merchandise Authorization	Link

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Product	Combined release notes
Robotic Process Automation (RPA) Hub	Link
RPA Hub	Link
Sales Agreement Management	Link
Sales Forecasting	Link
Sales Territory Management	Link
Scaled Agile Framework (SAFe)	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel engagement for CSM	Link
Service Builder	Link
Service Catalog	Link
Service Creator	Link
Service Exchange	Link
Service Exchange (formerly Service Bridge)	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link

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Product	Combined release notes
ServiceNow Add-in for Microsoft 365	Link
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Site Reliability Operations	Link
Skills Foundation	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link

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Product	Combined release notes
Software Asset Management	Link
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Clone	Link
System Update Sets	Link
Table Builder	Link
Table Builder for App Engine	Link
Talent Development Core	Link
Talent Feedback	Link
Talent profile	Link
Task Intelligence for ITSM	Link
Telecommunications Customer 360	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management (TSOM)	Link

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Product	Combined release notes
Theme Builder	Link
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Unified Security Exposure Management	Link
Universal Request	Link
Upgrade Center	Link
Upgrade Console	Link
Usage Insights	Link
User Experience Analytics	Link
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link

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Product	Combined release notes
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link
Walk-up Experience	Link
Workflow Data Fabric Hub	Link
Workflow Studio	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for Customer Service CSM	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Changes to plugins from Washington DC to Zurich

Before you upgrade from Washington DC to Zurich, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Washington DC, Xanadu, and Yokohama plugin changes

See Washington DC plugin changes for more information.

See Xanadu plugin changes for more information.

See Yokohama plugin changes for more information.

Deprecated plugins from Washington DC to Zurich

This table lists the existing plugins that were deprecated in Washington DC, Xanadu, Yokohama, or Zurich.

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Plugin	Status	Description	Details
Agent Client Collector for Security Incident Response [sn_secops_acc]	Deprecated in Zurich	Automate security operations center (SOC) tasks for gathering details and enriching data.	Use the already installed Security Incident Response workflows and integrations or the ACC Spoke.
Aleph Alpha Spoke [sn_aleph_alpha_spk]	Deprecated in Zurich	Aleph Alpha Spoke enables integration of Generative AI capabilities from Aleph Alpha in the Generative AI Controller store app. You can leverage the spoke via the Generative AI Controller Store App.	There is no replacement for this application.
Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader)	Deprecated in Washington DC	Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations.	Review the guidance for building a customer badge reader client.
Central Dispatch [com.snc.central_dispatch]	Deprecated in Washington DC	Provides both a list and calendar view of unassigned tasks.	Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_works
Cloud Discovery setup using classic Cloud Discovery	Deprecated in Xanadu	Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	Install Cloud Operations Workspace (COW) on the ServiceNow Store.
Cloud Migration Assessment [sn_cloud_migration]	Deprecated in Zurich	Plan and organize the process of relocating your enterprise IT resources and workloads to cloud platforms.	There is no replacement for this application.
Cloud Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations	Install the Agent Client Collector for

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Plugin	Status	Description	Details
		to perform continuous discovery and monitoring of the Kubernetes platforms.	Visibility (ACC-V) application from the ServiceNow Store and review the documentation.
Cloud Provisioning and Governance: Google Cloud Connector [sn_cmp_gcp]	Deprecated in Yokohama	Integrate Cloud Management Google Cloud Connector scoped application with CMP	Install the Cloud Provisioning and Governance: Terraform Connector application from the ServiceNow Store and review the Cloud Services Catalog Terraform Connector documentation.
Cloud Spend Dashboard [sn_sam_cld_spend]	Deprecated in Xanadu	Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure.	Install the Asset Executive Workspace on the ServiceNow Store.
Conversational Integration with Google Business Messages [sn_gbm_adapter]	Deprecated in Yokohama	Interact with requesters on the Google Business Messages app.	There is no replacement for this application.
CSM Agent Workspace [com.snc.agent_workspace.csm]	Deprecated in Washington DC	CSM Agent Workspace enables you to integrate Customer Service Management with other applications.	Install the CSM Configurable Workspace application from the ServiceNow Store.
CTI Demo Data for HRSD [sn_hr_cti_demo]	Deprecated in Yokohama	Provides CTI Softphone application demo data for HRSD.	Install the ServiceNow Voice for HR Service Delivery (HRSD) application.
Customer Service Management for Orders [com.snc.csm.order]	Deprecated in Washington DC	The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application.	Install the Order Management store application.

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Plugin	Status	Description	Details
Customer Service Management IoT Demo [com.snc.csm.iot.demo]	Deprecated in Yokohama	—	There is no replacement for this plugin.
Data Certification [com.snc.certification_v2]	Deprecated in Zurich	Manage scheduled and on-demand validations of the configuration management database (CMDB) data.	Install the CMDB Workspace v6.0+ application (compatible with Washington D.C. and later) from the ServiceNow Store to use the CMDB Data Manager feature. See Working with CMDB Data Manager.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Deprecated in Xanadu	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code.
Employee Campaigns for Workplace from Facebook [sn_fb_wp_campaigns]	Deprecated in Yokohama	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	There is no replacement for this application. If you are using this application, you have the option to maintain the unsupported application as custom code.
Field Service Map [com.snc.fsm_map]	Deprecated in Xanadu	Displays the dispatch map for viewing agents, tasks, and agent routes.	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
FSM Agent Classic Workspace [com.snc.agent_workspace.fsm]	Deprecated in Xanadu	—	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.

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Plugin	Status	Description	Details
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Deprecated in Xanadu	Offers ESG frameworks such as authority documents and citations and provides the related metric definitions.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator.
HR Agent Mobile [com.sn_hr_mobile_agent]	Deprecated in Xanadu	—	No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code.
HR Agent Workspace [com.sn_hr_agent_workspace]	Deprecated in Xanadu	Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly.	Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management and this Community Article.
HR Service Delivery v1.0 (Legacy) [com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal]	Deprecated in Xanadu	Unlocks enterprise productivity and give your employees the service experience they deserve.	Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core].
HTML Processor [n/a]	Deprecated in Washington DC		Review KB1119956 for steps to disable this feature on your instance.
Human Resources Scoped App: Data Migration [sn_hr_migration]	Deprecated in Xanadu	Allows you to migrate HR tables and roles from the non-scoped to the scoped version of HR.	—
Human Resources Scoped App: Parental Journey [com.sn_hr_parental_journey]	Deprecated in Xanadu	Provides a prepackaged configuration for	—

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Plugin	Status	Description	Details
		parental leaves of absence (LOAs) in an HR organization. Parental LOAs include maternity, paternity, or adoption leave.	
IBM Watson Language Translator Service Spoke [com.glide.ibm_translation_spoke]	Deprecated in Yokohama	In ServiceNow's Dynamic Translation app, this spoke connected to the third-party machine translation service provided by IBM Watson	As an alternative, customers can create accounts with other third-party translation services such as Google or Microsoft Azure
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Deprecated in Xanadu	Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance security settings all from within the Instance Security Center.	Install ServiceNow Security Center on the ServiceNow Store. For guidance, see .
Item Designer [com.glideapp.servicecatalog.item_designer]	Deprecated in Washington DC	The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.	The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.catalo
ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_premium, com.cmdb-workspace]	Deprecated in Washington DC	Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.

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Plugin	Status	Description	Details
		using ITSM Agent Workspace.	
Jenkins plug-in for ServiceNow DevOps	Deprecated in Xanadu	The ServiceNow DevOps plugin extends the default behaviors of Jenkins, and provides a mechanism to control job executions via the ServiceNow Change Management application.	Install all future releases of this application directly from the Jenkins store.
Journey Accelerator v4.0.3 and below [com.sn_ja]	Deprecated in Washington DC	Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC).	Migrate to replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version with Journey designer.
Mobile Studio [com.glide.sg-studio]	Deprecated in Washington DC	Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps.	Transition to replacement Mobile App Builder.
Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace]	Deprecated in Washington DC		Install the Service Operations Workspace for ITOM application from the ServiceNow Store.
Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship]	Deprecated in Washington DC	Enables self-service for customers to request services on products by creating relationships	Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature.

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Plugin	Status	Description	Details
		between product models and catalog items.	
RPA Sample Template [com.sn_rpa_template]	Deprecated in Xanadu	RPA templates are prebuilt automations that enable customers to kickstart their RPA initiatives.	Install RPA Hub version 9.0.0 or later from the ServiceNow Store. • Download and install RPA Desktop Design Studio using the guidance in the documentation. • You can access the templates (referred to as sample automations) within the RPA Desktop Design Studio home page. Open RPA Desktop Design Studio and on the Home page, select "Automation Projects" to view a list of sample automations. For more information, see the documentation.
Service Bridge (Legacy) [com.sn_nowebonding]	Deprecated in Xanadu	Allows customers to submit service requests to their provider and monitor these requests.	• Install the Service Bridge for Consumers application from the ServiceNow Store and review the documentation. • Reach out to your Service Bridge Provider to coordinate the migration to the new Service Bridge application. They'll need

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Plugin	Status	Description	Details
			to coordinate the migration with you along with any testing. Once ready, they'll send you a registration link to connect the new application.
Service Bridge for Providers (Legacy) [com.sn_nowebonding_provider]	Deprecated in Xanadu	Allows providers to publish catalogs for customers and receive and fulfill customer service requests.	• Install the Service Bridge for Providers application from the ServiceNow Store and review the documentation. • Follow the guidance in KB1499823 to: Migrate your configurations Have your consumers install the new Service Bridge for Consumers application from the ServiceNow store. Test the new application with your consumers. Once it has been validated, remove the entitlements for the Service Bridge (Legacy) content and entitle the content for Service Bridge for Providers.
Service Graph Connector for Extra Hop [com.snc.cmdb.extrahop_integration]	Deprecated in Xanadu	Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance.	Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application

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Plugin	Status	Description	Details
			is owned by ExtraHop.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Deprecated in Xanadu	The SASB Accelerator is designed for use with the ESG Management and Reporting application to enable customers to easily adopt the SASB framework to produce their ESG disclosures.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator.

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
Automation Discovery [sn_auto_discovery]	Planned for deprecation in the B release	Identifies opportunities that can be automated by ServiceNow products, such as Virtual Agent, Auto-Routing, and Agent Assist.	There is no replacement for this application.
Cloud Discovery Workspace [sn_cloud_ops_ws]	Planned for deprecation in the B release	Manage the cloud operations of your organization.	Use the already installed Discovery Admin Workspace application.
Conversational Integration with Facebook Messenger [sn_va_fb_messenger]	Planned for deprecation in September 2025	Enable brands to engage with their customers using the Facebook Messenger app.	There is no replacement for this application.
CTI Softphone [com.snc.cti]	Planned for deprecation in the B release	Enables Twilio integration using Notify and OpenFrame to provide softphone functions and call center capabilities.	Install the ServiceNow Voice with Amazon Connect application from the ServiceNow Store.
Customer Service Case Types [com.snc.csm_case_types]	Planned for deprecation in the B release	Manage complex case processes by defining new case types.	Upgrade the instance to Zurich or higher release versions.
Document Intelligence Admin [sn_docintel_admin]	Planned for deprecation in the B release	Provides a dedicated administration	Install the Now Assist for Platform application from

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Plugin	Status	Description	Details
		experience for Document Intelligence.	the ServiceNow Store.
Guided Application Creator [com.glide.sn-guided-app-creator]	Planned for deprecation in the B release	Quickly and effortlessly create new applications.	Install the ServiceNow Studio application from the ServiceNow Store.
Learning Posts [sn_lnp]	Planned for deprecation in the B release	Empower employees by delivering in-moment learning experiences and personalized learning recommendations when and where employees need it.	Install the Journey Designer v6.0.0 application from the ServiceNow Store.
Listening Posts [sn_lp]	Planned for deprecation in the B release	Capture employee feedback across various touch points, gain insights, and take action to quickly improve the employee service experience.	Install the Employee Center Pro application from the ServiceNow Store and use Integrated Experience and Service Feedback.
Now Assist for Service Graph Connectors [sn_nowassist_sgc]	Planned for deprecation in March 2030	Get easy-to-understand assistance with setting up, managing, and troubleshooting Service Graph Connectors, reducing manual effort and decreasing the time required to succeed.	Uninstall the Now Assist for Service Graph Connector and install the Now Assist for Configuration Management Database (CMDB) v2.1.0.
Retail Task Management Core [com.sn_retail_task_management_core]	Planned for deprecation in the A release	Optimize the planning, organizing, and assigning of tasks to staff in retail environment.	Use retail case types (HQ communications) along with the task plan template plugin for retail task management.
Sensitive Data Handling [com.glide.sensitive_data_handling]	Planned for deprecation in the B release	Detects and masks sensitive data shared by users of both conversational and	Install the Data Privacy application from the ServiceNow Store.

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Plugin	Status	Description	Details
		non-conversational channels.	
Service Creator [com.glide.service_creator]	Planned for deprecation in the B release	Service creator makes it easy for departments to create their own services in the catalog.	Install the Creator Studio application from the ServiceNow Store.
Studio [com.glide.dev-studio]	Planned for deprecation in the B release	Provides an Integrated Development Environment (IDE)-like interface for application developers to work on custom applications in one centralized location.	Install the ServiceNow Studio application from the ServiceNow Store.
Password Reset Orchestration Add-on [com.glideapp.password_reset.addon.orchestration]	Planned for deprecation in the A release	Password reset add-on to enable the use of ServiceNow Orchestration. Includes support for Active Directory and remote SOAP-based credential systems.	Install the Password Reset integration for Microsoft Active Directory application from the ServiceNow Store and review the Integrate Password Reset with your Active Directory service documentation.
Patient Support Services [sn_patientservice]	Planned for deprecation November 2028 or contract term end date (whichever is earlier)	Streamlines the patient onboarding, education, and engagement for various patient support services such as discount plans, adherence programs, opioid, and diabetes management.	There is no replacement for this application.
Performance Analytics - Content Pack - GRC: Audit Management [sn_audit_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports for the GRC Audit Management application.	Test the migrated GRC: Audit Management Core UI analytics assets in Platform Analytics.

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Plugin	Status	Description	Details
Performance Analytics - Content Pack - GRC: Policy and Compliance Management [sn_compliance_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports for the GRC Policy and Compliance Management application.	Test the migrated GRC: Policy and Compliance Management Core UI analytics assets in Platform Analytics.
Performance Analytics - Content Pack - GRC: Risk Management [sn_risk_pa]	Planned for deprecation in the A release	Provides Performance Analytics reports for the GRC Risk Management application.	Test the migrated GRC: Risk Management Core UI analytics assets in Platform Analytics.
Pre-Visit Management [sn_previsit]	Planned for deprecation October 2029 or contract term end date (whichever is earlier)	Streamlines the scheduling process of procedure requests for patients and increases visibility to pre-authorization approvals prior to scheduled procedures.	There is no replacement for this application.
Redox Electronic Health Record Spoke [sn_redox_spoke]	Planned for deprecation in the A release	Enable communications with your customers using the Redox platform from your ServiceNow instance.	There is no replacement for this application.
Redox Inbound Integration [sn_redox]	Planned for deprecation in the A release	Use the real-time bidirectional data exchange with external healthcare systems via the Redox platform.	There is no replacement for this application.
Security Incident Response UI [com.app_secops_ui]	Planned for deprecation in the A release	Provides an enhanced user interface for monitoring and resolving threats to an organization's security. Activation of this plugin on production instances may require a separate license. Contact	Install Security Incident Response version 13.4.5 or higher from the ServiceNow Store and review the Security Incident Response Workspace documentation.

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Plugin	Status	Description	Details
		ServiceNow for details.	
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) [sn_msftd4iotsgc]	Planned for deprecation in the A release	Integrate Microsoft Defender for IoT (On-premises Management Console) with the ServiceNow Operational Technology Manager application to automate import of sensor appliances, OT devices, and network connections.	There is no replacement for this application.
SharePoint Online Search Connector [com.snc.sharepoint_online]	Planned for deprecation in the A release	Offers a consumer-grade search configuration to manage your information resources.	Install the External Content Connectors ServiceNow application from the ServiceNow Store.
Vaccine Administration Management [sn_vaccine_sm]	Planned for deprecation October 2029 or contract term end date (whichever is earlier)	Enables governments and healthcare providers to deliver vaccines, on a deadline and with finite resources.	There is no replacement for this application.
Vulnerability Response Integration with Microsoft Defender for IoT (On-premises Management Console) [sn_msftd4iotvr]	Planned for deprecation in the A release	Use the Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application to track, prioritize, and resolve vulnerabilities on devices used in the production process.	There is no replacement for this application.

Renamed and changed plugins from Washington DC to Zurich

This table lists the existing plugins that were renamed or changed in Washington DC, Xanadu, Yokohama, or Zurich.

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Plugin	Status	Description	Details
Application Portfolio Management [com.snc.apm]	Renamed in Xanadu	The plugin helps enterprises have visibility into their Business Applications Inventory, rationalize Business Applications, provide business context, and determine business value of each Business Application. It also helps with understanding of the technology (Software and Hardware) components of Business Applications, capture the organizations Information Assets and Business Applications use of those Information Assets.	The plugin name is changed to Enterprise Architecture [com.snc.apm]
Application Portfolio Management - ATF Tests [com.snc.apm.atf]	Renamed in Xanadu	The plugin provides ATF test cases and test suites that can be run on Enterprise Architecture.	The plugin name is changed to Enterprise Architecture - ATF Tests [com.snc.apm.atf]
Application Portfolio Management Core [com.snc.apm_core]	Renamed in Xanadu	This plugin contains core functionality for Enterprise Architecture available out of the box by default.	The plugin name is changed to Enterprise Architecture Core [com.snc.apm_core]
Application Portfolio Management Digital Integration Management [com.snc.apm_digital_integration]	Renamed in Xanadu	Provides modeling and flow for managing digital integrations between business applications.	The plugin name is changed to Digital Integration Management plugin [com.snc.apm_di]
Application Portfolio Management -	Renamed in Xanadu	This plugin provides Predictive Intelligence	The plugin name is changed to Enterprise

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Plugin	Status	Description	Details
Predictive Intelligence [com.snc.apm.predictive_intelligence]		Solutions for Enterprise Architecture. It helps in prediction by applying algorithms like similarity on business applications-related data.	Architecture - Predictive Intelligence [com.snc.apm.predictive_intelligenc
Application Portfolio Management - TRM [com.snc.apm_trm]	Renamed in Xanadu	This plugin includes TRM lifecycles for Enterprise Architecture.	The plugin name is changed to Enterprise Architecture - TRM [com.snc.apm_trm]
ERP Data Hub [sn_erp_integration]	Renamed in Yokohama	ERP Canvas (Enterprise Resource Planning) enables you to retrieve and update ERP data from the system of record, such as SAP.	This product used to be named ERP Canvas, then was changed to ERP Data Hub, and is now returning to ERP Canvas.
Performance Analytics - Content Pack - Application Portfolio Management [com.snc.pa.apm]	Renamed in Xanadu	Enterprise Architecture dashboards developed using Performance analytics premium.	The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture [com.snc.pa.apm]
Performance Analytics - Content Pack - Application Portfolio Management and Change Management [com.snc.pa.apm.change_request]	Renamed in Xanadu	Provides integration of Enterprise Architecture with Change Management, which includes performance analytics dashboards of business applications associated with Change requests.	The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Change Management [com.snc.pa.apm.change_request]
Performance Analytics - Content Pack - Application Portfolio Management and Problem Management [com.snc.pa.apm.problem]	Renamed in Xanadu	Provides integration of Enterprise Architecture with Problem Management, which includes	The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Problem

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Plugin	Status	Description	Details
		performance analytics dashboards of business applications.	Management [com.snc.pa.apm.problem]
Read only roles for Application Portfolio Management [com.snc.apm_read_roles]	Renamed in Xanadu	The plugin provides read-only roles for Enterprise Architecture.	The plugin name is changed to Read only roles for Enterprise Architecture [com.snc.apm_read_roles]
SAM Workspace plugin [com.sn_sam_workspace]	Replaced by a store application in Zurich	Store application required to use the Software Asset Workspace, the new user interface of the Software Asset Management application.	The SAM Workspace plugin [com.sn_sam_workspace] has been moved from the family release to the Software Asset Management store application.
Smart Assessment Connected [sn_smart_assessment_connected]	Renamed in Yokohama	Connected component for assessment instance.	Renamed to Smart Assessment Connected [sn_smart_assessment_conn]
Smart Assessment Designer [sn-smart-assessment-builder]	Renamed in Yokohama	Connected component for assessment designer.	Renamed to Smart Assessment Designer [sn_smart_asmt_desg]
Virtual Agent API (sn_va_as_service)	Changed in Washington DC.	Integrates any chat interface or a bot with Virtual Agent or Agent Chat.	The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ut plugin is now a dependency.

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice) plugin will activate this plugin.	—
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages, and menus) used	—

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Plugin	Status	Description	Details
		to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.	—	—
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.	—
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.	—	—
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.	—	—
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.	—	—
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.	—	—
CSM Workspace - Components	Maintenance mode only.	—	—

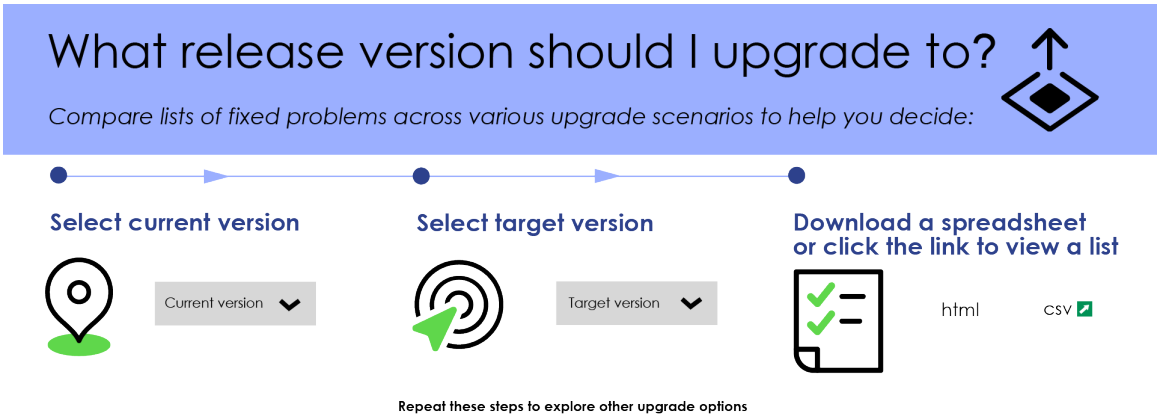
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Plugin	Status	Description	Details
[com.csm_workspace_components]			
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.	—	—
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	—
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	—
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	—
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.	—	—
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	—

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Personalized PRB release notes for upgrades to Zurich

If you are thinking about upgrading to the Zurich family, problem (PRB) fixes can be an important factor in your upgrade plans. Compare the lists of fixed problems across various Zurich upgrade scenarios to help you decide which release version to upgrade to.



Generate cumulative PRB release notes

To create personalized release notes for your upgrade, use the **Filter by** feature to select your current release version and your target version. The table will filter to show you the personalized release notes for the selected upgrade scenario. You can view the cumulative PRB release notes by downloading the CSV file.

Warning: The personalized PRB release notes now include security PRB fixes. You can filter on the PRB tables by security category, or you can search for the text "Security bug."

Fixed problems in upgrades to Zurich

Only available target release versions are listed in the personalized release notes generator. For further information on a PRB, documentation updates, or fixes included for a specific release version, you can also browse the standard release notes topics on the ServiceNow Product Documentation website.

Important: Be sure to upgrade to the latest release version that includes all of the PRB fixes you are interested in.

Current version	Target version	Download
WashingtonDC Early Access	Zurich Patch 3 Hot Fix 4	
WashingtonDC Early Access	Zurich Patch 4	
WashingtonDC Early Access	Zurich Patch 4 Hot Fix 5	
WashingtonDC Early Access	Zurich Patch 4 Hot Fix 6	
WashingtonDC Early Access	Zurich Patch 5	

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Current version	Target version	Download
WashingtonDC Early Access	Zurich Patch 6	
WashingtonDC Early Access	Zurich Patch 6 Hot Fix 2	
WashingtonDC Early Access	Zurich Patch 7	
WashingtonDC Early Access Hot Fix 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Early Access Hot Fix 1	Zurich Patch 4	
WashingtonDC Early Access Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Early Access Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Early Access Hot Fix 1	Zurich Patch 5	
WashingtonDC Early Access Hot Fix 1	Zurich Patch 6	
WashingtonDC Early Access Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Early Access Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 1	Zurich Patch 4	
WashingtonDC Patch 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 1	Zurich Patch 5	
WashingtonDC Patch 1	Zurich Patch 6	
WashingtonDC Patch 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 1	Zurich Patch 7	
WashingtonDC Patch 1 Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
WashingtonDC Patch 1 Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 1 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 1 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 1 Hot Fix 1	Zurich Patch 5	
WashingtonDC Patch 1 Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 1 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 1 Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 1 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 1 Hot Fix 2	Zurich Patch 4	
WashingtonDC Patch 1 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 1 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 1 Hot Fix 2	Zurich Patch 5	
WashingtonDC Patch 1 Hot Fix 2	Zurich Patch 6	
WashingtonDC Patch 1 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 1 Hot Fix 2	Zurich Patch 7	
WashingtonDC Patch 2	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 2	Zurich Patch 4	
WashingtonDC Patch 2	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 2	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 2	Zurich Patch 5	

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Current version	Target version	Download
WashingtonDC Patch 2	Zurich Patch 6	
WashingtonDC Patch 2	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 2	Zurich Patch 7	
WashingtonDC Patch 2 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 2 Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 2 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 2 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 2 Hot Fix 1	Zurich Patch 5	
WashingtonDC Patch 2 Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 2 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 2 Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 2 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 2 Hot Fix 2	Zurich Patch 4	
WashingtonDC Patch 2 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 2 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 2 Hot Fix 2	Zurich Patch 5	
WashingtonDC Patch 2 Hot Fix 2	Zurich Patch 6	
WashingtonDC Patch 2 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 2 Hot Fix 2	Zurich Patch 7	
WashingtonDC Patch 3	Zurich Patch 3 Hot Fix 4	

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WashingtonDC Patch 3	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 3	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 3	Zurich Patch 5	
WashingtonDC Patch 3	Zurich Patch 6	
WashingtonDC Patch 3	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 3	Zurich Patch 7	
WashingtonDC Patch 3 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 3 Hot Fix 1	Zurich Patch 4	
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WashingtonDC Patch 3 Hot Fix 3	Zurich Patch 5	
WashingtonDC Patch 3 Hot Fix 3	Zurich Patch 6	
WashingtonDC Patch 3 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 3 Hot Fix 3	Zurich Patch 7	
WashingtonDC Patch 4	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 4	Zurich Patch 4	
WashingtonDC Patch 4	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 4	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 4	Zurich Patch 5	
WashingtonDC Patch 4	Zurich Patch 6	
WashingtonDC Patch 4	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 4	Zurich Patch 7	
WashingtonDC Patch 4 Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
WashingtonDC Patch 4 Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 4 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 4 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 4 Hot Fix 1	Zurich Patch 5	
WashingtonDC Patch 4 Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 4 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 4 Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 4 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
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WashingtonDC Patch 4 Hot Fix 2	Zurich Patch 6	
WashingtonDC Patch 4 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
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WashingtonDC Patch 5	Zurich Patch 3 Hot Fix 4	
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WashingtonDC Patch 5	Zurich Patch 5	

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WashingtonDC Patch 5	Zurich Patch 6	
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WashingtonDC Patch 5 Hot Fix 3	Zurich Patch 5	
WashingtonDC Patch 5 Hot Fix 3	Zurich Patch 6	
WashingtonDC Patch 5 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 5 Hot Fix 3	Zurich Patch 7	
WashingtonDC Patch 5 Hot Fix 4	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 5 Hot Fix 4	Zurich Patch 4	
WashingtonDC Patch 5 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 5 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 5 Hot Fix 4	Zurich Patch 5	
WashingtonDC Patch 5 Hot Fix 4	Zurich Patch 6	
WashingtonDC Patch 5 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 5 Hot Fix 4	Zurich Patch 7	
WashingtonDC Patch 5 Hot Fix 5	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 5 Hot Fix 5	Zurich Patch 4	
WashingtonDC Patch 5 Hot Fix 5	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 5 Hot Fix 5	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 5 Hot Fix 5	Zurich Patch 5	

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WashingtonDC Patch 5 Hot Fix 5	Zurich Patch 6	
WashingtonDC Patch 5 Hot Fix 5	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 5 Hot Fix 5	Zurich Patch 7	
WashingtonDC Patch 5 Hot Fix 6	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 5 Hot Fix 6	Zurich Patch 4	
WashingtonDC Patch 5 Hot Fix 6	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 5 Hot Fix 6	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 5 Hot Fix 6	Zurich Patch 5	
WashingtonDC Patch 5 Hot Fix 6	Zurich Patch 6	
WashingtonDC Patch 5 Hot Fix 6	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 5 Hot Fix 6	Zurich Patch 7	
WashingtonDC Patch 6	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 6	Zurich Patch 4	
WashingtonDC Patch 6	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 6	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 6	Zurich Patch 5	
WashingtonDC Patch 6	Zurich Patch 6	
WashingtonDC Patch 6	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 6	Zurich Patch 7	
WashingtonDC Patch 6 Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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WashingtonDC Patch 6 Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 6 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 6 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 6 Hot Fix 1	Zurich Patch 5	
WashingtonDC Patch 6 Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 6 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 6 Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 6 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 6 Hot Fix 2	Zurich Patch 4	
WashingtonDC Patch 6 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 6 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 6 Hot Fix 2	Zurich Patch 5	
WashingtonDC Patch 6 Hot Fix 2	Zurich Patch 6	
WashingtonDC Patch 6 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 6 Hot Fix 2	Zurich Patch 7	
WashingtonDC Patch 6 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 6 Hot Fix 3	Zurich Patch 4	
WashingtonDC Patch 6 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 6 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 6 Hot Fix 3	Zurich Patch 5	

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WashingtonDC Patch 6 Hot Fix 3	Zurich Patch 6	
WashingtonDC Patch 6 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 6 Hot Fix 3	Zurich Patch 7	
WashingtonDC Patch 7	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 7	Zurich Patch 4	
WashingtonDC Patch 7	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 7	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 7	Zurich Patch 5	
WashingtonDC Patch 7	Zurich Patch 6	
WashingtonDC Patch 7	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 7	Zurich Patch 7	
WashingtonDC Patch 7 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 7 Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 7 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 7 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 7 Hot Fix 1	Zurich Patch 5	
WashingtonDC Patch 7 Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 7 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 7 Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 7a	Zurich Patch 3 Hot Fix 4	

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WashingtonDC Patch 7a	Zurich Patch 4	
WashingtonDC Patch 7a	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 7a	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 7a	Zurich Patch 5	
WashingtonDC Patch 7a	Zurich Patch 6	
WashingtonDC Patch 7a	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 7a	Zurich Patch 7	
WashingtonDC Patch 7b	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 7b	Zurich Patch 4	
WashingtonDC Patch 7b	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 7b	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 7b	Zurich Patch 5	
WashingtonDC Patch 7b	Zurich Patch 6	
WashingtonDC Patch 7b	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 7b	Zurich Patch 7	
WashingtonDC Patch 7b Hot Fix 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 7b Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 7b Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 7b Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 7b Hot Fix 1	Zurich Patch 5	

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Current version	Target version	Download
WashingtonDC Patch 7b Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 7b Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 7b Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 8	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 8	Zurich Patch 4	
WashingtonDC Patch 8	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 8	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 8	Zurich Patch 5	
WashingtonDC Patch 8	Zurich Patch 6	
WashingtonDC Patch 8	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 8	Zurich Patch 7	
WashingtonDC Patch 8 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 8 Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 8 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 8 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 8 Hot Fix 1	Zurich Patch 5	
WashingtonDC Patch 8 Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 8 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 8 Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 8 Hot Fix 2	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
WashingtonDC Patch 8 Hot Fix 2	Zurich Patch 4	
WashingtonDC Patch 8 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 8 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 8 Hot Fix 2	Zurich Patch 5	
WashingtonDC Patch 8 Hot Fix 2	Zurich Patch 6	
WashingtonDC Patch 8 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 8 Hot Fix 2	Zurich Patch 7	
WashingtonDC Patch 8 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 8 Hot Fix 3	Zurich Patch 4	
WashingtonDC Patch 8 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 8 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 8 Hot Fix 3	Zurich Patch 5	
WashingtonDC Patch 8 Hot Fix 3	Zurich Patch 6	
WashingtonDC Patch 8 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 8 Hot Fix 3	Zurich Patch 7	
WashingtonDC Patch 9	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 9	Zurich Patch 4	
WashingtonDC Patch 9	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 9	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 9	Zurich Patch 5	

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Current version	Target version	Download
WashingtonDC Patch 9	Zurich Patch 6	
WashingtonDC Patch 9	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 9	Zurich Patch 7	
WashingtonDC Patch 9 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 9 Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 9 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 9 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 9 Hot Fix 1	Zurich Patch 5	
WashingtonDC Patch 9 Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 9 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 9 Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 9a	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 9a	Zurich Patch 4	
WashingtonDC Patch 9a	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 9a	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 9a	Zurich Patch 5	
WashingtonDC Patch 9a	Zurich Patch 6	
WashingtonDC Patch 9a	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 9a	Zurich Patch 7	
WashingtonDC Patch 9b	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
WashingtonDC Patch 9b	Zurich Patch 4	
WashingtonDC Patch 9b	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 9b	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 9b	Zurich Patch 5	
WashingtonDC Patch 9b	Zurich Patch 6	
WashingtonDC Patch 9b	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 9b	Zurich Patch 7	
WashingtonDC Patch 10	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 10	Zurich Patch 4	
WashingtonDC Patch 10	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 10	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 10	Zurich Patch 5	
WashingtonDC Patch 10	Zurich Patch 6	
WashingtonDC Patch 10	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 10	Zurich Patch 7	
WashingtonDC Patch 10 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 10 Hot Fix 1	Zurich Patch 4	
WashingtonDC Patch 10 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 10 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 10 Hot Fix 1	Zurich Patch 5	

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WashingtonDC Patch 10 Hot Fix 1	Zurich Patch 6	
WashingtonDC Patch 10 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 10 Hot Fix 1	Zurich Patch 7	
WashingtonDC Patch 10 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 10 Hot Fix 2	Zurich Patch 4	
WashingtonDC Patch 10 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 10 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 10 Hot Fix 2	Zurich Patch 5	
WashingtonDC Patch 10 Hot Fix 2	Zurich Patch 6	
WashingtonDC Patch 10 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 10 Hot Fix 2	Zurich Patch 7	
WashingtonDC Patch 10 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
WashingtonDC Patch 10 Hot Fix 3	Zurich Patch 4	
WashingtonDC Patch 10 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 10 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 10 Hot Fix 3	Zurich Patch 5	
WashingtonDC Patch 10 Hot Fix 3	Zurich Patch 6	
WashingtonDC Patch 10 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 10 Hot Fix 3	Zurich Patch 7	
WashingtonDC Patch 10 Hot Fix 4	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
WashingtonDC Patch 10 Hot Fix 4	Zurich Patch 4	
WashingtonDC Patch 10 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
WashingtonDC Patch 10 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
WashingtonDC Patch 10 Hot Fix 4	Zurich Patch 5	
WashingtonDC Patch 10 Hot Fix 4	Zurich Patch 6	
WashingtonDC Patch 10 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
WashingtonDC Patch 10 Hot Fix 4	Zurich Patch 7	
Xanadu Early Access	Zurich Patch 3 Hot Fix 4	
Xanadu Early Access	Zurich Patch 4	
Xanadu Early Access	Zurich Patch 4 Hot Fix 5	
Xanadu Early Access	Zurich Patch 4 Hot Fix 6	
Xanadu Early Access	Zurich Patch 5	
Xanadu Early Access	Zurich Patch 6	
Xanadu Early Access	Zurich Patch 6 Hot Fix 2	
Xanadu Early Access	Zurich Patch 7	
Xanadu Early Access Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Early Access Hot Fix 1	Zurich Patch 4	
Xanadu Early Access Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Early Access Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Early Access Hot Fix 1	Zurich Patch 5	

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Xanadu Early Access Hot Fix 1	Zurich Patch 6	
Xanadu Early Access Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Early Access Hot Fix 1	Zurich Patch 7	
Xanadu Patch 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 1	Zurich Patch 4	
Xanadu Patch 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 1	Zurich Patch 5	
Xanadu Patch 1	Zurich Patch 6	
Xanadu Patch 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 1	Zurich Patch 7	
Xanadu Patch 1 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 1 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 1 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 1 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 1 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 1 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 1 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 1 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 1 Hot Fix 2	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
Xanadu Patch 1 Hot Fix 2	Zurich Patch 4	
Xanadu Patch 1 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 1 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 1 Hot Fix 2	Zurich Patch 5	
Xanadu Patch 1 Hot Fix 2	Zurich Patch 6	
Xanadu Patch 1 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 1 Hot Fix 2	Zurich Patch 7	
Xanadu Patch 1 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 1 Hot Fix 3	Zurich Patch 4	
Xanadu Patch 1 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 1 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 1 Hot Fix 3	Zurich Patch 5	
Xanadu Patch 1 Hot Fix 3	Zurich Patch 6	
Xanadu Patch 1 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 1 Hot Fix 3	Zurich Patch 7	
Xanadu Patch 2	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 2	Zurich Patch 4	
Xanadu Patch 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 2	Zurich Patch 5	

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Xanadu Patch 2	Zurich Patch 6	
Xanadu Patch 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 2	Zurich Patch 7	
Xanadu Patch 2 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 2 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 2 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 2 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 2 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 2 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 2 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 2 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 2 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 2 Hot Fix 2	Zurich Patch 4	
Xanadu Patch 2 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 2 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 2 Hot Fix 2	Zurich Patch 5	
Xanadu Patch 2 Hot Fix 2	Zurich Patch 6	
Xanadu Patch 2 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 2 Hot Fix 2	Zurich Patch 7	
Xanadu Patch 3	Zurich Patch 3 Hot Fix 4	

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Xanadu Patch 3	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 3	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 3	Zurich Patch 5	
Xanadu Patch 3	Zurich Patch 6	
Xanadu Patch 3	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 3	Zurich Patch 7	
Xanadu Patch 3 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 3 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 3 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 3 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 3 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 3 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 3 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 3 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 3 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 3 Hot Fix 2	Zurich Patch 4	
Xanadu Patch 3 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 3 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 3 Hot Fix 2	Zurich Patch 5	

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Xanadu Patch 3 Hot Fix 2	Zurich Patch 6	
Xanadu Patch 3 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 3 Hot Fix 2	Zurich Patch 7	
Xanadu Patch 4	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 4	Zurich Patch 4	
Xanadu Patch 4	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 4	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 4	Zurich Patch 5	
Xanadu Patch 4	Zurich Patch 6	
Xanadu Patch 4	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 4	Zurich Patch 7	
Xanadu Patch 4 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 4 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 4 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 4 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 4 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 4 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 4 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 4 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 4 Hot Fix 2	Zurich Patch 3 Hot Fix 4	

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Xanadu Patch 4 Hot Fix 2	Zurich Patch 4	
Xanadu Patch 4 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 4 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 4 Hot Fix 2	Zurich Patch 5	
Xanadu Patch 4 Hot Fix 2	Zurich Patch 6	
Xanadu Patch 4 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 4 Hot Fix 2	Zurich Patch 7	
Xanadu Patch 4a	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 4a	Zurich Patch 4	
Xanadu Patch 4a	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 4a	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 4a	Zurich Patch 5	
Xanadu Patch 4a	Zurich Patch 6	
Xanadu Patch 4a	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 4a	Zurich Patch 7	
Xanadu Patch 4b	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 4b	Zurich Patch 4	
Xanadu Patch 4b	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 4b	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 4b	Zurich Patch 5	

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Xanadu Patch 4b	Zurich Patch 6	
Xanadu Patch 4b	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 4b	Zurich Patch 7	
Xanadu Patch 4b Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 4b Hot Fix 1	Zurich Patch 4	
Xanadu Patch 4b Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 4b Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 4b Hot Fix 1	Zurich Patch 5	
Xanadu Patch 4b Hot Fix 1	Zurich Patch 6	
Xanadu Patch 4b Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 4b Hot Fix 1	Zurich Patch 7	
Xanadu Patch 4b Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 4b Hot Fix 2	Zurich Patch 4	
Xanadu Patch 4b Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 4b Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 4b Hot Fix 2	Zurich Patch 5	
Xanadu Patch 4b Hot Fix 2	Zurich Patch 6	
Xanadu Patch 4b Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 4b Hot Fix 2	Zurich Patch 7	
Xanadu Patch 5	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
Xanadu Patch 5	Zurich Patch 4	
Xanadu Patch 5	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 5	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 5	Zurich Patch 5	
Xanadu Patch 5	Zurich Patch 6	
Xanadu Patch 5	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 5	Zurich Patch 7	
Xanadu Patch 5 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 5 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 5 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 5 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 5 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 5 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 5 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 5 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 5 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 5 Hot Fix 2	Zurich Patch 4	
Xanadu Patch 5 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 5 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 5 Hot Fix 2	Zurich Patch 5	

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Current version	Target version	Download
Xanadu Patch 5 Hot Fix 2	Zurich Patch 6	
Xanadu Patch 5 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 5 Hot Fix 2	Zurich Patch 7	
Xanadu Patch 5 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 5 Hot Fix 3	Zurich Patch 4	
Xanadu Patch 5 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 5 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 5 Hot Fix 3	Zurich Patch 5	
Xanadu Patch 5 Hot Fix 3	Zurich Patch 6	
Xanadu Patch 5 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 5 Hot Fix 3	Zurich Patch 7	
Xanadu Patch 6	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 6	Zurich Patch 4	
Xanadu Patch 6	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 6	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 6	Zurich Patch 5	
Xanadu Patch 6	Zurich Patch 6	
Xanadu Patch 6	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 6	Zurich Patch 7	
Xanadu Patch 6 Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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Xanadu Patch 6 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 6 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 6 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 6 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 6 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 6 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 6 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 6 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 6 Hot Fix 2	Zurich Patch 4	
Xanadu Patch 6 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 6 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 6 Hot Fix 2	Zurich Patch 5	
Xanadu Patch 6 Hot Fix 2	Zurich Patch 6	
Xanadu Patch 6 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 6 Hot Fix 2	Zurich Patch 7	
Xanadu Patch 7	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 7	Zurich Patch 4	
Xanadu Patch 7	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 7	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 7	Zurich Patch 5	

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Xanadu Patch 7	Zurich Patch 6	
Xanadu Patch 7	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 7	Zurich Patch 7	
Xanadu Patch 7 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 7 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 7 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 7 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 7 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 7 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 7 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 7 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 7a	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 7a	Zurich Patch 4	
Xanadu Patch 7a	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 7a	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 7a	Zurich Patch 5	
Xanadu Patch 7a	Zurich Patch 6	
Xanadu Patch 7a	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 7a	Zurich Patch 7	
Xanadu Patch 7a Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
Xanadu Patch 7a Hot Fix 1	Zurich Patch 4	
Xanadu Patch 7a Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 7a Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 7a Hot Fix 1	Zurich Patch 5	
Xanadu Patch 7a Hot Fix 1	Zurich Patch 6	
Xanadu Patch 7a Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 7a Hot Fix 1	Zurich Patch 7	
Xanadu Patch 7b	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 7b	Zurich Patch 4	
Xanadu Patch 7b	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 7b	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 7b	Zurich Patch 5	
Xanadu Patch 7b	Zurich Patch 6	
Xanadu Patch 7b	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 7b	Zurich Patch 7	
Xanadu Patch 7b Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 7b Hot Fix 1	Zurich Patch 4	
Xanadu Patch 7b Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 7b Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 7b Hot Fix 1	Zurich Patch 5	

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Xanadu Patch 7b Hot Fix 1	Zurich Patch 6	
Xanadu Patch 7b Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 7b Hot Fix 1	Zurich Patch 7	
Xanadu Patch 8	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 8	Zurich Patch 4	
Xanadu Patch 8	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 8	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 8	Zurich Patch 5	
Xanadu Patch 8	Zurich Patch 6	
Xanadu Patch 8	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 8	Zurich Patch 7	
Xanadu Patch 8 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 8 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 8 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 8 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 8 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 8 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 8 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 8 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 8 Hot Fix 2	Zurich Patch 3 Hot Fix 4	

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Xanadu Patch 8 Hot Fix 2	Zurich Patch 4	
Xanadu Patch 8 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 8 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 8 Hot Fix 2	Zurich Patch 5	
Xanadu Patch 8 Hot Fix 2	Zurich Patch 6	
Xanadu Patch 8 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 8 Hot Fix 2	Zurich Patch 7	
Xanadu Patch 8 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 8 Hot Fix 3	Zurich Patch 4	
Xanadu Patch 8 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 8 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 8 Hot Fix 3	Zurich Patch 5	
Xanadu Patch 8 Hot Fix 3	Zurich Patch 6	
Xanadu Patch 8 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 8 Hot Fix 3	Zurich Patch 7	
Xanadu Patch 8 Hot Fix 4	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 8 Hot Fix 4	Zurich Patch 4	
Xanadu Patch 8 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 8 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 8 Hot Fix 4	Zurich Patch 5	

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Xanadu Patch 8 Hot Fix 4	Zurich Patch 6	
Xanadu Patch 8 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 8 Hot Fix 4	Zurich Patch 7	
Xanadu Patch 9	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 9	Zurich Patch 4	
Xanadu Patch 9	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 9	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 9	Zurich Patch 5	
Xanadu Patch 9	Zurich Patch 6	
Xanadu Patch 9	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 9	Zurich Patch 7	
Xanadu Patch 9 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 9 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 9 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 9 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 9 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 9 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 9 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 9 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 9a	Zurich Patch 3 Hot Fix 4	

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Xanadu Patch 9a	Zurich Patch 4	
Xanadu Patch 9a	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 9a	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 9a	Zurich Patch 5	
Xanadu Patch 9a	Zurich Patch 6	
Xanadu Patch 9a	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 9a	Zurich Patch 7	
Xanadu Patch 9a Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 9a Hot Fix 1	Zurich Patch 4	
Xanadu Patch 9a Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 9a Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 9a Hot Fix 1	Zurich Patch 5	
Xanadu Patch 9a Hot Fix 1	Zurich Patch 6	
Xanadu Patch 9a Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 9a Hot Fix 1	Zurich Patch 7	
Xanadu Patch 10	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 10	Zurich Patch 4	
Xanadu Patch 10	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 10	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 10	Zurich Patch 5	

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Current version	Target version	Download
Xanadu Patch 10	Zurich Patch 6	
Xanadu Patch 10	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 10	Zurich Patch 7	
Xanadu Patch 10 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 10 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 10 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 10 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 10 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 10 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 10 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 10 Hot Fix 1	Zurich Patch 7	
Xanadu Patch 11	Zurich Patch 3 Hot Fix 4	
Xanadu Patch 11	Zurich Patch 4	
Xanadu Patch 11	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 11	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 11	Zurich Patch 5	
Xanadu Patch 11	Zurich Patch 6	
Xanadu Patch 11	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 11	Zurich Patch 7	
Xanadu Patch 11 Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
Xanadu Patch 11 Hot Fix 1	Zurich Patch 4	
Xanadu Patch 11 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Xanadu Patch 11 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Xanadu Patch 11 Hot Fix 1	Zurich Patch 5	
Xanadu Patch 11 Hot Fix 1	Zurich Patch 6	
Xanadu Patch 11 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Xanadu Patch 11 Hot Fix 1	Zurich Patch 7	
Yokohama Early Access	Zurich Patch 3 Hot Fix 4	
Yokohama Early Access	Zurich Patch 4	
Yokohama Early Access	Zurich Patch 4 Hot Fix 5	
Yokohama Early Access	Zurich Patch 4 Hot Fix 6	
Yokohama Early Access	Zurich Patch 5	
Yokohama Early Access	Zurich Patch 6	
Yokohama Early Access	Zurich Patch 6 Hot Fix 2	
Yokohama Early Access	Zurich Patch 7	
Yokohama Early Access Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Early Access Hot Fix 1	Zurich Patch 4	
Yokohama Early Access Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Early Access Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Early Access Hot Fix 1	Zurich Patch 5	

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Yokohama Early Access Hot Fix 1	Zurich Patch 6	
Yokohama Early Access Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Early Access Hot Fix 1	Zurich Patch 7	
Yokohama Patch 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 1	Zurich Patch 4	
Yokohama Patch 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 1	Zurich Patch 5	
Yokohama Patch 1	Zurich Patch 6	
Yokohama Patch 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 1	Zurich Patch 7	
Yokohama Patch 1a	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 1a	Zurich Patch 4	
Yokohama Patch 1a	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 1a	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 1a	Zurich Patch 5	
Yokohama Patch 1a	Zurich Patch 6	
Yokohama Patch 1a	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 1a	Zurich Patch 7	
Yokohama Patch 1b	Zurich Patch 3 Hot Fix 4	

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Yokohama Patch 1b	Zurich Patch 4	
Yokohama Patch 1b	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 1b	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 1b	Zurich Patch 5	
Yokohama Patch 1b	Zurich Patch 6	
Yokohama Patch 1b	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 1b	Zurich Patch 7	
Yokohama Patch 1b Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 1b Hot Fix 1	Zurich Patch 4	
Yokohama Patch 1b Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 1b Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 1b Hot Fix 1	Zurich Patch 5	
Yokohama Patch 1b Hot Fix 1	Zurich Patch 6	
Yokohama Patch 1b Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 1b Hot Fix 1	Zurich Patch 7	
Yokohama Patch 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 2	Zurich Patch 4	
Yokohama Patch 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 2	Zurich Patch 5	

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Yokohama Patch 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 2	Zurich Patch 7	
Yokohama Patch 2 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 2 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 2 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 2 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 2 Hot Fix 1	Zurich Patch 5	
Yokohama Patch 2 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 2 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 2 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 2 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 2 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 2 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 2 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 2 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 2 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 2 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 2 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 2 Hot Fix 3	Zurich Patch 3 Hot Fix 4	

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Yokohama Patch 2 Hot Fix 3	Zurich Patch 4	
Yokohama Patch 2 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 2 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 2 Hot Fix 3	Zurich Patch 5	
Yokohama Patch 2 Hot Fix 3	Zurich Patch 6	
Yokohama Patch 2 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 2 Hot Fix 3	Zurich Patch 7	
Yokohama Patch 3	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 3	Zurich Patch 4	
Yokohama Patch 3	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 3	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 3	Zurich Patch 5	
Yokohama Patch 3	Zurich Patch 6	
Yokohama Patch 3	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 3	Zurich Patch 7	
Yokohama Patch 3 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 3 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 3 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 3 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 3 Hot Fix 1	Zurich Patch 5	

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Yokohama Patch 3 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 3 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 3 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 3 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 3 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 3 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 3 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 3 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 3 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 3 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 3 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 3 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 3 Hot Fix 3	Zurich Patch 4	
Yokohama Patch 3 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 3 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 3 Hot Fix 3	Zurich Patch 5	
Yokohama Patch 3 Hot Fix 3	Zurich Patch 6	
Yokohama Patch 3 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 3 Hot Fix 3	Zurich Patch 7	
Yokohama Patch 3 Hot Fix 4	Zurich Patch 3 Hot Fix 4	

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Yokohama Patch 3 Hot Fix 4	Zurich Patch 4	
Yokohama Patch 3 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 3 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 3 Hot Fix 4	Zurich Patch 5	
Yokohama Patch 3 Hot Fix 4	Zurich Patch 6	
Yokohama Patch 3 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 3 Hot Fix 4	Zurich Patch 7	
Yokohama Patch 3 Hot Fix 5	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 3 Hot Fix 5	Zurich Patch 4	
Yokohama Patch 3 Hot Fix 5	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 3 Hot Fix 5	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 3 Hot Fix 5	Zurich Patch 5	
Yokohama Patch 3 Hot Fix 5	Zurich Patch 6	
Yokohama Patch 3 Hot Fix 5	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 3 Hot Fix 5	Zurich Patch 7	
Yokohama Patch 4	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 4	Zurich Patch 4	
Yokohama Patch 4	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 4	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 4	Zurich Patch 5	

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Yokohama Patch 4	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 4	Zurich Patch 7	
Yokohama Patch 4 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 4 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 4 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 4 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 4 Hot Fix 1	Zurich Patch 5	
Yokohama Patch 4 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 4 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 4 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 4 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 4 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 4 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 4 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 4 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 4 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 4 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 4 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 4a	Zurich Patch 3 Hot Fix 4	

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Yokohama Patch 4a	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 4a	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 4a	Zurich Patch 5	
Yokohama Patch 4a	Zurich Patch 6	
Yokohama Patch 4a	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 4a	Zurich Patch 7	
Yokohama Patch 5	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 5	Zurich Patch 4	
Yokohama Patch 5	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 5	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 5	Zurich Patch 5	
Yokohama Patch 5	Zurich Patch 6	
Yokohama Patch 5	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 5	Zurich Patch 7	
Yokohama Patch 5 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 5 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 5 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 5 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 5 Hot Fix 1	Zurich Patch 5	

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Current version	Target version	Download
Yokohama Patch 5 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 5 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 5 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 5 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 5 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 5 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 5 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 5 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 5 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 5 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 5 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 5 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 5 Hot Fix 3	Zurich Patch 4	
Yokohama Patch 5 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 5 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 5 Hot Fix 3	Zurich Patch 5	
Yokohama Patch 5 Hot Fix 3	Zurich Patch 6	
Yokohama Patch 5 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 5 Hot Fix 3	Zurich Patch 7	
Yokohama Patch 5 Hot Fix 4	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
Yokohama Patch 5 Hot Fix 4	Zurich Patch 4	
Yokohama Patch 5 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 5 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 5 Hot Fix 4	Zurich Patch 5	
Yokohama Patch 5 Hot Fix 4	Zurich Patch 6	
Yokohama Patch 5 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 5 Hot Fix 4	Zurich Patch 7	
Yokohama Patch 6	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 6	Zurich Patch 4	
Yokohama Patch 6	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 6	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 6	Zurich Patch 5	
Yokohama Patch 6	Zurich Patch 6	
Yokohama Patch 6	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 6	Zurich Patch 7	
Yokohama Patch 6 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 6 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 6 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 6 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 6 Hot Fix 1	Zurich Patch 5	

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Current version	Target version	Download
Yokohama Patch 6 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 6 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 6 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 6 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 6 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 6 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 6 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 6 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 6 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 6 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 6 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 7	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 7	Zurich Patch 4	
Yokohama Patch 7	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 7	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 7	Zurich Patch 5	
Yokohama Patch 7	Zurich Patch 6	
Yokohama Patch 7	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 7	Zurich Patch 7	
Yokohama Patch 7 Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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Yokohama Patch 7 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 7 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 7 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 7 Hot Fix 1	Zurich Patch 5	
Yokohama Patch 7 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 7 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 7 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 7 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 7 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 7 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 7 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 7 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 7 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 7 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 7 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 7 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 7 Hot Fix 3	Zurich Patch 4	
Yokohama Patch 7 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 7 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 7 Hot Fix 3	Zurich Patch 5	

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Current version	Target version	Download
Yokohama Patch 7 Hot Fix 3	Zurich Patch 6	
Yokohama Patch 7 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 7 Hot Fix 3	Zurich Patch 7	
Yokohama Patch 7 Hot Fix 4	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 7 Hot Fix 4	Zurich Patch 4	
Yokohama Patch 7 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 7 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 7 Hot Fix 4	Zurich Patch 5	
Yokohama Patch 7 Hot Fix 4	Zurich Patch 6	
Yokohama Patch 7 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 7 Hot Fix 4	Zurich Patch 7	
Yokohama Patch 7 Hot Fix 5	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 7 Hot Fix 5	Zurich Patch 4	
Yokohama Patch 7 Hot Fix 5	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 7 Hot Fix 5	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 7 Hot Fix 5	Zurich Patch 5	
Yokohama Patch 7 Hot Fix 5	Zurich Patch 6	
Yokohama Patch 7 Hot Fix 5	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 7 Hot Fix 5	Zurich Patch 7	
Yokohama Patch 7 Hot Fix 6	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
Yokohama Patch 7 Hot Fix 6	Zurich Patch 4	
Yokohama Patch 7 Hot Fix 6	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 7 Hot Fix 6	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 7 Hot Fix 6	Zurich Patch 5	
Yokohama Patch 7 Hot Fix 6	Zurich Patch 6	
Yokohama Patch 7 Hot Fix 6	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 7 Hot Fix 6	Zurich Patch 7	
Yokohama Patch 8	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 8	Zurich Patch 4	
Yokohama Patch 8	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 8	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 8	Zurich Patch 5	
Yokohama Patch 8	Zurich Patch 6	
Yokohama Patch 8	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 8	Zurich Patch 7	
Yokohama Patch 8 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 8 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 8 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 8 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 8 Hot Fix 1	Zurich Patch 5	

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Yokohama Patch 8 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 8 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 8 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 8 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 8 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 8 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 8 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 8 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 8 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 8 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 8 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 8 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 8 Hot Fix 3	Zurich Patch 4	
Yokohama Patch 8 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 8 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 8 Hot Fix 3	Zurich Patch 5	
Yokohama Patch 8 Hot Fix 3	Zurich Patch 6	
Yokohama Patch 8 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 8 Hot Fix 3	Zurich Patch 7	
Yokohama Patch 8 Hot Fix 4	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
Yokohama Patch 8 Hot Fix 4	Zurich Patch 4	
Yokohama Patch 8 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 8 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 8 Hot Fix 4	Zurich Patch 5	
Yokohama Patch 8 Hot Fix 4	Zurich Patch 6	
Yokohama Patch 8 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 8 Hot Fix 4	Zurich Patch 7	
Yokohama Patch 9	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 9	Zurich Patch 4	
Yokohama Patch 9	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 9	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 9	Zurich Patch 5	
Yokohama Patch 9	Zurich Patch 6	
Yokohama Patch 9	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 9	Zurich Patch 7	
Yokohama Patch 9 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 9 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 9 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 9 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 9 Hot Fix 1	Zurich Patch 5	

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Yokohama Patch 9 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 9 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 9 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 9 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 9 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 9 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 9 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 9 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 9 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 9 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 9 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 10	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 10	Zurich Patch 4	
Yokohama Patch 10	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 10	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 10	Zurich Patch 5	
Yokohama Patch 10	Zurich Patch 6	
Yokohama Patch 10	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 10	Zurich Patch 7	
Yokohama Patch 10 Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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Yokohama Patch 10 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 10 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 10 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 10 Hot Fix 1	Zurich Patch 5	
Yokohama Patch 10 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 10 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 10 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 11	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 11	Zurich Patch 4	
Yokohama Patch 11	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 11	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 11	Zurich Patch 5	
Yokohama Patch 11	Zurich Patch 6	
Yokohama Patch 11	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 11	Zurich Patch 7	
Yokohama Patch 11 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 11 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 11 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 11 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 11 Hot Fix 1	Zurich Patch 5	

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Yokohama Patch 11 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 11 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 11 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 11 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 11 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 11 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 11 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 11 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 11 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 11 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 11 Hot Fix 2	Zurich Patch 7	
Yokohama Patch 12	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 12	Zurich Patch 4	
Yokohama Patch 12	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 12	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 12	Zurich Patch 5	
Yokohama Patch 12	Zurich Patch 6	
Yokohama Patch 12	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 12	Zurich Patch 7	
Yokohama Patch 12 Hot Fix 1	Zurich Patch 3 Hot Fix 4	

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Yokohama Patch 12 Hot Fix 1	Zurich Patch 4	
Yokohama Patch 12 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 12 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 12 Hot Fix 1	Zurich Patch 5	
Yokohama Patch 12 Hot Fix 1	Zurich Patch 6	
Yokohama Patch 12 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 12 Hot Fix 1	Zurich Patch 7	
Yokohama Patch 12 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Yokohama Patch 12 Hot Fix 2	Zurich Patch 4	
Yokohama Patch 12 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Yokohama Patch 12 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Yokohama Patch 12 Hot Fix 2	Zurich Patch 5	
Yokohama Patch 12 Hot Fix 2	Zurich Patch 6	
Yokohama Patch 12 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Yokohama Patch 12 Hot Fix 2	Zurich Patch 7	
Zurich Early Access	Zurich Patch 3 Hot Fix 4	
Zurich Early Access	Zurich Patch 4	
Zurich Early Access	Zurich Patch 4 Hot Fix 5	
Zurich Early Access	Zurich Patch 4 Hot Fix 6	
Zurich Early Access	Zurich Patch 5	

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Current version	Target version	Download
Zurich Early Access	Zurich Patch 6	
Zurich Early Access	Zurich Patch 6 Hot Fix 2	
Zurich Early Access	Zurich Patch 7	
Zurich Patch 1	Zurich Patch 3 Hot Fix 4	
Zurich Patch 1	Zurich Patch 4	
Zurich Patch 1	Zurich Patch 4 Hot Fix 5	
Zurich Patch 1	Zurich Patch 4 Hot Fix 6	
Zurich Patch 1	Zurich Patch 5	
Zurich Patch 1	Zurich Patch 6	
Zurich Patch 1	Zurich Patch 6 Hot Fix 2	
Zurich Patch 1	Zurich Patch 7	
Zurich Patch 1 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Zurich Patch 1 Hot Fix 1	Zurich Patch 4	
Zurich Patch 1 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Zurich Patch 1 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Zurich Patch 1 Hot Fix 1	Zurich Patch 5	
Zurich Patch 1 Hot Fix 1	Zurich Patch 6	
Zurich Patch 1 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Zurich Patch 1 Hot Fix 1	Zurich Patch 7	
Zurich Patch 1 Hot Fix 2	Zurich Patch 3 Hot Fix 4	

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Zurich Patch 1 Hot Fix 2	Zurich Patch 4	
Zurich Patch 1 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Zurich Patch 1 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Zurich Patch 1 Hot Fix 2	Zurich Patch 5	
Zurich Patch 1 Hot Fix 2	Zurich Patch 6	
Zurich Patch 1 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Zurich Patch 1 Hot Fix 2	Zurich Patch 7	
Zurich Patch 2	Zurich Patch 3 Hot Fix 4	
Zurich Patch 2	Zurich Patch 4	
Zurich Patch 2	Zurich Patch 4 Hot Fix 5	
Zurich Patch 2	Zurich Patch 4 Hot Fix 6	
Zurich Patch 2	Zurich Patch 5	
Zurich Patch 2	Zurich Patch 6	
Zurich Patch 2	Zurich Patch 6 Hot Fix 2	
Zurich Patch 2	Zurich Patch 7	
Zurich Patch 2 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Zurich Patch 2 Hot Fix 1	Zurich Patch 4	
Zurich Patch 2 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Zurich Patch 2 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Zurich Patch 2 Hot Fix 1	Zurich Patch 5	

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Zurich Patch 2 Hot Fix 1	Zurich Patch 6	
Zurich Patch 2 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Zurich Patch 2 Hot Fix 1	Zurich Patch 7	
Zurich Patch 2 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Zurich Patch 2 Hot Fix 2	Zurich Patch 4	
Zurich Patch 2 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Zurich Patch 2 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Zurich Patch 2 Hot Fix 2	Zurich Patch 5	
Zurich Patch 2 Hot Fix 2	Zurich Patch 6	
Zurich Patch 2 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Zurich Patch 2 Hot Fix 2	Zurich Patch 7	
Zurich Patch 2 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Zurich Patch 2 Hot Fix 3	Zurich Patch 4	
Zurich Patch 2 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Zurich Patch 2 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Zurich Patch 2 Hot Fix 3	Zurich Patch 5	
Zurich Patch 2 Hot Fix 3	Zurich Patch 6	
Zurich Patch 2 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Zurich Patch 2 Hot Fix 3	Zurich Patch 7	
Zurich Patch 3	Zurich Patch 3 Hot Fix 4	

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Current version	Target version	Download
Zurich Patch 3	Zurich Patch 4	
Zurich Patch 3	Zurich Patch 4 Hot Fix 5	
Zurich Patch 3	Zurich Patch 4 Hot Fix 6	
Zurich Patch 3	Zurich Patch 5	
Zurich Patch 3	Zurich Patch 6	
Zurich Patch 3	Zurich Patch 6 Hot Fix 2	
Zurich Patch 3	Zurich Patch 7	
Zurich Patch 3 Hot Fix 1	Zurich Patch 3 Hot Fix 4	
Zurich Patch 3 Hot Fix 1	Zurich Patch 4	
Zurich Patch 3 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Zurich Patch 3 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Zurich Patch 3 Hot Fix 1	Zurich Patch 5	
Zurich Patch 3 Hot Fix 1	Zurich Patch 6	
Zurich Patch 3 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Zurich Patch 3 Hot Fix 1	Zurich Patch 7	
Zurich Patch 3 Hot Fix 2	Zurich Patch 3 Hot Fix 4	
Zurich Patch 3 Hot Fix 2	Zurich Patch 4	
Zurich Patch 3 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Zurich Patch 3 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Zurich Patch 3 Hot Fix 2	Zurich Patch 5	

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Current version	Target version	Download
Zurich Patch 3 Hot Fix 2	Zurich Patch 6	
Zurich Patch 3 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Zurich Patch 3 Hot Fix 2	Zurich Patch 7	
Zurich Patch 3 Hot Fix 3	Zurich Patch 3 Hot Fix 4	
Zurich Patch 3 Hot Fix 3	Zurich Patch 4	
Zurich Patch 3 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Zurich Patch 3 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Zurich Patch 3 Hot Fix 3	Zurich Patch 5	
Zurich Patch 3 Hot Fix 3	Zurich Patch 6	
Zurich Patch 3 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Zurich Patch 3 Hot Fix 3	Zurich Patch 7	
Zurich Patch 3 Hot Fix 4	Zurich Patch 4	
Zurich Patch 3 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
Zurich Patch 3 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
Zurich Patch 3 Hot Fix 4	Zurich Patch 5	
Zurich Patch 3 Hot Fix 4	Zurich Patch 6	
Zurich Patch 3 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
Zurich Patch 3 Hot Fix 4	Zurich Patch 7	
Zurich Patch 4	Zurich Patch 4 Hot Fix 5	
Zurich Patch 4	Zurich Patch 4 Hot Fix 6	

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Current version	Target version	Download
Zurich Patch 4	Zurich Patch 5	
Zurich Patch 4	Zurich Patch 6	
Zurich Patch 4	Zurich Patch 6 Hot Fix 2	
Zurich Patch 4	Zurich Patch 7	
Zurich Patch 4 Hot Fix 1	Zurich Patch 4 Hot Fix 5	
Zurich Patch 4 Hot Fix 1	Zurich Patch 4 Hot Fix 6	
Zurich Patch 4 Hot Fix 1	Zurich Patch 5	
Zurich Patch 4 Hot Fix 1	Zurich Patch 6	
Zurich Patch 4 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Zurich Patch 4 Hot Fix 1	Zurich Patch 7	
Zurich Patch 4 Hot Fix 2	Zurich Patch 4 Hot Fix 5	
Zurich Patch 4 Hot Fix 2	Zurich Patch 4 Hot Fix 6	
Zurich Patch 4 Hot Fix 2	Zurich Patch 5	
Zurich Patch 4 Hot Fix 2	Zurich Patch 6	
Zurich Patch 4 Hot Fix 2	Zurich Patch 6 Hot Fix 2	
Zurich Patch 4 Hot Fix 2	Zurich Patch 7	
Zurich Patch 4 Hot Fix 3	Zurich Patch 4 Hot Fix 5	
Zurich Patch 4 Hot Fix 3	Zurich Patch 4 Hot Fix 6	
Zurich Patch 4 Hot Fix 3	Zurich Patch 5	
Zurich Patch 4 Hot Fix 3	Zurich Patch 6	

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Current version	Target version	Download
Zurich Patch 4 Hot Fix 3	Zurich Patch 6 Hot Fix 2	
Zurich Patch 4 Hot Fix 3	Zurich Patch 7	
Zurich Patch 4 Hot Fix 4	Zurich Patch 4 Hot Fix 5	
Zurich Patch 4 Hot Fix 4	Zurich Patch 4 Hot Fix 6	
Zurich Patch 4 Hot Fix 4	Zurich Patch 5	
Zurich Patch 4 Hot Fix 4	Zurich Patch 6	
Zurich Patch 4 Hot Fix 4	Zurich Patch 6 Hot Fix 2	
Zurich Patch 4 Hot Fix 4	Zurich Patch 7	
Zurich Patch 4 Hot Fix 5	Zurich Patch 4 Hot Fix 6	
Zurich Patch 4 Hot Fix 5	Zurich Patch 5	
Zurich Patch 4 Hot Fix 5	Zurich Patch 6	
Zurich Patch 4 Hot Fix 5	Zurich Patch 6 Hot Fix 2	
Zurich Patch 4 Hot Fix 5	Zurich Patch 7	
Zurich Patch 4 Hot Fix 6	Zurich Patch 5	
Zurich Patch 4 Hot Fix 6	Zurich Patch 6	
Zurich Patch 4 Hot Fix 6	Zurich Patch 6 Hot Fix 2	
Zurich Patch 4 Hot Fix 6	Zurich Patch 7	
Zurich Patch 5	Zurich Patch 6	
Zurich Patch 5	Zurich Patch 6 Hot Fix 2	
Zurich Patch 5	Zurich Patch 7	

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Current version	Target version	Download
Zurich Patch 5 Hot Fix 1	Zurich Patch 6	
Zurich Patch 5 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Zurich Patch 5 Hot Fix 1	Zurich Patch 7	
Zurich Patch 6	Zurich Patch 6 Hot Fix 2	
Zurich Patch 6	Zurich Patch 7	
Zurich Patch 6 Hot Fix 1	Zurich Patch 6 Hot Fix 2	
Zurich Patch 6 Hot Fix 1	Zurich Patch 7	
Zurich Patch 6 Hot Fix 2	Zurich Patch 7	

Available patches and hotfixes

The Zurich family includes patches and hotfixes.

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Q1 2026 Patching Program Targets

Targets are subject to change prior to patching. Target versions change only if absolutely necessary.

Releases	Patch target option	Release notes
Zurich	Zurich Patch 4 Hotfix 3b	Zurich
Yokohama	Yokohama Patch 10 Hotfix 1b	Yokohama
Xanadu	Xanadu Patch 11 Hotfix 1a	Xanadu

Available versions

To view security patch and security hotfix release notes, log into support.servicenow.com (formerly HI).

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Release version	Release type	Released on	Availability
Zurich Patch 7 Zurich Patch 7 security fixes	Patch	2026/03/10	Available
Zurich Patch 6 Hotfix 2	Hotfix	2026/02/23	Unavailable
Zurich Patch 6 Hotfix 1	Hotfix	2026/02/11	Unavailable
Zurich Patch 6 Zurich Patch 6 security fixes	Patch	2026/02/05	Unavailable
Zurich Patch 5 Hotfix 1	Hotfix	2026/02/10	Unavailable
Zurich Patch 5 Zurich Patch 5 security fixes	Patch	2026/01/12	Unavailable
Zurich Patch 4 Hotfix 6	Hotfix	2026/02/25	Available by request
Zurich Patch 4 Hotfix 5	Hotfix	2026/01/29	Unavailable
Zurich Patch 4 Hotfix 4a	Hotfix	2026/01/22	Unavailable
Zurich Patch 4 Hotfix 4	Hotfix	2026/01/09	Unavailable
Zurich Patch 4 Hotfix 3b	Security patch	2026/02/23	Available
Zurich Patch 4 Hotfix 3a	Security patch	2026/01/16	Unavailable
Zurich Patch 4 Hotfix 3	Hotfix	2025/12/29	Unavailable
Zurich Patch 4 Hotfix 2	Hotfix	2025/12/30	Unavailable
Zurich Patch 4 Hotfix 1	Hotfix	2025/12/23	Unavailable
Zurich Patch 4 Zurich Patch 4 security fixes	Patch	2025/12/05	Unavailable
Zurich Patch 3 Hotfix 3	Hotfix	2025/12/23	Unavailable
Zurich Patch 3 Hotfix 2	Hotfix	2025/11/18	Unavailable
Zurich Patch 3 Hotfix 1	Hotfix	2025/11/06	Unavailable
Zurich Patch 3 Zurich Patch 3 security fixes	Patch	2025/10/30	Unavailable
Zurich Patch 2 Hotfix 3	Hotfix	2025/11/20	Unavailable
Zurich Patch 2 Hotfix 2	Hotfix	2025/11/14	Unavailable
Zurich Patch 2 Hotfix 1	Hotfix	2025/11/05	Unavailable
Zurich Patch 2	Patch	2025/10/15	Unavailable

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Release version	Release type	Released on	Availability
Zurich Patch 2 security fixes			
Zurich Patch 1 Hotfix 2	Hotfix	2025/10/16	Unavailable
Zurich Patch 1 Hotfix 1b	Security patch	2025/11/18	Unavailable
Zurich Patch 1 Hotfix 1a	Security patch	2025/10/23	Unavailable
Zurich Patch 1 Hotfix 1	Hotfix	2025/09/23	Unavailable
Zurich Patch 1 Zurich Patch 1 security fixes	Patch	2025/09/10	Unavailable
Zurich security and notable fixes All other Zurich fixes	Feature Early Availability	2025/07/31	Unavailable

- Available: Any user can upgrade to the version. "Available" versions will appear on the Instance Upgrade Management Dashboard.

  ServiceNow Patching Program targets and patches are immediately available. Users do not need to request an entitlement to schedule an upgrade to these versions.

- Available by request: Contact Customer Service and Support for approval to upgrade to the version.
- Unavailable: The release version is not available.

MetricBase releases

For the latest MetricBase on-premise release notes, refer to KB0748185.

Ancillary software releases

For information about latest Password Reset Windows Application, ODBC driver, and all other ancillary software available for download from the ServiceNow Store, see ServiceNow Store release notes.

Zurich Patch 7

The Zurich Patch 7 release contains important problem fixes.

Zurich Patch 7 was released on March 10, 2026.

- Build date: 03-04-2026_1012
- Build tag: glide-zurich-07-01-2025__patch7-02-19-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

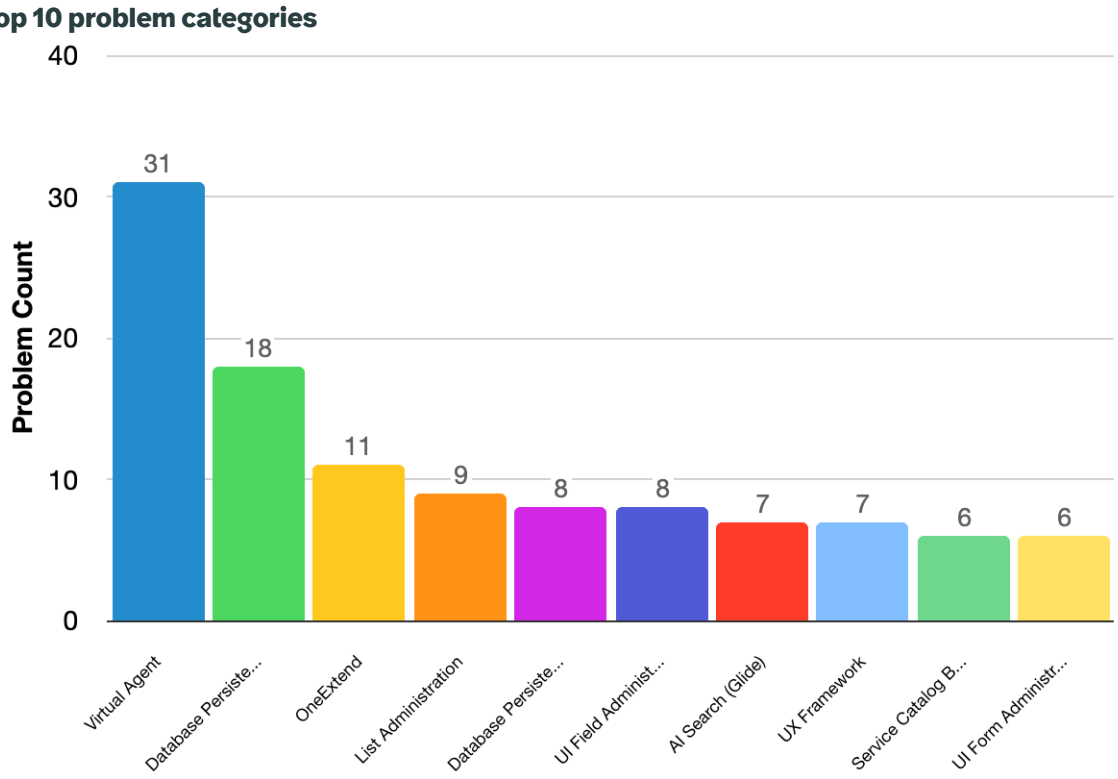
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Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Zurich Patch 7 includes 307 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Zurich Patch 7 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Zurich Patch 7, refer to KB2797601.

Changes in Zurich Patch 7

Associate a request header with a resource

[Target <result> was unhandled by content reference generator.]

Create a theme with Theme Builder

[Target <info> was unhandled by content reference generator.]

[Target <info> was unhandled by content reference generator.]

If your instance uses Zurich Patch 7, you can edit any part of the theme from this screen.

Define an API resource request structure

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Add a schema to a REST request record to define the request's expected data structure.

Define a REST API response header

Define one or more REST API response headers in a REST API.

Define an API resource response structure

Add a schema and relevant response headers to a REST response to define the response's expected data structure.

Define a scripted REST API request header

a scripted REST API request header

[Target <titlealts> was unhandled by content reference generator.]

request

request

Define a REST API schema

Specify the expected data structure for requests or responses within a REST API by defining a schema.

Now Assist and agentic AI release notes

For Now Assist new features and changes, see Now Assist and agentic AI release notes.

Scripted REST APIs

Schemas define a structure that can be used for API requests and responses, including data type, expected fields, and formats. You can define multiple schemas within a scripted REST API, which can be used to specify request and response contents of the resources within that API.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Application Manager PRB1889269	Progress worker state isn't set to complete after worker is finished	Installing plugins shows an error even when successfully completed. In the logs, it looks like the error comes from a script include. Previously, the code block was a part of a larger function that had appVersion and appID as parameters. The code was refactored into the forceSyncWithStore function, which doesn't have appVersion and appID as parameters.	1. Install the custom scoped app (such as x_conym_atf_sc_req or x_conym_hrp). 2. Check 'sys_upgrade_history' to confirm the installation is marked as 'Complete'. 3. Check the 'sys_progress_worker' list for the message 'Progress worker state is not set to complete after worker is finished.' Notice that the syslog has the error 'com.glide.script.RhinoEcmaError: 'appVersion' is not defined.'

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Problem	Short description	Description	Steps to reproduce
		If the gs.info line is reached, it throws an error because those two fields were not passed into the function.	
Application Manager PRB1986694 KB2753355	App Manager and My Company Applications incorrectly shows available updates after update checker	When publishing a new version of the app, it doesn't appear in 'My Company Application'.	Refer to the listed KB article for details.
Connections and Credentials PRB1974412 KB2730719	Certain outbound HTTP requests fail randomly with '401 unauthorized' even though valid tokens exist	While executing outbound HTTP request using REST step, the request misses the authorization header even though the valid oAuth token exists.	Refer to the listed KB article for details.
Declarative Actions PRB1975231	Field decorators for **Variable** fields are cached in a way that causes issues, causing them to not show up sometimes		1. Create a variable set. 2. Create a catalog item for specific catalogs only. 3. Add the catalog item to the included in list for the variable set. 4. Navigate to the catalog item. 5. Select **Try it**. 6. Order the item. 7. Navigate to the request record. 8. Navigate to the related list. 9. Navigate to the request item record. 10. Notice the sys id and visit the record in workspace. 11. Add a reference variable to the variable set created above. 12. Navigate to the catalog item. 13. Try it again. Following the same steps above, users end with the **Variable** field in workspace without field decorators.

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Problem	Short description	Description	Steps to reproduce
Multi-provider Single Sign-on (SSO) PRB1979071 KB2715489	SAML SP Keystore expiration		Refer to the listed KB article for details.
Natural Language Query (Family Release) PRB1992648 KB2794876	com.snc.nlq.Metadata.save modifies GlideElement objects in TableDescriptor Cache	This issue is observed in production.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Analysis Instrumentation API PRB1990716	Add agentic support in access simulation and compare use access	This is a product update.	
Activity Stream PRB1923171	When the **Journal** field is truncated, new lines are lost	The new lines are not displayed.	1. Using the regular text input in compose, post a long message with new lines over 16000 characters (or whatever the glide.activity.rule.sys_journal_field.truncate_threshold is set to, but the default is 16000). Notice the new journal entry popup, but the content has been truncated. 2. Select **Click here to load and view content**. 3. Load the content. Notice the new lines are not being displayed.

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Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1969041	Focus remains on the 'Email' tab after 'Save'		**1.** Log in to the instance. **2.** Navigate to a CSM record. **3.** Open any incident record. **4.** Change the **Impact** field. **5.** Fill in the mandatory **Worknote** field. **6.** Select **Save**. Observe that the focus is on the 'Email' tab after refreshing, and the focus returns to Comments, which is expected.
Activity Stream PRB1996382	When setting glide.ui.escape_text to 'false', forms break		**1.** Open any Zurich instance. **2.** Upload the sys_properties file for glide.ui.escape_text. **3.** Run a /cache.do. **4.** Load any relevant record, such as 'Incident'. Expected behavior: The record should load normally with the glide.ui.escape_text sys_property activated. Actual behavior: A blank screen with a basic message at the top will call out the ampersand issue.
Advanced Work Assignment PRB1938992	High AWA assignment cycle times for DHL impact voice call routing	DHL is uptaking in NVC and they are facing slow response times for call routing. It's taking ~12 seconds to route the call to agent. Each AWA assignment cycle is taking ~11 secs and out of which ~8 secs is being spent for Agent Map creation. Expected response times should be less than a second as there's no other load in the system.	
Advanced Work Assignment PRB1981019	AWA TransferToQueue shouldn't reassign a workItem to an AI Agent once rejected	If the interaction was previously transferred from the AI Agent, it shouldn't be transferred back to the AI Agent later	**1.** Make sure an AI agent (sys_user with identity_type='ai_agent') is part of the agent chat assignment group of the chat queue. **2.** Make it AI available.

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Problem	Short description	Description	Steps to reproduce
		(even if the AI agent is available).	**3.** Create a workItem. **4.** Assign it to the AI agent. **5.** Use the 'Transfer to queue' API to transfer the interaction to the same chat queue where the first workItem was created. **6.** Make the agent 'Abel Tuter' available so they receive the transferred workItem. **7.** Invoke the 'Transfer To queue' quick action from Beth. **8.** Select the same chat queue. Observe that the interaction is transferred to the AI Agent.
Advanced Work Assignment PRB1990260	The CreateSegment Scriptable API throws error when invoked from different scope that is not global	The error 'No implementations found for extension point: interactionSegment' is thrown.	**1.** Log in to the instance. **2.** Install customer service management demo data. Notice two records in sys_extension_instance with the point 'global.InteractionSegment' (openframe) **3.** Create an interaction and respective phone log record. **4.** Link the phone log record to the interaction by creating interaction related record. **5.** Run this createSegment Wrap Up Scriptable API from 'Scripts - Background' from any other scope (sn_openframe) Expected behavior: A wrap up segment with a segment record is created, and works if run from global scope. Actual behavior: An error is thrown, 'No implementations found for extension point: interactionSegment.'
Agent Chat PRB1964909	When an agent receives a new interaction within the workspace, the non-focused tab won't blink or flash	The tab is focused for the agent, but not the end user.	**1.** Log in to a Zurich instance using a regular Chrome session as the agent 'Abel Tuter'. **2.** Make the agent Abel Tuter available on the Service Operations Workspace (SOW).

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Problem	Short description	Description	Steps to reproduce
			3. Log in to the Zurich instance using a Chrome profile session as the user 'Abraham Lincoln'. **4.** Navigate to the **/esc** portal. **5.** Log in Zurich instance using a Chrome profile session as another user. **6.** Navigate to the **/esc** portal. **7.** Request a Live Agent. Notice that as the agent, one tab is focused, but the tab for the end user is not focused. **8.** Send a message. Observe that the non-focused tab won't blink or flash.
Agent Chat PRB1979795	Users can't update the agent chat status message content consistently via [sys_ui_message] records	When using agent chat, if an agent joins the chat, leaves the chat, or ends the conversation, a message appears indicating this. If the user wants to update these messages to display something other than 'Agent', they are only able to update the initial message through a [sys_ui_message] record, where the message for the key is updated to display the desired text. However, the other messages are displayed via business rules. If a user wishes to update these other messages, they must modify these scripts, which can cause breaking changes.	

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Problem	Short description	Description	Steps to reproduce
Agent Chat PRB1982490	RECORD#OPEN_TAB event isn't emitted during manual reject for transferred work items	The flow breaks inside closeRejectModalAndCard().	1. For an incoming call, Agent 1 receives and accepts an inbound call. 2. For a consultation initiation, Agent 1 initiates a consult transfer call to Agent 2. 3. For a consult rejection, Agent 2 views the alerting popup and rejects the incoming consult call. Expected behavior: openframe_awa_workitem_rejected should be emitted. Actual behavior: openframe_awa_workitem_rejected isn't generated when agent selects the **Reject** button on an interaction.
Agent Chat PRB1990618	Live agent connection is not established with the Utterance and Contact button for non-admin requestors	Even though there is an agent available online, the requestor sees no agents available in the Agent workspace.	
AI Agents (Glide Family) PRB1994390	After a Zurich upgrade, hundreds of thousands of log entries are generated by CacheInvalidationEventHandler	The message is 'No endpoints available for cache invalidation'. The source is com.glide.ui.ServletErrorListener.	
AI Search (Glide) PRB1925238	AI Search should reuse the filter generated for each request instead of generating a filter again each time	The pre-processing time with Genius Results takes more time.	1. Navigate to **Search preview**. 2. Select a profile. 3. Perform a search. 4. Record the pre-processing time for search. 5. Navigate to that profile. 6. Remove all the Genius Result (GR) configurations. 7. Re-run the search in the 'Search' preview. 8. Observe the pre-processing time. Expected behavior: The pre-processing time with GR as opposed to without GR

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Problem	Short description	Description	Steps to reproduce
			isn't different since the filter generated from the first request is being used. Actual behavior: The pre-processing time is more than double with GR.
AI Search (Glide) PRB1934845	Make query boolean mode a first class parameter for search	When invoking AI search API, there should be a way to override the default query boolean mode. The goal is to first make NAVA default to OR mode.	
AI Search (Glide) PRB1980738	When using AISearch Dynamic Filter, the pre-processing doesn't filter out search results as expected		1. Implement AISearch Dynamic Filters in recommended actions. 2. Implement getFilterCondition to filter the search results with short_description spam. 3. Search the term 'Spam' on a case in recommended actions. Observe that the search results with short_description spam aren't filtered out.
AI Search (Glide) PRB1986147	Extend branding properties to support the update to the dynamic landing page 'Search My Servicenow' placeholder		
AI Search (Glide) PRB1989537	New tables added in Knowledge Graph AI Search pipeline	New tables added: sn_kg_tag_table, sn_kg_tag_column, sn_kg_tag_table_instruction, and sn_kg_tag_column_instruction.	
AI Search (Glide) PRB1990134	If all KBBs from one doc are removed from KB late binding, the post process stops and all	If ACL filtering removes all the embedded documents from a knowledge base article (and there's no embedded match), the code stops processing	1. Ensure the KB is using ACL instead of UC 'glide.knowman.search.apply_acls'=true. 2. Create two KB articles:

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Problem	Short description	Description	Steps to reproduce
	following docs are returned	all subsequent documents.	**a.** For KB1, the user has ACL access, but cannot access any of the KBB. **b.** For KB2, the user has no ACL access. **3.** As the user, search a query that matches KB1. (Or use result improvement rule to boost KB1.) Expected behavior: KB2 is not shown because the user has no ACL access. Actual behavior: KB2 is shown.
AI Search (Glide) PRB1992808	AI server response time is more	While comparing with baseline, slowness on the AIS server side is observed.	**1.** Open KG Designer. **2.** Execute any query on EG. Notice the response time is slower.
AI Search PRB1808581	activateDatasource API can pass semantic index configuration Sys ID from a different index source	The semantic index configuration is activated and the table is re-indexed.	
AI Search PRB1822229	Query Performance metrics are down because it is polluted with the Genius Result configuration, making difficult to find required information	When logging performance time breakdown, E2E search takes more than 5 seconds forais_long_query_log. There are missing crucial performance metrics breakdown, as it getting polluted with Genius Result pre-processing and post-processing scripts.	
AI Search PRB1896807	'Index All Table' from the list view of a datasource should trigger 'No block indexing' instead of 'Block re-indexing'	This causes an event queue pile up when the user triggers multiple re-indexing from the list view of the 'datasources' page.	

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Problem	Short description	Description	Steps to reproduce
AI Search UX PRB1943058	There's a global search highlighting issue when using a Safari browser in Next Experience with Zing	There's a visual rendering issue affecting the search bar on the Support ServiceNow portal when accessed via Safari OS version 26. The text typed into the search bar isn't properly visible regarding the theme, making it difficult for users to interact with the search functionality.	**1.** Log into any instance. **2.** Select any available theme. **3.** Navigate to the support portal. **4.** Select the search bar and begin typing. Observe that the input text isn't rendered correctly, affecting visibility and usability.
AI Search UX PRB1980290	In the Service Portal with Now Assist enabled, when the tab focus is on the link and the 'Enter' key is pressed, the link doesn't open		**1.** Navigate to **Conversational Interfaces** > **Assistants**. **2.** Under Now Assist in Virtual Agent, select **Display Experiences** > **Add service Portal** > **Save**. **3.** Open any instance. **4.** Navigate to the **Service Portal**. **5.** Navigate to the search's **Edit** field. **6.** Type 'email' and search for it. **7.** Navigate to the **Search results** > **Select a filter**. **8.** Navigate to the **Any links** in the 'Results' section and attempt to press the 'Enter' key to select. Observe that when the tab focus is on the link and the 'Enter' key is pressed, the link does not open.
AI Search UX PRB1988802	additionalContext is not passed through the Suggestions GQL API to AI Search, preventing DynamicFilters from working for Virtual Agent (VA) skills	When additionalContext is passed from the client to the Suggestions GQL API, it was not being threaded through the call chain to the AI Search Suggestion Reader. This causes DynamicFilters to not work properly, preventing VA Skills from being returned in suggestion results.	Call the Suggestions GQL API with additionalContext parameter containing DynamicFilter information. Observe that the VA Skills that should be filtered by DynamicFilters are not being properly filtered, and the additionalContext is lost in the call chain and never reaches the AI Search service where DynamicFilters are applied.

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Problem	Short description	Description	Steps to reproduce
AI Search UX PRB1989321	Logic for retrieval should support 'CONTAINS' and not just prefix matching	Popular query suggestions are only returned if they start with has been inputted in the Omni bar.	
AI Search UX PRB1991226	Search-based suggestions should have a user-friendly label for source		Call the Suggestions GQL API with a term that will return search-based suggestions. Expected behavior: The payload has the **Source label** field for user-friendly labels based on what is configured for the corresponding source's 'Source Facet Bucket' label on the Search Application. Actual behavior: There is no label based on the Source Facet Bucket.
Analytics Data API PRB1931476	Issue with Incident SLA donut translation in Service Operations Workspace (SOW)	After changing the language in SOW, the Incident SLA widget appears as 'Breached'. After clearing the cache, it then appears as 'undefined'.	**1.** Impersonate a user. **2.** Open SOW. Notice that the Incident SLA widget label appears as 'Breached'. **3.** Change the language to any language. Notice that the label still appears as 'Breached'. **4.** Clear the cache by cache.do. Notice that the label now appears as 'undefined' while the translation is already added in the sys_ui_message table.
Analytics Data API PRB1952604	The data label indicators show the same unit in Platform Analytics Data Visualization	After creating a data visualization that uses two indicators as data sources with different units, the data labels reflect the same unit.	**1.** Create a data visualization (line). **2.** Add to the data sources with different units (# and % for example). **3.** Show the data label. Expected behavior: The data label unit in each indicator reflects the unit of the indicator. Actual behavior: The data label units in both indicators are the same, and not respecting the configured unit of the indicators used as a base.

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Problem	Short description	Description	Steps to reproduce
Asset Management PRB1990771	Asset Analyst UI changes	This is a product update.	
Authentication PRB1913258	In the IP Filter Criteria Record, the user can't add a description to an existing range	The user is unable to save the form and gets the error message 'Duplicate IP Range entry'.	**1.** Open a Yokohama instance. **2.** Navigate to **sys_ip_filter_criteria.list**. **3.** Enter the value for IP range bot (the start IP and end IP). **4.** Enter the description. **5.** Select **Save**. Expected behavior: The user can save the form. Actual behavior: The user is unable to save the form and gets the error message 'Duplicate IP Range entry'.
Authentication PRB1975818	The property glide.authenticate.failed_redirect is not working after login failure	The glide.authenticate.failed_redirect property is not functioning as expected after SSO login failure. This property is configured to redirect users to a specified URL after a failed SSO attempt. The URL can be either a public knowledge article describing the error with helpful links, or a company URL. However, after login failure, the redirect is not occurring as configured.	**1.** Configure the 'glide.authenticate.failed_redirect' property with a valid redirect URL. **2.** Attempt an SSO login with invalid credentials or configuration. Observe that after login failure, the user is not redirected to the configured URL. Expected behavior: The user should be redirected to the URL specified in glide.authenticate.failed_redirect. Actual behavior: The redirect does not occur as configured.
Authentication PRB1990715	Token Exchange API for Voice Service Agent	This is a product update.	
Case and Knowledge Management for HR Service Delivery	New RCA records for attachment summarization		

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Problem	Short description	Description	Steps to reproduce
PRB1985492			
Case and Knowledge Management for HR Service Delivery PRB1991031	Attachment Summary is not working when the HR case is transferred from one HR service to another service for Now Assist	Attachment Summary doesn't work on the new HR case with attachments after using 'Transfer case.'	**1.** Open an HR case. **2.** Upload an attachment. Observe that attachment summarization is working fine. **3.** Select **Transfer case** from the side menu. Observe that modal opens. **4.** Choose any transfer type (for example, 'transfer to a new case number') and any New HR service(for example, Dental Benefits Inquiry). **5.** Select **Ok**. Observe that this HR case transfers to a new HR case, and all the attachments are also copied to new HR case. **6.** Select **Summarize**on the new HR case. Observe that attachment summarization is not available even though HR case has attachments. Expected behavior: Attachment summarization works on the new HR case with attachments after using **Transfer case**. Actual behavior: Attachment summarization doesn't work after using **Transfer case** on the on new HR case with attachments.
Change Management PRB1977634	Change ATF test fails/flaps due to ATF steps timeout		
CI Lifecycle Management API PRB1772623	List view does not translate non-English languages for Lifecycle Stage and Lifecycle Stage status	This issue occurs when the user's language preference is set to a non-English language.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2518604			
CMDB Query Builder PRB1977703 KB2727703	Query Builder in V2 mode can cause memory issues due to a static variable	An internal variable which is declared as static keeps being appended and thus creates a large memory footprint. This would happen if one or more queries are executed enough times to bloat this variable.	Refer to the listed KB article for details.
CMDB Query Builder PRB1982264	There's an inefficient query on cmdb_rel_ci - primary_hash=-739782408 OR 39782408	The query is scanning 90% of table with an odd OR condition. Also, if users split the condition, the first half sys_id>123 AND sys_updated=date runs 1ms and the 2nd half sys_updated_on date runs in 3ms.	Run the scheduled 'CMDB Query Builder Suggested Relations Computation' job.
CMDB Query Builder PRB1984814	'CMDB Query Builder Suggested Rels Cleanup SysTrigger' is using DISTINCT SYS_ID, causing the query to take very long	Removing DISTINCT so that the query finishes immediately.	
Column Level Encryption PRB1892581	KMFCallerAccessPolicyRecordModel isn't cached, causing a performance bottleneck	getCryptoModulesFromCallerPolicyTable shows up in 1.16% of samples and should be cached. It queries sys_kmf_crypto_caller_policy table, which is a metadata table. This can be easily cached using the CacheManager.	getCryptoModulesFromCallerPolicyTable
Configuration Management Database (CMDB) PRB1986775	IRE throws missing dependency errors for dependent CIs when glide.identification_engine.skip_sys_object_source_matching property is enabled	.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1823749	In GraphMetadataAPI, node/edge types should allow special characters	An error appears that says only alphanumeric and underscore characters are supported.	With JSON or GraphMetadataBuilder, create an edge with type 'Depends On::Used By'. Observe the error that says only alphanumeric and underscore characters are supported.
Database Persistence - Data Access PRB1834259 KB2343586	Syntax error or access rule violation is detected by database	The following error is displayed when a glidefunction column is used as a sort in a list view with a filter on a denormalized glidelist: '(ERROR: for SELECT DISTINCT, ORDER BY expressions must appear in select list Position: 2328)'.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1891525	Error appears when querying overridden node in child graph	The parent graph has a node with node_type as 'sys_user'. The child graph has a node with node_type 'User', which overrides the parent graph node. When the user tries to execute the cypher query, an error appears: 'java.lang.NullPointerException: Cannot invoke 'org.json.JSONObject.getString(String)' because 'sourceNode' is null'.	
Database Persistence - Data Access PRB1909452	Scriptable GraphMetadata returns an unclear error message when KG's global graph (an extended graph) is run on the wrong scope	The NullPointerException error message can be confusing. To troubleshoot the problem, the user should check if the graph exists or check if they're on matching scope.	
Database Persistence - Data Access PRB1944043	Memory Consumption is significant for getForTables for most transactions	getForTables consumes more memory due to JSON parsing.	1. Setup an instance on Z mainline with Knowledge Graph enabled. 2. Execute the load test with 6 users 1500 TPH.

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Problem	Short description	Description	Steps to reproduce
	in the HI clone during loadtest		Observed that getForTables seems to be consuming more memory due to JSON parsing in the snapshot.
Database Persistence - Data Access PRB1951393	Set up a default allowed list of SQL functions for DBSqlParser to use with the existing allow list property		
Database Persistence - Data Access PRB1953813	The user doesn't get the negative value in duration.between() function	If the first date input is more than the second date input, then the result should be negative.	Execute the following cypher query: 'RETURN duration.between(date('2017-02-02'), datetime('2016-01-01T00:00:00')).years AS timeDuration'. Observe that the output is 1, but it should be -1. If the first date input is more than the second date input, then the result should be negative.
Database Persistence - Data Access PRB1955802	ScopedGraphMetadata.get() issues 100 queries for sn_kg.now_user_sys_id	This happens when ScopedGraphMetadata.get() is used in sys_generative_ai_validator_5a6265987fb05210995810a9dc866558.	Ask 'What is spam?'.
Database Persistence - Data Access PRB1960120	In GraphQueryBuilder, an encoded query string with a blank value for the **int** field gives a cytosm exception		1. Add the encoded query string 'priority=3^state' to the incident node. 2. Execute the query from GraphQueryBuilder. Observe the cytosm exception.
Database Persistence - Data Access PRB1963104	KG doesn't raise an error when the result is truncated	Truncated results are returned, even though there should be more or an error given.	Issue a query that returns over 1000 results. Observe that 1000 results are returned, even though there should be more or an error given.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1973087	GraphMetadata.get() should respect node type to table migration	Cached JSON is returned with node_type and the custom node type is given.	1. Create a graph without specifying migratedToTable flag and custom node type (for example, User). 2. Specify migratedToTable flag. 3. Call get() method. Expected behavior: The node_type should be the table name (for example, sys_user) and the custom node type (for example, user) should be given as a synonym. Actual behavior: Cached JSON is returned with node_type. The custom node type is given.
Database Persistence - Data Access PRB1973286	'getForTables' throws an exception if table doesn't exist on the anowassist instance	This causes Enterprise Graph to break.	
Database Persistence - Data Access PRB1977551	A few queries break with function not allowed error	The queries were tested with strict security turned on and turned off, and they don't work in both cases.	Run any of the following queries: • Select top 10 log(cost) from cmdb where cost !=0; • Select top 10 log10(cost) from cmdb where cost !=0; • Select top 10 mod(priority,2) from incident; • Select top 10 repeat(first_name,2), first_name from sys_user; • Select top 10 replace(first_name,'a',''ba'), first_name from sys_user; • Select top 10 right(first_name,2), first_name from sys_user; • Select top 10 second(sys_created_on), sys_created_on from incident;
Database Persistence - Data Access PRB1986877	Graph JSON cache should respect the 'isTieredCachingEnabledForCacheable' property value	GraphCacheableJSONString should be used for a tiered cache instead of EncodedForCacheable	1. Disable tiered caching. 2. Call new sn_db.GraphMetadata('graphName').get().

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The tiered cache with GraphCacheableJSONString isn't used. Actual behavior: The GraphCacheableJSONString wrapper is used even though the value is in a regular cache.
Database Persistence - Data Access PRB1987230	C2R pagination API is not working for 'cypher string with LIMIT'	An error occurs when executing the cypher, 'Error executing cypher: Unsupported keyword: LIMIT clause not allowed when using pagination API.'	
Database Persistence - Data Access PRB1987871	Add API to get the display column name from Table Descriptor		
Database Persistence - Data Access PRB1990139	Knowledge Graph support	This is a product update.	
Database Persistence - Data Access PRB1990516	WDF queries are not returning a response when result limit API option is passed		
Database Persistence - Data Management PRB1939498	Migration to RaptorDB brings column length changes, which could impede archive table synchronization	The synchronization should run quickly, but this scenario can occur and slow down the process.	**1.** Provision an instance on MariaDB. **2.** Create some archive rules. **3.** Archive some data. **4.** Migrate the instance to RaptorDB. **5.** Install a plugin that will cause many table schema updates that will propagate to archive tables, such as 'Discovery and Service Mapping Patterns.' Observe what happens during archive table synchronization.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The synchronization shouldn't be vulnerable to caches that take a long time to build. Actual behavior: The synchronization could become vulnerable to caches that take a long time to build.
Database Persistence - Data Management PRB1988503 KB2764725	Active subflow executions with clean parent flow executions are listed as 'Unreferenced Records' and are deleted by DMUnreferencedRecordCleaner	This issue was observed in Zurich. If a parent flow completes while an associated asynchronous subflow continues running, the completed parent flow context is cleaned up by the retention policy by routine system cleanup. As a result, the running subflow becomes unreferenced, and may be removed during routine system cleanup.	Refer to the listed KB article for details.
Database Persistence - Data Scale PRB1875764	There's DBI leakage	The user can add some code to trap the lease/cache of the DBI and print out the stacktrace (of where the leak came from) when it's freed by GlideSession. In Glide without the code, the stacktraces aren't available.	**1.** Run Glide. **2.** If the code path is hit by chance, the 'Connections active at session disconnect are being released' message is logged from GlideSession.
Database Persistence - Data Scale PRB1970851	Glide enters 'Databaseless' mode after AHA failover is completed	This happens on an instance where the primary server is down.	**1.** Open an instance where PG Fastaha is enabled and the primary server is down. **2.** Perform AHA failover. Observe that the failover is successful but app nodes aren't coming online. Glide entered 'Databaseless' mode.
Database Persistence - Graph PRB1947688	Datetime doesn't work with WDF tables	If the user runs a query that uses datetime, it doesn't return any results.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Graph PRB1952043	Unable to create sys_meta_graph_edge record properly with source node and target node selected	The nodes can't be selected from the UI or directly imported from the attachment.	1. Create a sys_meta_graph record with two nodes added. 2. Create an edge between these two nodes. 3. Try to select the two nodes as source and target node. Observe that the nodes can't be selected from the UI or directly imported from the attachment.
Database Persistence - Graph PRB1973162	Anowassist has a huge prompt for KG(6.0.6) invocation, causing high processing times		1. Provision an anowassist instance with GenAI set up and platform 10.0.3 version and KG 6.0.6 installed. 2. Perform any transaction that invokes KG. Observe the prompt and token count.
Database Persistence - Graph PRB1975734	Duplicate query execution for sys_scope (child of sys_package) in GraphUtils for every iteration/ execution		
Database Persistence - Graph PRB1975735	Duplicate query executions for sys_user during sample script iteration/ execution		
Database Persistence - Graph PRB1975738	Add support for AGlideRecordOptimizer in GlideRecordDynamic, especially for ArrayLoader implementation		
Database Persistence - Graph	DBSqlParser key injection must consider both local and cte keys	An error message appears: 'com.glide.db.DBGraphApiException: Error executing cypher: FAILED TRYING	

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Problem	Short description	Description	Steps to reproduce
PRB1982912	when deciding whether to add additional ones in finalizeKeyInjection	TO EXECUTE ON CONNECTION...'	
Database Persistence - Graph PRB1992704	Getting 'com.snc.db.graph.GraphMetadataSerializationException: Edge type is required' exception on CMDB tables	The exception, com.snc.db.graph.GraphMetadataSerializationException: Edge type is required.: org.mozilla.javascript.JavaScriptException: com.snc.db.graph.GraphMetadataSerializationException: Edge type is required' occurs.	
Database Persistence - Graph PRB1993285	Simple queries are timing out on Enterprise Graph and Enterprise Graph Mini		
Database Persistence PRB1864221	Glide Aggregate performs a second unrequested aggregate, doubling the DB work and response time	Ideally, there would be a separation of concerns. Table UI performs the queries it wants for itself, and this isn't forced into the code paths for users of Table.java or GlideAggregate.	
Database Persistence PRB1930261	DB connection recycling reduces the number of available semaphore permits	During recycling, the freeConnection0 method shouldn't make a connection available or release available semaphore permits.	1. Find a broken connection marked for recycling. 2. Try to obtain all available connections up to pool MAX. Observe warnings when trying to obtain a connection: 'No connection was obtained while semaphore was available'.
Database Persistence PRB1939323	SQLException thrown when loading the sc_cat_item table with language translations	SQLException throws an exception that 'GROUP BY' are not in 'SELECT' after changing the language to French and reloading the list view.	1. Ensure there is a glide node running connected to the postgres database. 2. Install French Translations plugin [com.snc.i18n.french]. 3. Ensure workers are running during the installation of this plugin. Notice that after the plugin installations, the translations are loaded from an event processor. 4. Log out.

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Problem	Short description	Description	Steps to reproduce
			5. Log in again as an admin. **6.** Confirm from user settings that a new language is now available. **7.** Open the list view. **8.** Ensure it is ordered by the **Name** field. **9.** Return to the user profile. **10.** Change the language to French and reload the list view Notice that there is an SQLException stating the fields in 'GROUP BY' are not in 'SELECT.'
Data Management Console PRB1977994	Remove unnecessary debug and warn logs in Stats Gatherer	The logs print many times in prod even though they're debug logs. The record count estimate for the table 'Optimal sys_id prefix length' is fetched from the transaction cache for the table.	
Discovery PRB1905069	Discovery can fire both discovery.completed and discovery.canceled events, which results in any 'run after' schedules being triggered twice	Triggering both completed and canceled events is an error, but Discovery needs to be resilient when errors occur. This issue is not about both events getting fired; it's intended to handle the case where both events are fired in error.	
Discovery PRB1956011 KB2601907	ADM / ADME probes cause memory issues and take down instance nodes due to large amount of PostgreSQL processes discovered	When ADM / ADME sensors are running, around 150MB memory is consumed.	Refer to the listed KB article for details.
Discovery PRB1981940	Add global scope support to allow application scope to delete	The cmdb_file_information table is owned by the global scope and requires global-scope handling for controlled bulk deletions.	**1.** Create or use an existing application scope. **2.** Implement logic in the application scope that requires deletion of records from the cmdb_file_information table using

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Problem	Short description	Description	Steps to reproduce
	cmdb_file_information records		dynamic query conditions (based on runtime parameters). 3. Attempt to perform the deletion directly from the application scope. Observe that the deletion can't be completed due to cross-scope access restrictions and/or the lack of a global-scope utility that supports dynamic, caller-defined queries.
Document Intelligence Unified Backend PRB1988914	Add functionality for Input Router to consider an entire document set	This is a product update.	
Dynamic Scheduling PRB1979973	Dynamic scheduling shows the wrong date for certain tasks when the date format is different than default	The date format for all tasks should align with the default date format.	1. Set the date format to DD/MM/YYYY. 2. Set the assignment method to dynamic scheduling. 3. Drag and drop a Pending Dispatch task(T1) onto an Assigned task. Expected behavior: The date format for both tasks align with the default date format. Actual behavior: The original task(T1) has a date format that doesn't match the default date format. This causes an error when confirmed, as the date would be miscalculated.
Dynamic Translation for Agent Chat PRB1988564 KB2776693	If Dynamic Translation for Agent Chat (DTAC) translation fails from agent to requester, the original message isn't sent	Note that messages from the requester to the agent still get delivered in the original language even though they aren't translated. Messages from the agent to requester don't get translated and don't get delivered.	Refer to the listed KB article for details.
Embedded Help PRB1975389	Add a check in Platform to control the access of foreign language	Support has been extended to localized content in the Help Center framework. However, content in languages other than English isn't being	

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Problem	Short description	Description	Steps to reproduce
	content from Gumbo	published to Gumbo. There should be some control in the instance to avoid hitting the Gumbo to access the foreign language content.	
Encryption PRB1982059	Migration job changes to separate Rekey issues and 3des migration failures	After the job execution is complete, the summary has recordsSkipped. The 3des skipped records are captured in recordsSkippedSysId.	1. Open a Zurich instance that has long 3DES encrypted data that is less than 125 characters in the **password2** fields. 2. Navigate to **Security Jobs** > **Create new** > **Mass encryption job**. 3. Create a job with the type 'Password2 data migration'. 4. Execute the job and wait for it to complete. Observe that the summary has recordsSkipped and the 3des skipped records are captured in recordsSkippedSysId.
Encryption Support PRB1973482	Search filter 'startsWith' is not working on a referenced column when another column with the same name has an EFC	This is happening due to the 'Like' operator being removed as the method 'com.glide.db.ElementDescriptor#shouldConcealForQuery' is returning 'true'. The column 'profile.name' should be null since there is no EFC on Entity.name or Profile Name column (reference).	1. Create Entity table with the following columns: a. id (Integer) b. name (string) display =true 2. Create Profile table with the following columns: a. Id (int) b. Profile Name reference to Entity table c. comments (string) d. name (string) 3. Create an EFC on the profile.name column. 4. Enter few records into the Profile table 5. Create a filter on the Profile table. 6. Select the column **Profile Name**. 7. Select the operator **startsWith**. Notice that the the filter didn't return matching results, and instead shows all the records in the table.

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Problem	Short description	Description	Steps to reproduce
Event Management PRB1990235	Add an entry point to sanitize an **HTML** field before insert	This is a product update.	
Flow Engine PRB1907242	Published flow switched from CRUD trigger to email trigger doesn't create sys_flow_email_trigger	When the trigger type has changed to email trigger, creating or updating a record-based trigger shouldn't activate the flow. It should only be triggered by inbound email.	**1.** Create a flow with a CRUD trigger and publish it. **2.** Trigger the flow. Observe that it works fine. **3.** Change the trigger type to inbound email. **4.** Verify that the sys_flow_email_trigger record isn't created and the sys_flow_record_trigger is still active. **5.** Create a record as configured in step one. Observe that the flow is still triggered. Since the trigger type has changed to email trigger, creating or updating a record-based trigger shouldn't activate the flow. It should only be triggered by inbound email.
Flow Engine PRB1935825	Skip_schedule_cleanup is not reset to false for subflows	The table cleaners need to be revised.	
Flow Engine PRB1944299	'Extension point not found' exception from com.glide.hub.action_step.api plugin	The send_notifications action executed on a node with new code has no error. The send_notifications action executed on a node with old code errors out with an exception.	**1.** Open a Yokohama or Zurich 2-nodes TD instance.2. Generate Now Assist Troubleshooting Notifications. **2.** Upgrade node 1 to a more recent release. Expected behavior: The send_notifications action is executed on both node 1 and node 2 without any error. Actual behavior: The send_notifications action executed on node 1 (the new code) has no error. The send_notifications action executed on node 2 (the old code) errors out with an exception.

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1952639	There's an error in the logs: 'com.glide.script.RhinoEcmaError: 'FlowRecommendationSkill' is not defined'	There are 464 error logs in the last 15 minutes. This makes it difficult to check the debug logs. Nothing is being executed on the instance.	
Flows (Family Channel) PRB1990495 KB2780048	The 'Update record' action updates an invalid GlideRecord and triggers business rules when the reference record is deleted while a flow is in progress	When the record that is passed to a subflow is deleted while the flow is in progress, any 'Update record' action in the subflow doesn't error out with 'Glide record is invalid' type errors. Instead, the 'Update record' action in the subflow falls back and iterates on all records in the table, causing substantial data impact.	Refer to the listed KB article for details.
Flows (Family Channel) PRB1990711	Text2flow Glide changes	This is a product update.	
Flows (Family Channel) PRB1990712	Expose subflows and actions as Model Context Protocol (MCP) tools	This is a product update.	
Flows (Family Channel) PRB1995799	AI Search semantic search results aren't appearing for a non-admin user with only the flow_designer role		
Form Templates PRB1959535	A Knowledge Article body isn't applied when using templates after		1. Set up a template on the kb_knowledge table to populate **Article Body** with some text. 2. Navigate to **kb_knowledge.list**.

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Problem	Short description	Description	Steps to reproduce
	upgrading Zurich		**3.** Create a record of type 'standard'. **4.** Apply the template. Expected behavior: The article body should populate with template content. Actual behavior: After enabling glide.ui.html.editor.use_v5 and clearing cache, the article body remains empty.
GlideRecord PRB1990713	MID Server core logic for Collector Framework	This is a product update.	
GraphQL API PRB1971431	Extremely large tables are queried from GlideRecordSchema causing out of memory errors	Out of memory exceptions are occurring in the GraphQL framework when GlideRecordSchema is invoked to query tables with extremely high record counts. The cause looks to be from GlideGraphQLQueryHolderImpl.getRowCount return the rowCount of the GlideRecord when it should be providing the pagination limit size. The value from that method is used to initialize an ArrayList of the provided size in the graphql-java framework ExecutionStrategy.	
GRC Platform Plugins PRB1972072	The P95 response time for task page loading across all the workspaces exceeds SLA of 4 seconds		**1.** Log in to an instance. **2.** Navigate to **Risk** > **Audit** > **Compliance** > **ESG** > **Privacy WS**. **3.** Select **Task Page Widget**.
Horizon Component Library PRB1984430	The **change-ai-sparkle** icon is blank in now-icon 29.0.45	If a component contains the icon, then the icon will be blank.	**1.** Create a TD instance from track/znowassist. **2.** Sideload a component (for example, now-list-commons) to the TD instance that contains servicenow@now-icon version 29.0.45.

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Problem	Short description	Description	Steps to reproduce
			3. Create a new experience with the Workspace App Shell in UI Builder.r **4.** Create a blank page from scratch. **5.** Add an icon with **now-button-stateful** containing **change-ai-sparkle-fill**. Expected behavior: The **change-ai-sparkle** icon shows up. Actual behavior: The icon cannot be found.
Horizon Design System PRB1973789	Agentic AI and GenAI color gradient implementation	This is a product update.	
HR Service Delivery PRB1970657	Rename searchSharePointDocumentsAsUser to searchKTDocumentsAsUser	This is an update to a method.	
HR Service Delivery PRB1985984	Adding RCAs to app-hr for app-cbs-hr for the migration of CBS to CBS for HR (app-cbs))		
HTML Field Type Editor PRB1990982	Predictive text assistance	This is a product update.	
HTTP Client PRB1992475	Asynchronous HTTP client upgrade for complete feature change	This is a product update.	
Knowledge Graph (Family) PRB1986786	Renew the descriptions and automate the shipping pipeline for new tables, which should	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	become the default		
Knowledge Management PRB1981407	After Zurich, the **Source task** field for knowledge articles isn't assigned	This issue occurs when a user creates a feedback task record for a knowledge article. The feedback task allows knowledge managers to either edit the existing article or create a new one. However, when users attempt to create a new article from the feedback task, the new article doesn't reference the originating feedback task as it does in Yokohama. The **Source task** field, which should contain this reference, appears in the article form view, but it is grayed out and empty.	
Knowledge Management PRB1992747	Now Assist KB creation pop-up is unable to continue with the KB creation when no tasks are available for search	This issue occurs only in Native UI. Using the 'Create knowledge' UI from Native UI during KB creation shows no options available to continue without selecting tasks. This blocks KB creation.	
Knowledge Management PRB1993428	Remove the dictionary for standard		
Knowledge Management PRB1995579	True up versions for NAKM, KC, KCUIB and ECE		
KPI Details PRB1972051	On the 'KPI Details' page, a chart isn't rendering the latest score for indicators with		1. In system properties, set com.snc.pa.fy_start to a month from which the fiscal year starts. 2. Create an indicator source and its indicator (pa_indicator) with the fiscal year as the frequency.

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Problem	Short description	Description	Steps to reproduce
	fiscal yearly frequency		**3.** Run a data collection job for the indicator. **4.** In pa_scores_l1 table make sure that scores are present for current p. **5.** Navigate to the created indicator, and select **Explore indicator** to navigate to the **KPI Details** page. **6.** Select **Edit scores**. **7.** Check if the scoresheet has score populated for the current fiscal year. If not, delete all scores before filling in the scores. On the KPI 'Details' page, the chart doesn't render the content for current fiscal year. **8.** Create a single score visualization on a dashboard for this indicator. **9.** Select the visualization to navigate to the **KPI Details** page of the indicator. Observe that even upon changing the end date in the URL, the chart renders but the current fiscal year score is rendered beyond the chart container and isn't accessible.
Language and Translations PRB1975283	The Japanese sys_ui_message on the UI page set_initial_selection_criteria unexpectedly has HTML tags	There should be no HTML tags. Reproducible in Zurich and Yokohama.	
List Administration PRB1917110	In Yokohama, the fixed filter condition doesn't calculate the sum in list view	The total value calculation doesn't account for the fixed filter condition defined in the module.	**1.** Enable the calculated list configuration for a **decimal-type** field. **a.** Select and hold (or right-click) the **Column header** in the list view. For example, Sunday in the time_card table. **b.** Select **Total Value**. **2.** Navigate to the **sys_app_module** table. **3.** Create a module with a fixed filter condition using the URL from arguments. For example, time_card_list.do?sysparm_fixed_query=user=javascript:gs.getUserID().

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Problem	Short description	Description	Steps to reproduce
			4. Impersonate any user. **5.** Open the time_card list view via the module. **6.** Check the sum value displayed for the configured **Decimal** field. **7.** Manually apply the same filter condition using the list filter. Observe that the total value calculation does not account for the fixed filter condition defined in the module. This behavior works correctly in the Xanadu instance.
List Administration PRB1918529 KB2669196	Export doesn't contain current view data	The export functionality doesn't apply the fixed filter configured in the list UI Builder's 'Fixed Filter' property. When exporting data, the exported file includes all records instead of reflecting the current view filter. This occurs when the fixed filter is configured in the 'Fixed Filter' property, as the export button ignores this configuration and only applies optional filters. The issue is reproducible in workspaces using the record-list-connected component (NRLC), where the fixed filter is not respected during export.	Refer to the listed KB article for details.
List Administration PRB1934797	There's an issue configuring the Platform Analytics Scheduled Exports Library list	The **Time** field isn't working as intended when added to the list view.	
List Administration PRB1935030	Highlighted values have limited width on the initial	After resizing it's working fine; the issue is with the initial load.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2665434	load of the now-list		
List Administration PRB1990986	Multi-record actions for end user flows	This is a product update.	
List Administration PRB1990987	Integrate a tracked list feature into the list experience	This is a product update.	
List Administration PRB1990988	To improve the AI in-product experience, indicate a row that's been generated by AI	This is a product update.	
List Administration PRB1991370	Presentational list should allow for suppressing Rows Hidden alerts via system property	The 'X rows removed from this list by security constraints' continues to appears to ITIL users even though the system property is set to 'true.'	1. Set up an ACL that will block ITIL users from seeing some incidents. 2. Impersonate an ITIL user. 3. Open Service Operations Workspace (SOW). 4. Open 'Incidents - All list'. Notice that the 'X rows removed from this list by security constraints' message appears, which is expected. 5. Stop impersonating the ITIL user and return to being an admin user. 6. Create a system property, 'true/false' type with a value of 'true' named 'glide.ui.list.hide_rows_hidden_presentational'. 7. Impersonate the ITIL user again. 8. Open 'Incidents - All list' again. Notice that the message continues to appear. Expected behavior: With the property set to 'true', the message does not appear on the Presentational List. Actual behavior: With the property set to 'true', the security constraints message appears on the Presentational List.

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Problem	Short description	Description	Steps to reproduce
List Administration PRB1991465	Change the header notification in the list when grouping is applied		
Localization Framework PRB1979838	Enable field labels and choices artifact support in Localization Framework for some escalations	This is a product update.	
MID Server PRB1993246	Traces not captured for agents when tracing is enabled via env variables		1. Deploy and agent in vertex AI with tracing enabled. 2. Run the agent and generate traces. Expected behavior: The ps should have llm_request and llm_response for calls to LLMs or tool calls. Actual behavior: Both llm_request and llm_response are empty.
Mobile Experience for Field Service Management PRB1978601	Offline Mode fails with an error due to FSM Data Item query fetching assets even if the **Location** field is empty		1. Configure the Field Service Mobile plugin. 2. Have many records in wm_task where the 'Assigned to user' has their **Location** field empty, which will be returned by the 'DI_my_inventory_remove_parts' data item. 3. Log in to Agent Mobile with FSM active. 4. Enable Offline mode. 5. Attempt to download cache. Notice that an error occurs.
Mobile Platform PRB1981639	Support custom filter and parameterized data item	The custom filter doesn't work offline. The default filter is displayed instead.	Scenario 1: 1. In any instance, activate the Field Service Management Demo plugin. 2. As an admin, configure the 'My team' screen, the **View Team Members** button, and the 'Team members' screen to be available offline.

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Problem	Short description	Description	Steps to reproduce
			3. Sign in as the user 'Alex' from Agent. 4. Download offline. 5. Go offline. 6. Select **More** > **My team**. 7. Select the **NoCal Technicians** item in the list to go to the 'Team members' screen. 8. Select **Filter** to show the default filter in offline. 9. Enter 'Alex' as the name. 10. Select **Apply**. Expected behavior: The filter is applied. Actual behavior: The filter with 'Alex' isn't applied. Scenario 2: 1. As an admin, configure a custom filter on the 'Team members' screen to filter on name. 2. Sign in as the user 'Alex' from Agent. 3. Verify that the custom filter works as expected online. 4. Download the offline cache. 5. Go offline. 6. Select **More** > **My team**. 7. Select the **NoCal Technicians** item in the list to go to the 'Team members' screen. 8. Select **Filter**. 9. Enter 'Alex' as the name. 10. Select **Apply**. Expected behavior: The custom filter is displayed and filtering with 'Alex' works the same as online. Actual behavior: The default filter is displayed and filtering with 'Alex' doesn't work.

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Problem	Short description	Description	Steps to reproduce
Mobile Platform PRB1984396	**Dot-walk** reference fields in filter aren't resolved	The filter reference list doesn't have the expected items.	1. In any instance, activate the Field Service Management Demo plugin. 2. As an admin, configure the 'My team' screen, the **View Team Members** button, and the 'Team members' screen to be available offline. 3. As an admin, configure a custom filter on the 'Team members' screen to filter on a **dot-walked** reference field. (For example, **User** > **Manager** > **Location on table sys_user_grmember**.) 4. Sign in as a user from Agent. 5. Download offline. 6. Go offline. 7. 4. Select **More** > **My team**. 8. Select the **NoCal Technicians** item in the list to go to the 'Team members' screen. 9. Select **Filter** to show the custom filter in offline. 10. Select the **Reference** field to bring up reference list. Expected behavior: The filter reference list is rendered with the expected items. Actual behavior: The filter reference list doesn't have the expected items.
Mobile Platform PRB1987587	Check for the Mobile language plugin before getting the language bundle in LanguageProvider.java	API calls to /api/now/v1/sg/properties' and '/api/now/v2/sg/user_client could trigger slow SQL queries, leading to semaphore exhaustion and rejected transactions. When there is a large amount of data in the sys_translated_text table, the code could be triggered, resulting in a slow query. The query should be run when the user has the Mobile custom language plugin installed.	

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Problem	Short description	Description	Steps to reproduce
Mobile Platform PRB1990141	Mobile AI gradients update	This is a product update.	
Multimodal Service (Family Channel) PRB1990234	Update the MMService plugin to support MMS asynchronous backend	This is a product update.	
Multimodal Service (Family Channel) PRB1996320	JWT claims generation updates	The attachment table name is no longer needed since using the sys_mm_result record ID as the claim in the JWT.	Create a record with an attachment on a table configured in glide.platform_mm_service.supported_tables. Observe the results in the sys_mm_result table, and the error message in the 'Error message' column
Next Experience Unified Navigation PRB1979645	Global search in native view is not minimizing once exact match is selected		1. Open a base instance. 2. Take any active incident number and paste it in the global search. 3. Wait until exact match appears. 4. Select the exact match once it appears. Notice that once it is redirected to incident record, the search result (exact match) is still open and not minimized.
Next Experience Unified Navigation PRB1998576	Catalog Builder home page is not loading		
Normalization Data Services PRB1931854 KB2664685	A core company isn't handled correctly for a domain-separated environment	In a domain-separated environments with Normalization Data services turned on, creating models or configuration items may fail or use an incorrect manufacturing (publisher) company. When selecting a manufacturer from a	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		specific domain, the system incorrectly replaces it with a company record from the user's domain.	
Now Assist Panel PRB1988915	Pass context from Now Assist Portal to workspace	This is a product update.	
Now Assist Panel PRB1995707	When using Now Assist sidebar to summarize an incident, formatting for bullet pointed details (for example, LAs and CIs) are formatted improperly in Incident Summarization		**1.** Open an instance. **2.** Navigate to any summarizable incident record. **3.** In the Now Assist sidebar, start a new chat. **4.** Enter, 'Summarize this incident.' Expected behavior: It is in a well-formatted summary. Actual behavior: The bulleted item text appears on separate line from bullets.
OAuth PRB1992657	Add support for OAuth-protected resource metdata and cross-origin resource sharing (CORS)	This is a product update.	
On-Call Scheduling PRB1981295	OnCallRotation.getPrimaryUser returns null when there's no members on a roster and only coverage present		**1.** Log in to instance and make sure an assignment group has the roaster with no members and has only the Primary Coverage. **2.** Execute the script. Expected behavior: The user id is returned. Actual behavior: The result is null.
OneExtend PRB1985682	The **User** field is blank in the 'Generative AI Usage Logs' table		

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Problem	Short description	Description	Steps to reproduce
OneExtend PRB1986680	Update in the CDS flow to update the Gen AI model configuration table		
OneExtend PRB1989677	Unable to run evaluations for resolution notes Generation skill	Models are failing for different reasons according to the error messages that occur.	Create the evaluation job for security incident resolution notes prompts with 'RN Data Set New' for third party providers. Notice that models are failing with different reasons.
OneExtend PRB1990084	The integration_type metadata is missing in the metadata sync that is needed to support BYOK scenarios	Metadata sync from glide to Mosaic is missing the integration_type related metadata. Without this metadata, Mosaic would not know whether the user has opted in for BYOK, and therefore cannot support BYOK related use cases. The metadata sync from glide to Mosaic should be able to send all updates even when the updates were done in quick succession.	
OneExtend PRB1991673	Add support for the Opus 4.6 model		
OneExtend PRB1991784	A 20,000 error occurs when the payload exceeds the input token limit for Recursive Summarization		1. On latest znowassist, install the latest Gen AI controller (13.0.0-SNAPSHOT) and UXC (12.0.5-SNAPSHOT). 2. Create an incident with 500-800 activity records. 3. Initiate Incident summarization. Notice that Summarization is failing with 20,000 error.
OneExtend PRB1992499	UI automation for skill/agentic eval/custom metric features	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
OneExtend PRB1992502	Quality improvements for performance/ logging/ debugging/ telemetry for Autochat/ Autoeval	This is a product update.	
OneExtend PRB1993333	The Kafka plugin should not be enabled on the install of OneExtend for IntegrationHub ETL Consumer		
OneExtend PRB1993698	Link a subgraph service plan invocation to a main graph service plan	Currently, when users execute a skill graph that contains another subgraph (such as, a skill having another skill as a tool and that skill as a tool has more than 1 node), different service plan invocations are created for each graph invocation/execution, but there isn't clear way to tell the link between those invocations by looking at the one_api_service_plan_invocation table. There should be way to link them so that it would be clear and easier to debug.	**1.** Create a skill1 with a tool. **2.** Create another skill use the first skill as a tool. **3.** Run a test. Expected behavior: The service plan invocation for the Skill1 tool **Parent** field should be populated with the skill2 SP invocation ID. Actual behavior: The **Parent** field is null.
OneExtend PRB1998199	Virtual Agent (VA) chat intermittently hangs with no response		**1.** Ensure Response Streaming is enabled. **2.** Open NAVA. **3.** Enter 'Creator.' Notice that NAVA will get stuck intermittently.
Performance Analytics PRB1948103	After upgrading from Xanadu to Yokohama, the line chart		**1.** Access any Xanadu instance. **2.** Create a Line report on sys_trend with the following:

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Problem	Short description	Description	Steps to reproduce
	appearance changes for the 'current year vs. last year' comparison report using data sets		**a.** Trend on: Created **b.** Condition (Dataset A –Current Year) **c.** Add a second dataset with the same configuration but for last year. **d.** Condition (Dataset B –Last Year) **3.** Save the report. Observe the chart appearance in Xanadu. **4.** Upgrade the instance to Yokohama. **5.** Open the same report. Observe the chart appearance again.
Performance Analytics PRB1976537	Incorrect Data is populated in the CDC fact table when any record is created/ updated/ deleted at same time	When the multiple updates happen during the date and time, changes are not picked up based on the latest sequence number.	**1.** Enable NAM on indicator. **2.** Run first day and incremental jobs. **3.** Update a record multiple times for the source table of the indicator (the date and time should be same for all the updates). Observe that the latest changes are picked up from the cdc_queue_par based on the latest sequence number.
Performance Analytics Widgets PRB1967553	The Platform Analytics (PA) widget 'Word Cloud' only displays the current period (on load) and stops responding when selecting other periods	In Zurich, the PA 'Word Cloud' widgets become unresponsive when users select a new period to view. In Yokohama, the Word Cloud widget behaves as expected.	**1.** Create a PA dashboard. **2.** Add a text widget. **3.** Select an indicator and populate the **Default** field. **4.** Submit and confirm that data is displayed. **5.** Select **Go to previous**. Expected behavior: The widget reloads with new data and is responsive to new changes of period. Actual behavior: The widget doesn't load new data and is no longer responsive.
Platform Analytics Component API PRB1984668	There's a column filter issue in the Data Visualization library page, in which the	Applying the 'Does not contain' filter on the 'Owned by' column does not filter the records properly.	**1.** Navigate to the **Data visualization** library page. **2.** Apply the 'Does not contain' filter on the 'Owned by' column.

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Problem	Short description	Description	Steps to reproduce
	'Does Not contain' isn't working on the 'Owner' column		Expected behavior: All the records should be filtered by the applied filter value. Actual behavior: It is not filtered properly when there are multiple values.
Platform Analytics Dashboard API PRB1969752	Cached toolbox items cause options to remain in a previously selected language	While working on the Platform Analytics Dashboard and Data Visualization modules, users have observed that the language in the right-hand menu changes automatically without any user action. The issue occurs intermittently. Sometimes, it appears only in a single browser session, while at other times it affects multiple browsers simultaneously. No consistent trigger has been identified so far. Users report that refreshing the page or clearing the cache may temporarily resolve the issue, but it can recur unpredictably.	
Platform Analytics Dashboard API PRB1971556	Rich text components in the in-line dashboard editor are getting partially translated	It partially translates the rich text component for a few scenarios. A few words aren't translated when all should be.	
Platform Analytics Migration API PRB1972851	Hide the info message if 'com.glide.par.coreui_single_migration.enabled' property is 'false'		**1.** Create CoreUI dashboard (pa_dashboards). **2.** Add Dynamic content block to it. **3.** Set 'com.glide.par.coreui_single_migration.enabled' system property to 'false.' Expected behavior: The info message should be hidden

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The info message is shown.
Playbook Experience Core PRB1965373	When adding an optional activity on a playbook more than once, the playbook bugs	Adding a single optional activity effectively breaks playbook execution in regards to activity state logic between associated record and activity context, such as completing an associated Flow Data record leaves the corresponding activity context 'In Progress'.	**1.** Provision an instance with the Playbook Experience plugin 28.2.1 or 28.2.2 installed. **2.** Create a playbook. **3.** Trigger this incident. **4.** Add 1 stage with any name. **5.** Add 1 instruction activity in that stage. **6.** Add an optional activity using the board view and make it available to all stages. **7.** Test the playbook. **8.** Add 1 optional activity after the existing instruction. **9.** Add again a new optional activity after the previous optional activity. See that the activity keeps loading and if the user refreshes, it doesn't show the same activity 2 times but instead it seems to have replaced the previous.
Playbooks (Family Channel) PRB1967945	Pill picker for **Dynamic output** doesn't work for flows	The **Dynamic output** fields are unavailable for pill picking.	**1.** Create a flow with dynamic outputs. **2.** Add the flow as an activity in a playbook. **3.** Add another activity. **4.** Pill pick the outputs of the activity in step 2 into step 3. Expected behavior: Pill picker can drill down fields of the **Dynamic output** fields. Actual behavior: **Dynamic output** fields are unavailable for pill picking.
Playbooks (Family Channel) PRB1984620	Loading of sys_pd_process_definitions_c5f42adaff37e21082a8ffffffff2d taking two hours	This issue occurs when upgrading to Yokohama and Zurich.	
Project Management	When the user creates a project with a template,	If a portfolio exists, it should add portfolio stakeholders to the project. However, if	**1.** In a Zurich instance, navigate to **pm_project.LIST**. **2.** Select **New**.

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Problem	Short description	Description	Steps to reproduce
PRB1951811	the system inserts all stakeholders defined in the table dmn_stakeholder_register without portfolio	the portfolio is null, it should not add them.	**3.** Try to create a project using the template by selecting **To create project from a template click here**. **4.** Use any template. **5.** **Ok**. The project gets created to review the stakeholders related list. Expected behavior: The stakeholders are added those who have empty portfolio. Users can review those in the 'dmn_stakeholder_register' table. Actual behavior: This shouldn't be happening where stakeholders with empty portfolios are added.
Project Management PRB1976395	Reference qualifier behaves inconsistently In Project Workspace RIDAC risk modal	The **Assigned To** reference qualifier for new risks opened in the RIDAC screen of the Project Workspace fails to retrieve the SysID of the current project.	**1.** Open the Project Workspace. **2.** Create a new project. **3.** Open the RIDAC screen for the project. **4.** Select **Add risk**. Observe that the **Assigned To** field in the modal only lists time_card users, regardless of project setup. **5.** Save the Risk without assigning it to anyone. **6.** Open the risk. **7.** Try to change the **Assigned To** field. Observe that the list is now includes more users, since current.task no longer returns null in the ref.qualifier.
REST APIs PRB1986190	Scriptable OpenAPI spec support	This is a product update.	
REST APIs PRB1986192	OpenAPI response header support for REST services	This is a product update.	
REST APIs	OpenAPI request and response	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1986194	support for REST services		
Roles PRB1933185	Admin can't access 'Background Scripts' on partial upgrade	Admin access is blocked, and the user sees the 'Security Constraints' page instead.	1. Log in to a Yokohama instance. 2. As an admin user, navigate to **Background Scripts** > **Scripts-Background**. 3. Verify that the admin user has access to the 'Background Scripts' UI page. 4. Put the instance in partially upgraded mode. 5. Navigate to **Background Scripts** > **Scripts-Background**. Expected behavior: The admin is able to access background scripts. Actual behavior: Admin access is blocked, and the user sees the 'Security Constraints' page instead.
Schedule Optimization PRB1985203	ACL issues with the Schedule Optimization (SO) task filter for the CSM/FSM integration for SO v1.0	ACL restrictions can lead to double booking.	1. Verify and log canRead access to wm_task in GraphQL resolver logic. 2. Identify from the logs if the SO user cannot access a record/field. 3. Review the wm_task read ACLs installed with CSM/FSM integration plugin and for other integration plugins. 4. Add the needed roles to the SO user as conditional plugin content.
Schedule Optimization PRB1986839	Refactor Workforce Optimization (WFO) API calls with Territory to improve performance for Schedule Optimization (SO)	The response times for Territory is greater than that of the assignment group, even though they contain the same users.	1. Ensure Territory is installed and WFO is active. 2. Set up a Territory and an Assignment Group with the exact same users. 3. Set the qualifier type to 'Assignment Group'. 4. Make a QualifierData GraphQL call for the group. Notice the response time. 5. Change qualifier type to 'Territory'. 6. Make a QualifierData GraphQL call for the territory. Notice the response time.

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Problem	Short description	Description	Steps to reproduce
			Notice that when comparing the values from steps 3 and 5, the response time for Territory is far greater, even though the exact same user data is being fetched for assignment groups.
Schedule Optimization PRB1988877	Fix default skill level logic for Schedule Optimization 1.1	An additional validation is needed to ensure that the default skill level is returned correctly for skills.	
Search Application Configurations PRB1949837	Search_application_admin role grants write access to sys_dictionary through personalize_dictionary role	When installing other plugins, a plugin-specific admin role was granted to the search_application_admin role, which granted these users the ability to write to any sys_dictionary record through the personalize_dictionary role. This allowed seemingly unintended write access to sys_dictionary records.	1. Log in to the instance. 2. Create a user. 3. Grant them the search_application_admin role. Observe that they will get the personalize_dictionary role included with it, and two base instance ACLs grant write access to sys_dictionary through personalize_dictionary. 4. Impersonate a user. 5. Attempt to change the label for any sys_dictionary record. Notice that the change goes through for the sys_dictionary record.
Service Bridge for Providers PRB1978019	Rename ServiceBridge and security fix in Yokohama and Zurich changes		
Service Catalog Builder PRB1937707	UI Policy model pop-up shows two primary buttons	The UI Policy model pop-up has primary buttons in every tab. There should only be one primary button, and other buttons should be colored gray. The client script section needs to be updated to maintain uniformity across the pages.	1. Log in as a Catalog Builder developer/ Catalog Builder editor role user. 2. Try to create a UI Policy using the Catalog Builder. 3. Navigate to the **UI Policy** section. 4. Select **Add new behavior**. Observe that a model pop-up with four tabs opens. At the bottom, there are **Continue to conditions** and **Add behavior** buttons. Expected behavior: There is only one primary button, and other buttons are colored gray.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: There are primary buttons in every tab.
Service Catalog Builder PRB1937710	Tool tips are missing for **UI Policy** model pop-up buttons	None of the buttons have tool tips. **Client Scripts** and other gray buttons also don't show any tool tips (except the buttons on the top banner).	**1.** Log in to an instance using the builder_editor or builder_developer roles. **2.** Create a UI Policy by selecting the **Add Behavior** button. **3.** Hover over **Continue to Conditions**, **Continue to Scripts**, or **Continue to Applies To**. Expected behavior: All of the buttons have tool tips. Actual behavior: None of the buttons have tool tips.
Service Catalog Builder PRB1937885	UI policy option still shows up on questions in Catalog Builder	There's an option to define dynamic behaviors. Since the UI Policy creation/editing was moved to its own step, this icon should no longer appear on the question.	**1.** Open Catalog Builder. **2.** Create or edit an item. **3.** Add a question. **4.** After adding the question, return to the 'Questions' step. **5.** Hover over the question. Observe that there's an option to define dynamic behaviors. Since the UI Policy creation/editing was moved to its own step, this icon should no longer appear on the question.
Service Catalog Builder PRB1943016	Stale action configurations still exist for UI policy CRP		
Service Catalog Builder PRB1948251	Heading hierarchies aren't followed for the UI Policy 'Actions' tab	As a catalog item creator, the user should be able to add multiple action records against multiple variables in the catalog builder. This way, the user can efficiently configure complex catalog items with the necessary logic and flexibility.	**1.** Navigate to the **Catalog Builder**. **2.** Create a catalog item using the builder. **3.** Create a couple questions. **4.** Create a UI policy and observe the 'Actions' tab. **5.** Select **Add a new action**. Expected behavior: It follows heading hierarchies.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The Title UI Policy height is 24px. The same height is used for the sub section 'Add New UI Policy Action', which isn't correct
Service Catalog Builder PRB1992076	Support for advanced UI policies in Catalog Builder	This is a product update.	
Service Catalog PRB1975065	Actions and **Sparkle** icon aren't generated for UI policy and its sub-tabs		
Service Graph Connectors PRB1972771	A JDBC connection test times out after a Zurich upgrade	The JDBC Connection test times out after a Zurich upgrade. The user modified the script in the client script section of the UI page in the instance, which resolved the issue. The user is also concerned about this page customization.	
Service Portal PRB1956154	Extra unusable scroll bars appear on all user portals when accessed from a touchscreen-enabled laptop	This only happens when the touch_scroll class is added to the body element forcefully through developer tools.	
Service Portal PRB1985562	Address issues identified during catalog embed	Issues include the following. The dropdown list isn't coming below the question. There's no way to select the file for attachments. For Retina icons, **Save as Draft** and the **Update Draft** icon isn't coming up. Error/info messages aren't coming when the angular widget is embedded. Upon submitting, the user isn't navigated	

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Problem	Short description	Description	Steps to reproduce
		anywhere. Options in a few dropdown lists, list collectors, reference and requested for aren't populated. A date picker isn't opening. In the case of masked input, it should 'u_show' instead of 'show'. Unable to test 'Not available for' as when logging into Sirius as an admin. For a catalog of type KB, when selecting the article, it's redirecting to /sirius?id=kb_article&sys_id=. The instance options aren't correctly propagated to the angular widget. An HTML question in catalog isn't coming up properly. If a widget is rendered as a question in a catalog, the widget's styles aren't applied.	
Software Asset Data Import PRB1975879	PPN lookup shouldn't be performed for empty PPNs	If there is a corrupted PPN record where the part number value is empty, it will be returned and set in the PPN reference value.	Import an entitlement without a PPN. Expected behavior: No actions are performed using the empty PPN value. Actual behavior: If there is a corrupted PPN record where the part number value is empty, it will be returned and set in the PPN reference value.
Software Asset Management PRB1974072	Discovered user > user_id type is int and doesn't support all integrations	Sometimes user IDs are of string type. The user_id column in the discovered user table is for external user IDs as per description, but it should be string type to provide better compatibility.	
Software Asset Management	Contract start date parsing doesn't work as expected	The issue occurs when alphanumeric input is given. The **Organization ID** field should be set to read-	1. Open the Docusign integration profile form. 2. Set Integration type =Org Level.

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Problem	Short description	Description	Steps to reproduce
PRB1975292		only after successful validation.	3. Set the contract renewal date to any number. 4. Open the Docusign integration profile form again. Observe that the contract renewal date is checking for integers, but the functionality is different in classic and workspace. In classic, any alphanumeric value is reduced to just integers. In workspace, the value stays as-is and a warning message appears. 5. Set Integration type =Org Level. 6. Populate the fields. 7. Save. 8. Validate. 9. Change the org ID. 10. Save again. Observe that the **Organization ID** field isn't set to read-only after successful connection validation.
SQL API (Server) PRB1989263	Cannot execute a query against a physical representation of a long table name using SqlParser in physical mode	SqlParser throws an exception for the long table name, when the query should instead return a response with no records.	1. Create a table with a very long table name, such as u_very_long_table_name_abcdefghijklmnopqrstuvwxyz 2. Send a rest request to Trino Connector API /api/now/integration/trino/query/sql?sql_type=physical&connector_typ=loopback with body containing the following: ○ SQL query: SELECT * FROM. Expected behavior: The query returns a response with no records since the table doesn't contain any data. Actual behavior: The SqlParser throws an exception, 'Invalid table name.'
System Import Sets PRB1981092	Protocol version max length is not configurable for SCP and other data source file retrieval types	The protocol version reverts to the default version size.	1. Create a file type data source with the retrieval method SCP. 2. Make a connection where the protocol version is longer than the default 512 characters. Notice that it takes the default protocol version size because there are

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Problem	Short description	Description	Steps to reproduce
	utilizing SSH connections		no parameters being set to alter the default configuration of the SSHEngine/SSHConfig from the GlideSSHSessionPool.
System Update Sets PRB1918257	When installing a product suite from the Application Manager, the app installs aren't tracked		1. Create a global update set and make it current. 2. Install a product suite. Expected behavior: All the installs are tracked in the update set. Actual behavior: Nothing is tracked.
Territory Planning PRB1983205	There are MSI issues in territory features	A MSI error appears in the 'Edit geography' UI in the territory console.	
Territory Planning PRB1986842	Refactor Workforce Optimization (WFO) API calls with Territory to improve performance for Territory Planning		1. Ensure Territory is installed and WFO is active. 2. Set up a Territory and an Assignment Group with the exact same users. 3. Set the qualifier type to 'Assignment Group'. 4. Make a QualifierData GraphQL call for the group. Notice the response time. 5. Change qualifier type to 'Territory'. 6. Make a QualifierData GraphQL call for the territory. Notice the response time. Notice that when comparing the values from steps 3 and 5, the response time for Territory is far greater, even though the exact same user data is being fetched for assignment groups.
UI Field Administration PRB1962435	There's an incident form load issue due to the missing macro sn_wwna_nacm_component, which causes a performance issue	When loading an incident form, the local host log is consistently flooded with the 'DBMacro WARNING *** WARNING *** Macro missing: sn_wwna_nacm_component'	1. Open any incident record in the instance. 2. Navigate to **System Diagnostics** > **Session Debug** > **Enable All**. Observe the error in the localhost log, users notice the warning called many times: 'DBMacro WARNING

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Problem	Short description	Description	Steps to reproduce
		and this is causing the form to load slowly.	*** WARNING *** Macro missing: sn_wwna_nacm_component'.
UI Field Administration PRB1962617	The plugin 'now_assist_context_menu' from URL / scripts/ now_assist_context_menu_tinymce_plugin.js failed to load	There's an error in the log. This step failed because the client error 'Failed to load plugin: now_assist_context_menu from URL /scripts/ now_assist_context_menu_tinymce_plugin.js'.	
UI Field Administration PRB1970358	Zboot error comes from WWNA	The zboot error is in the localhost logs.	
UI Field Administration PRB1974424	There's a tree picker performance issue seen with an assignment group after upgrading to Zurich	The load time of the page has been poorly impacted. The load time is increasing exponentially to the number of records and not linearly to it.	
UI Field Administration PRB1976103	The **glide_list** field with choices in an extension table form (incident) shows choices for a parent table (task)	The field type **List**' shows a parent choice list in a parent table from Zurich.	1. Navigate to the **Task**' table. 2. Create a field of type **List**. 3. In choices, add a few random choices for parent (task) table and child table (incident). 4. Navigate to **incident.do**. 5. Configure the form to show the newly added **List** field. 6. See that only choices from parent table is present in Zurich Expected behavior: The field type **List** shows parent choice list in the child table. Actual behavior: The field type **List** shows a parent choice list in the parent table from Zurich.
UI Field Administration PRB1990980	Add backend support for the multi-section configuration and fetch configurations in the UI to	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	create the BE layer		
UI Field Administration PRB1990983	Support core IT use cases	This is a product update.	
UI Field Administration PRB1990984	AI indicators should support AI gradients in UI16 and workspace	This is a product update.	
UI Form Administration PRB1897661	Date validations don't work properly on SOW with 'Current Minute Configuration' in UI policy	The UI policy doesn't trigger an error on the form.	1. Log in to an instance. 2. Open Service Operations Workspace. 3. Open a list. 4. Create a new change request by filling all mandatory fields. 5. Try to fill the 'Planned start date' with the current date. 6. Try to change the current time to the past with the current date. Expected behavior: UI policy triggers an error on the form. Actual behavior: UI policy isn't triggered.
UI Form Administration PRB1938024	The 'View' context and tooltip is broken for a sn_cmdb_admin user		
UI Form Administration PRB1971158	A blank screen displays when a user tries to access the ast_contract record present in another domain	When the user doesn't have access to the record, globals are coming as undefined, and aren't adding the default value of {}. This causes a JS error later in the processing, which results in the blank screen.	
UI Form Administration PRB1972511	Invalid payload event for CTRL_RECORD#CTRL_RECORD#_MACROPONENT_ANGULAR_PROPERTY_CHANGED	There are properties that are defined in the CTRL_RECORD#CTRL_RECORD#_MACROPONENT_ANGULAR_PROPERTY_CHANGED event definition. The properties are not stored in the	

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		cached payload due to a parsing error. getProperties returns no properties due to a parsing error.	
UI Form Administration PRB1990981	An alert banner in-record for Agentic Workflow updates	This is a product update.	
UI Form Administration PRB1994242	When 'glide.ui.escape_text' is set to false, forms break		
UX Framework PRB1947452 KB2601019	UX screen record allows the **Parent Macroponent** field to be set to the screen within the same screen collection as the current screen record	This results in an invalid screen configuration.	Refer to the listed KB article for details.
UX Framework PRB1949471	Users can't make the Service Operations Workspace main tab limit to open only one record, even after setting 'maxMainTabLimit' to 1	When users set the sys_ux_page_property of workspace 'maxMainTabLimit' to 1, users are still able to open 2 tabs but not more than that. It's unclear if there's any minimum threshold the property must have.	
UX Framework PRB1966630	Workspace tabs aren't rendering screens	Loading a record page via click through (hydrate) is missing the audience applicability check (present in direct load), leading to incorrect screen variant resolution.	
UX Framework	Viewport content isn't refreshed if the tab is already	After creating a new change request and saving the record, the 'Record Information'	**1.** Navigate to a Zurich instance. **2.** Open the Service Operations Workspace.

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PRB1968071	selected before saving the record, causing the content in the tab to not populate	panel doesn't reload until users switch to another tab, such as 'Recommendations' or 'Agent Assist'.	3. Select the **+** next to the Home tab. 4. Select **New Change Request**. 5. Select **Normal** change. 6. Select **Continue**. 7. Complete the **Short Description**, **Description**, and **Justification** fields. 8. **Save**. Observe that the 'Record Information' panel on the right doesn't populate with data. 9. Select **Calculate risk**. 10. **Save**. Observe that the 'Record Information' panel on the right still doesn't populate with data. 11. Select any of the icons in the ribbon to the right of the 'Record Information' panel. 12. Select back on the **Record Information** icon in the ribbon to the right of the 'Record Information' panel. Observe that the 'Record Information' panel on the right now displays the relevant data.
UX Framework PRB1972320	There's an unexpected focus shift to the first focusable element on a page	There was a change specific to the Safari browser where anytime the screen status changed or a component was rendered, the focus would shift to the first focusable element on the page. The user was on to the top of the page on the first focusable element, which lead to the focus suddenly shifting from a part of the page.	1. Log in to the affected instance. 2. Navigate to **Workspaces** > **Digital Product Release Workspace** > **Products** > **Product record name**. The 'Overview' tab is selected for the record. 3. Try and navigate to different tabs like 'Details', 'Product Features', 'Product Enhancements', 'Versions & Included products' one at a time and observe the announcement. Expected behavior: VoiceOver should announce the information about all the tab items in the order including their role and state information on navigation. Focus shouldn't shift to the 'Overview' tab every time a new tab is selected.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: When users try to switch to a new tab, VoiceOver announces the role and state of the tab but suddenly autoshifts focus to the 'Overview' tab.
UX Framework PRB1990140	Framework support for the AI screen reader Store app	This is a product update.	
UX Framework PRB1991443	Support a form alert for AI gradient	This is a product update.	
Virtual Agent Designer Legacy PRB1897174	Converting published LLM topics to topic blocks leaves sys_gen_ai_skill records	The sys_gen_ai_skill record remains even though it should be deleted after the LLM topic is converted to a topic block.	**1.** Create a LLM topic **2.** Publish it. **3.** Observe that a sys_gen_ai_skill record is created. **4.** Convert the LLM topic to topic block. Expected behavior: The topic block should never be a standalone skill, and the record from step 2 should be deleted. Actual behavior: The record in step 2 is still present.
Virtual Agent Designer Legacy PRB1915787	There's a scope issue when using topic block as a tool in the AI agent	The AI agent internally calls the topic block 'Upload file 2', but it's not able to invoke the topic block and throws the error.	**1.** Log in to an instance. **2.** Open the 'Testing' tab under AI agents. **3.** Test the AI agent, 'Upload attachment to the HR case'. Observe that it internally calls the topic block 'Upload file 2', which is used as a tool in the AI agent. It's not able to invoke the topic block and throws the error.
Virtual Agent Designer Legacy PRB1964412	getMessage is used with an empty string when the table title is not defined	If the title is empty, getMessageLang shouldn't be invoked. However, getMessageLang(\', vaContext.getRequesterLang()) is used when the title is empty.	**1.** Create a VA topic. **2.** Add bot response 'Table'. **3.** Leave the **Table header** field empty. **4.** Publish the topic.

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Problem	Short description	Description	Steps to reproduce
			5. Open the sys_cs_topic file for the created topic. **6.** Check the definition. Expected behavior: getMessageLang isn't invoked. Actual behavior: getMessageLang(\'\', vaContext.getRequesterLang()) is used.
Virtual Agent Designer Legacy PRB1992505	HTML rendering issues in alert analysis		**1.** Navigate to **Now Assist panel**. **2.** Run alert analysis. Notice that the response contains HTML tags.
Virtual Agent PRB1820705	Installing the plugin 'Glide Virtual Agent' [com.glide.cs.chatbot] throws some of the errors in the activation log	This issue occurs when installing Glide Virtual Agent [com.glide.cs.chatbot]. Errors occur related to an invalid plugin, but functionality is not affected for sys_ux_lib_component_slot and the topic_variable table.	**1.** Open a Washington or Xanadu base instance. **2.** Install the plugin Glide Virtual Agent [com.glide.cs.chatbot]. Notice that in activation log, there are some errors related to the invalid plugin om.servicenow_sdk_ci and dependency unavailable. The sys_ux_lib_component_slot and topic_variable table does not exist, and there is no functionality affected, but there are error logs in activation log.
Virtual Agent PRB1915355	Skill isn't triggered as capability in Virtual Agent Designer when tools (such as RAG) are added for the skill	A 'Runtime Exception' error appears.	**1.** Create a custom skill with a RAG node in the flow. **2.** Create a 'sys_one_extend_builder_capability' record for the skill, with Virtual Agent Designer as the builder. **3.** Create a topic in VA that uses that capability in VA. **4.** When the capability shows up under VA capabilities, drag it into the topic. **5.** Test the topic. Expected behavior: The topic executes fine. Actual behavior: The topic errors out.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1919055	Add a new property to turn off the 'shorten responses' feature by default	After upgrading Xanadu, shorten responses were added and set as 'on' by default. There is no method to set up shorten responses to 'false' as default. The user cannot see the full test display as default as before.	
Virtual Agent PRB1959245	Fluency Judge penalizes fluency for the word 'False' in the synthesized response		1. Use the QnA proxy skill on Now Assist Skill kit to trigger a chat. 2. Use aia_artifact_table and pick any record to generate the data from the table. 3. Once data generation is complete, look at the generated chats in the auto_chat_level_one_result table. Observe the work 'False' is returned with the synthesized answer response in the conversation.
Virtual Agent PRB1973526	The business rule 'VA Phone Interaction - On Close' is not firing in the 'wrap_up' state	The outcome of this issue end to end is this is causing an interaction that is intended to be closed by the agent (so has entered wrap up) resurfacing when the same caller makes consecutive calls before wrap up is finished.	
Virtual Agent PRB1977262	Elevated roles are missing in the topic after subflow execution	The message says that the user has an elevated role before flow execution, but returns false for the same code after flow execution.	1. Create a placeholder subflow from Flow Designer. 2. Create a topic from Virtual Designer. 3. Add a bot text response node to log the presence of elevated roles (for example, '[Pre-flow]Has security_admin role: '+ gs.hasRole(\'security_admin');). 4. Add an action node. 5. Call the placeholder subflow created in step 1. 6. Add a bot text response node to log the presence of elevated

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			roles (for example, '[Post-flow]Has security_admin role: '+ gs.hasRole('security_admin');). 7. Publish and promote the topic. 8. Create a user. 9. Assign 'security_admin' and 'now_assist_panel_user' to the user. 10. Open a new session. 11. Elevate the role. 12. Select the topic pill from the Now Assist panel. Observe that the text says that the user has an elevated role before flow execution, but returns false for the same code after flow execution.
Virtual Agent PRB1983377	In enhanced chat, the virtual_agent flag is always set to false	In enhanced chat, the virtual_agent flag has never been set to true. If users are starting the conversation in Virtual Agent (VA), irrespective of the assistant, the flag must be set to true.	1. Set up NAVA with enhanced chat. 2. Start a conversation in VA. 3. Check the virtual_agent flag on an interaction.
Virtual Agent PRB1984195	Interactions are reused every time the startVoiceInteraction Voice API is invoked	The API should create a new interaction, but instead it reuses the interaction if it's active. This used to work correctly in Yokohama, but is now failing.	Invoke the startVoiceInteraction voice API to create an interaction. Expected behavior: The API creates a new interaction every time it is invoked. Actual behavior: The API reuses the interaction if it's active.
Virtual Agent PRB1985773	Now Assist Virtual Agent (NAVA) doesn't trigger the onboarding workflow	The onboarding workflow works as expected when running from Playground, but NAVA doesn't trigger the workflow on the journey record. An execution also doesn't appear in the sn_aia_execution_plan table.	Generate onboarding ramp-up plan. Notice that it works as expected when running from Playground, but NAVA doesn't trigger the workflow when checking 'Initiate onboarding ramp-up plan' flag on the journey record.
Virtual Agent PRB1987536	Attachment upload fails for users with elevated privileges		

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Virtual Agent PRB1988044	hasUnreadMessages value for conversations in the chat history widget does not matches with values in the 'Recent chat updates' widget using OffGlideScriptObject.getConversationsByConsumerAccount()	The chat history widget 'now-lbf-chat-client' is using cache to show an 'unread' status for conversations. The 'Recent chat updates' widget is using the OffGlideScriptObject.getConversationsByConsumerAccount() API to fetch the latest five active conversations from the database. The 'unread' status for conversations in both widgets do not match.	OffGlideScriptObject.getConversationsByConsumerAccount()
Virtual Agent PRB1988112	All the closed chats have the same name	This issue occurs in Now Assist panel (NAP).	1. Select **NAP**. 2. Select **Chat history**. Notice that all the closed chats have the same name.
Virtual Agent PRB1988879	Incorrect endpoint is used for connecting to the NextWave cluster for glide	This issue occurs when NextWave for Microsoft Teams is set up.	Set up NextWave for Microsoft Teams in a deployed environment. Notice that requests from glide are not reaching the off glide cluster.
Virtual Agent PRB1989732	The sn_nowassist_va.assistant_personalization system property should handle default case properly for branding and personalization	When updating the sn_nowassist_va.assistant_personalization system property to a random value, it doesn't behave the same as the default value.	1. Open the sn_nowassist_va.assistant_personalization system property. 2. Update the value to a random value, different from the given three choices. 3. Run a query in the Virtual Agent portal connected to the assistant that has personalization. 4. Navigate to the **sys_generative_ai_log** table. 5. Locate the record for either AIA Unified Planner, AIA Unified Planner Quick, or AIA Planner. 6. Review the record and verify that the configured persona is appearing in the prompt, in between 'and'. Expected behavior: It behaves the same as the default value, and should return only agent_persona from the configuration attribute table.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: It behaves as TONE_RESPONSE_LEN_PERSONA and returns all the details.
Virtual Agent PRB1989830	Additional assistantAttributes for Knowledge Graph NLQ: knowledge_graph_anchor_tables, knowledge_graph_focus_table, knowledge_graph_focus_record_id	To execute KG-NLQ, certain attributes are needed to be passed to the tool. Presently, AO is getting following Knowledge Graph keys in assistantAttributes: knowledge_graph_name, knowledge_graph_sys_id, knowledge_graph_nlq_schema_sys_id, knowledge_graph_nlq_tags, knowledge_graph_nlq_schema, knowledge_graph_tags. For Now Assist panel (NAP) conversation, additional attributes are required: knowledge_graph_anchor_tables knowledge_graph_focus_table knowledge_graph_focus_record_id. This is in parity with Glide implementation of kgnlq.	
Virtual Agent PRB1991070	In the middle of a topic tool execution when CLOSURE intent is detected, the conversation is stuck		1. Start a topic execution, such as 'Order stationary' (which has a couple of questions to ask to the user). 2. When the tool execution starts and the first question is asked to the user, give the reply, 'Exit immediately.' Notice that the conversation gets stuck, and no incoming payload is sent to AO.
Virtual Agent PRB1991780	Execution gets stuck in the playground and in Now Assist panel (NAP) with the subflow/flow tool if there is no valid input	This issue may occur any time a tool needs an input. There should be proper error handling in these scenarios.	1. Choose an agent, such as 'Order fruit flavored chocolate. 2. Enter an utterance, such as 'order'. Notice that the execution is stuck and the input returns empty, leading the execution to be stuck.
Virtual Agent PRB1991845	Reverting the production bot support for Google Chat while waiting for external		

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Problem	Short description	Description	Steps to reproduce
	dependency issue to be resolved		
Virtual Agent PRB1992132	The Virtual Agent (VA) link menu items are not displayed correctly	In Enhanced chat, VA link menu doesn't show the labels the way it shows on the standard chat. Instead it shows the label as plain text and shows the link below. If the link is longer, it increases the width of the 'Contact support window'. It should only show the label and shouldn't show the link.	**1.** Open the Menu items from the branding. **2.** Add a long link. Notice that the width of the window increases beyond the chat window, and the label is shown in plaint text and the link shows.
Virtual Agent PRB1992494	Now Assist Skill Kit (NASK) and agentic evaluations improvement	This is a product update.	
Virtual Agent PRB1992496	In 'Bring Your Own LLM', add the ability for a user to onboard their own custom models from different providers	This is a product update.	
Virtual Agent PRB1992498	End-to-end editing of skills in Now Assist Skill Kit (NASK)	This is a product update.	
Virtual Agent PRB1992503	Auto-eval API updates are requested by Assistant Designer to implement Conversation Eval	This is a product update.	
Virtual Agent PRB1992697	Live agent messages need to use callback URL to send to the user	Live agent messages are not being sent to the requester on lab instances because the URL in the http_connection for off glide conversation	

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Problem	Short description	Description	Steps to reproduce
		messages is not correct. Live agent requests need to have a callback URL to send to the off glide conversation so that the messages go through.	
Virtual Agent PRB1992729	Add preferred skills handling for Open Graph (OG)		
Virtual Agent PRB1993335	Chat history shows 'No conversations yet' randomly when navigating back to 'Conversation history' page	Users are unable to access their conversation history after navigating away from the page. Users may believe their conversations are lost, leading to confusion and potential re-creation of conversations.	**1.** Open an instance. **2.** Impersonate any user. **3.** Start a conversation in the chat interface. **4.** Observe that the conversation history shows a red dot indicator **5.** Select **Conversation History**. **6.** Verify that the conversations are displayed correctly. **7.** Navigate away by selecting **Home** or any other page in the menu. **8.** Select **Conversation History** again. Expected behavior: The Conversation history page should display the list of conversations for the user, consistent with the initial view before navigation. Actual behavior: The conversation history page displays the 'No conversations yet' message, even though the user has active conversations as indicated by the red dot.
Virtual Agent PRB1994599	Off Glide code introduced an issue for DTAC when the agent sends a message to the requester	The dynamic translation for messages doesn't work when the agent sends messages to the requester. It throws NPE.	**1.** Create a Zurich instance. **2.** Set up NAVA. **3.** Set up DTAC. **4.** Start a conversation between a requester and agent. **5.** Make sure the requester is in a non-English language and the agent is in English.

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Problem	Short description	Description	Steps to reproduce
			Observe that dynamic translation for messages doesn't work when the agent sends messages to the requester. It throws NPE.
Virtual Agent PRB1996750	Sending the incident number for the chat label in the 'History' panel in Now Assist panel (NAP) for ITSM not working	This issue occurs for Zurich.	**1.** Start the contextual conversation in agent workspace. **2.** Search any text. Observe the chat label in the History panel in NAP does not appear.
Virtual Agent PRB1997012	Do not allow 'backup/ fallback' URLs to be used for Glide messages sent to OGCS	The callback_url and pod_ip must be present in the tool execution request, or the Live Agent context, or the session context (for session-related messages back to OGCS).	
Virtual Agent PRB1997534	Survey in LLM mode errors out	The user gets an error after submitting a response in the pre-chat survey in Now Assist Virtual Agent (NAVA).	**1.** Navigate to **sys_cs_survey**. **2.** Enable pre-chat and post-chat survey. **3.** Start a conversation in NAVA. **4.** Submit a response in pre-chat survey. Expected behavior: User is able to complete the survey with no errors. Actual behavior: User gets 'Sorry there was a problem on my side error.'
Virtual Agent PRB1999010	Time Out abandoned Virtual Agent (VA) conversation scheduled job closes the conversation in the middle	'Time out Abandoned VA conversation' should not close the conversation if idle time out is not completed.	**1.** Log in as requestor. **2.** Initiate a chat. Log in as agent. **3.** Attempt to accept the chat. **4.** As the requestor and the agent are chatting, attempt to run scheduled job 'Time Out abandoned VA conversation. Notice that as soon as this scheduled job runs, the conversation times out even if the agent and the requestor are chatting.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1825407	Unable to change ServiceNow VA message for com.glide.cs.general.multi_file_size_exceed_msg	Even if the value within com.glide.cs.general.multi_file_size_exceed_msg is modified, the following message is displayed: 'Looks like that file was too big to upload. 10 MB is the max.'	1. Log in to a Washington DC instance. 2. Navigate to **sys_property - com.glide.cs.general.multi_file_size_exceed_msg**. 3. Modify the value. 4. Clear the cache. 5. Create a virtual agent topic within designer. 6. Add a 'File Picker' component. 7. Test it by adding a file that's more than 10MB. Observe that the following message is displayed, even if the value within com.glide.cs.general.multi_file_size_exceed_msg is modified: 'Looks like that file was too big to upload. 10 MB is the max.'
Virtual Agent Web Client PRB1983355	Markdown to HTML parsing issues when there are special characters in the payload		1. Create a topic in the designer with a text node with an response message containing a ` (backtick) character. 2. Test the topic. Notice the response shows unintended HTML. Expected behavior: Parsing is broken and links are highlighted. Actual behavior: The HTML output is broken.
Virtual Agent Web Client PRB1992017	The 'Thank you' text stays in chat even after sending and receiving response	This issue occurs with Now Assist panel (NAP).	1. Log in to an instance. 2. Open NAP. 3. Enter, 'What is spam' followed by 'Thank you.' Expected behavior: The 'Thank you' text disappears after the message is sent. Actual behavior: The 'Thank you' text says in the chat even after sending and receiving response. It is also observed that other prompts like 'What is spam' appear in the chat until a response gets generated.
Virtual Agent	Add the 'fetchDocuments' attribute to		

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Problem	Short description	Description	Steps to reproduce
Web Client PRB1996311	be passed in contextData of the session API call request data parameters when switchContextConversation is 'true' and parsed from AIEL		
Virtual Agent Web Client PRB1997587	'Start a new chat' from contextual Now Assist panel (NAP) doesn't map the conversation with a record		1. Open a Service Operations Workspace (SOW) incident record. 2. Launch contextual NAP by setting switchContextConversation on AIEX launcher. 3. Pick a non-active conversation under the 'Incident' tab in the NAP conversation picker. Notice that 'Start a new chat' shows at bottom. 4. Select a conversation. Notice that the conversation opened doesn't get mapped to a record.
Web UX Runtime PRB1983522	The sn-canvas-tabs component displays a record preview popup on hover that is inaccessible to keyboard and screen reader users	In configurable workspaces, there is a top level tab navigation region made up of the sn-canvas-tabs component. Hovering over a record tab in this region with a mouse triggers a popup to display a short preview of key fields on the record, such as a short description and state. This is crucial information for agents to quickly differentiate between multiple tabs at a glance, but keyboard and screen reader users can't trigger or access the popup. In some workspaces, an unnecessary additional	1. Navigate to a configurable workspace, such as Service Operations Workspace. 2. Open at least two records (for example, Incidents, Cases). 3. In the top level navigation tabs, hover over a deselected record tab. Notice that a popup appears with a short summary of key fields for the record. 4. Attempt to trigger the popup with a keyboard. Expected behavior: When a tab for a record has keyboard focus, the preview popover also appears and remains visible until the user shifts keyboard focus or dismisses the popover (Escape key or otherwise). Screen reader users should hear the details in the popup announced.

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Problem	Short description	Description	Steps to reproduce
		tooltip appears on keyboard focus, but only repeats the record number.	Actual behavior: There is no way to trigger the popover with a keyboard alone, and the arrow and Tab keys do not trigger the popup. Screen reader users are not aware they are missing the preview popup.
Window Manager PRB1992484	In window-manager 29.2.12 , resizableBehavior is throwing errors		1. Provision a Zurich instance. 2. Install AI Data Explorer. 3. Select the **Sparkle** icon on the Next Experience dashboard. Expected behavior: The popup appears. Actual behavior: Nothing happens.
Word Document APIs PRB1987850	Issue with document sync when paragraph properties do not exist	An error occurs when attempting to sync the document. This issue occurs when the document was generated using ChatGPT or other AI tools, or when content controls are positioned on blank text.	1. Make changes to the content control fields with 'Track Changes' on. Observe that the selected paragraph should not have any styling. 2. Attempt to replace the value. Notice that it will throw an error.
Work Order Management PRB1973913	ACL restrictions can lead to double booking	There are ACL issues with SO task filter and CSM/FSM integration.	
Zero Copy Connectors (Glide) PRB1984931	The WDF table throws exception when referencing glide tables with long logical table names that are greater than 30 characters	An error occurs when opening the WDF table and including the reference column in the list view.	1. Create a glide table with more than 30 characters. 2. Create a WDF table with a column that references a column in the glide table. 3. Open the WDF table and include the reference column in the list view. Notice than an error shows on the page.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

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- Zurich Patch 6 Hotfix 1
- Zurich Patch 6
- Zurich Patch 5 Hotfix 1
- Zurich Patch 5
- Zurich Patch 4 Hotfix 6
- Zurich Patch 4 Hotfix 3b
- Zurich Patch 4
- Zurich Patch 3
- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 6 Hotfix 2

The Zurich Patch 6 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 02-19-2026_1250

Build tag: glide-zurich-07-01-2025__patch6-hotfix2-02-11-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Agent Chat PRB1990618	Live agent connection is not established with the Utterance and Contact button for non-admin requestors	Even though there is an agent available online, the requestor sees no agents available in the Agent workspace.	**1.** Log in as an agent. **2.** Mark the agent as online. **3.** Log in as non-admin requestor. **4.** Navigate to **/aix/employee/chat**. **5.** Enter **Live agent**. Notice that no agent connection is established with the message 'Live agent engaged. Connecting you to a live agent now. Please hold while

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Problem	Short description	Description	Steps to reproduce
			I transfer you to a human support representative' on the client side. 6. Select **Support**. Expected behavior: The live agent is connected and the work item is displayed in the Agent workspace. Actual behavior: No agent is available, even when the agent is available in the workspace.
AI Agents (Glide Family) PRB1994390	After Zurich upgrade, hundreds of thousands of log entries are generated by CacheInvalidationEventHandler	The message is 'No endpoints available for cache invalidation'. The source is com.glide.ui.ServletErrorListener.	
AI Search UX PRB1988802	additionalContext is not passed through the Suggestions GQL API to AI Search, preventing DynamicFilters from working for Virtual Agent (VA) skills	When additionalContext is passed from the client to the Suggestions GQL API, it was not being threaded through the call chain to the AI Search Suggestion Reader. This causes DynamicFilters to not work properly, preventing VA Skills from being returned in suggestion results.	Call the Suggestions GQL API with additionalContext parameter containing DynamicFilter information. Observe that the VA Skills that should be filtered by DynamicFilters are not being properly filtered, and the additionalContext is lost in the call chain and never reaches the AI Search service where DynamicFilters are applied.
AI Search UX PRB1989321	Logic for retrieval should support 'CONTAINS' and not just prefix matching	Popular query suggestions are only returned if they start with has been inputted in the Omni bar.	
OneExtend PRB1988786	On Log Sync, the Generative AI Log is not updated with a reference to a Generative AI usage Log		1. Set up a glide instance with Now Assist enabled from glide. 2. Set up Mosaic Log Sync. 3. Execute a capability that should have assists associated. Expected behavior: Generative AI Log has a reference to the associated Generative AI Usage Log.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Generative AI Log has an empty reference for Generative AI Usage Log.
OneExtend PRB1990084	The integration_type metadata is missing in the metadata sync that is needed to support BYOK scenarios	Metadata sync from glide to Mosaic is missing the integration_type related metadata. Without this metadata, Mosaic would not know whether the user has opted in for BYOK, and therefore cannot support BYOK related use cases. The metadata sync from glide to Mosaic should be able to send all updates even when the updates were done in quick succession.	
OneExtend PRB1993333	The Kafka plugin should not be enabled on the install of OneExtend for IntegrationHub ETL Consumer		
System Import Sets PRB1981092	Protocol version max length is not configurable for SCP and other data source file retrieval types utilizing SSH connections	The protocol version reverts to the default version size.	**1.** Create a file type data source with the retrieval method SCP. **2.** Make a connection where the protocol version is longer than the default 512 characters. Notice that the default protocol version size is retained because there are no parameters being set to alter the default configuration of the SSHEngine/SSHConfig from the GlideSSHSessionPool.
Virtual Agent PRB1983853	Topic Block tool execution is not running correctly	The topic block doesn't display the messages for the topic block inputs.	**1.** Import the topic block, 'Trade in a car'. **2.** Navigate to **Virtual Agent Designer**. **3.** Publish the topic block. **4.** Create an AI Agent 'Trade in a car'. **5.** Configure it with the 'Trade in a car' topic. **6.** In LBF client, enter 'Trade in car'.

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Problem	Short description	Description	Steps to reproduce
			7. Verify that the data collector asks for the car's 'make' and 'model', because the topic block inputs are 'make' and 'model.' **8.** Answer the questions. Expected behavior: The topic block sends two display messages to the LBF client: 'Hi Abel Tuter, welcome to the trade in a car TB!' and 'Thanks, I see your trade in is a (make) and (model)'. Actual behavior: Nothing occurs, and the messages aren't displayed.
Virtual Agent PRB1987016	Unread message call is made even before the session is established	A call to get unread messages occurs before the session established. This can be seen on the console logs.	
Virtual Agent PRB1987536	Attachment upload fails for users with elevated privileges		
Virtual Agent PRB1988044	The value of hasUnreadMessages for conversations in the chat history widget does not match with values in the 'Recent chat updates' widget using OffGlideScriptObject.getConversationsByConsumerAccount()	The chat history widget 'now-lbf-chat-client' is using cache to show an 'unread' status for conversations. The 'Recent chat updates' widget is using the OffGlideScriptObject.getConversationsByConsumerAccount() API to fetch the latest five active conversations from the database. The unread status for conversations in both widgets do not match.	
Virtual Agent PRB1988112	All the closed chats have the same name	This issue occurs in Now Assist panel (NAP).	**1.** Select **NAP**. **2.** Select **Chat history**. Notice that all the closed chats have the same name.
Virtual Agent	Incorrect endpoint is used for connecting to	This issue occurs when NextWave for Microsoft Teams is set up.	Set up NextWave for Microsoft Teams in a deployed environment.

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Problem	Short description	Description	Steps to reproduce
PRB1988879	The NextWave cluster for glide		Notice that requests from glide are not reaching the off glide cluster.
Virtual Agent PRB1989830	Additional assistantAttributes for Knowledge Graph NLQ: knowledge_graph_name, knowledge_graph_sys_id, knowledge_graph_nlq_schema_sys_id	To execute KG-NLQ, certain attributes are needed to be passed to the tool. Presently, AO is getting following Knowledge Graph keys in assistantAttributes: knowledge_graph_name, knowledge_graph_sys_id, knowledge_graph_nlq_schema_sys_id, knowledge_graph_nlq_tags, knowledge_graph_nlq_schema, knowledge_graph_tags. For Now Assist panel (NAP) conversation, additional attributes are required: knowledge_graph_anchor_tables knowledge_graph_focus_table knowledge_graph_focus_record_id. This is in parity with Glide implementation of kgnlq.	
Virtual Agent PRB1991070	The conversation is stuck when CLOSURE intent is detected in the middle of a topic tool execution	This issue occurs with the utterance, 'order stationery using order stationery action.'	**1.** Start a topic execution with 'Order stationery' which has a couple of questions to ask to the user. Notice that the tool execution starts, and the first question is asked to the user. **2.** Give the reply, 'Exit immediately'. Notice that the conversation is stuck, and there's no incoming payload sent to AO.
Virtual Agent PRB1991780	Execution gets stuck in the playground and in Now Assist panel (NAP) with the subflow/flow tool if there is no valid input	This issue may occur any time a tool needs an input. There should be proper error handling in these scenarios.	**1.** Choose an agent, such as 'Order fruit flavored chocolate. **2.** Enter an utterance, such as 'order'. Notice that the execution is stuck and the input returns empty, leading the execution to be stuck.
Virtual Agent	Live agent messages need to use	Live agent messages are not being sent to the requester	

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Problem	Short description	Description	Steps to reproduce
PRB1992697	callback URL to send to the user	on lab instances because the URL in the http_connection for off glide conversation messages is not correct. Live agent requests need to have a callback URL to send to the off glide conversation so that the messages go through.	
Virtual Agent PRB1992728	Request ID missing in Mosaic logs for conversation server requests	The request ID is null in mosaic logs.	
Virtual Agent PRB1992729	Add preferred skills handling for Open Graph (OG)		
Virtual Agent PRB1994599	Off Glide code introduced an issue for DTAC when the agent sends a message to the requester	The dynamic translation for messages doesn't work when the agent sends messages to the requester. It throws NPE.	1. Create a Zurich instance. 2. Set up NAVA. 3. Set up DTAC. 4. Start a conversation between a requester and agent. 5. Make sure the requester is in a non-English language and the agent is in English. Observe that dynamic translation for messages doesn't work when the agent sends messages to the requester. It throws NPE.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 6 Hotfix 1
- Zurich Patch 5
- Zurich Patch 4
- Zurich Patch 3

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- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 6 Hotfix 1

The Zurich Patch 6 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 02-09-2026_1234

Build tag: glide-zurich-07-01-2025__patch6-hotfix1-02-05-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Application Manager PRB1986694	App Manager and My Company Applications incorrectly shows available updates after Update Checker		
CMDB Query Builder PRB1977703 KB2727703	Query Builder in V2 mode can cause memory issues due to a static variable	An internal variable which is declared as static keeps being appended and thus creates a large memory footprint. This would happen if one or more queries are executed enough times to bloat this variable.	Refer to the listed KB article for details.
Database Persistence - Data Management	Active subflow executions with clean parent flow executions	This issue was observed in Zurich. If a parent flow completes while an associated asynchronous subflow	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1988503 KB2764725	are listed as 'Unreferenced Records' and are deleted by DMUnreferencedRecordCleaner	continues running, the completed parent flow context is cleaned up by the retention policy by routine system cleanup. As a result, the running subflow becomes unreferenced, and may be removed during routine system cleanup.	
Flow Engine PRB1935825	Skip_schedule_cleanup is not reset to false for subflows	The table cleaners need to be revised.	Open http://localhost:8080/sys_auto_flush_list.do?sysparm_query=conditionsLIKEskip_schedule_cleanup &sysparm_view=. Observe that all the table cleaners use skip_schedule_cleanup. Skip_schedule_cleanup should be managed well.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 6
- Zurich Patch 5
- Zurich Patch 4
- Zurich Patch 3
- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 6

The Zurich Patch 6 release contains important problem fixes.

Zurich Patch 6 was released on February 5, 2026.

- Build date: 02-02-2026_1554
- Build tag: glide-zurich-07-01-2025__patch6-01-16-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

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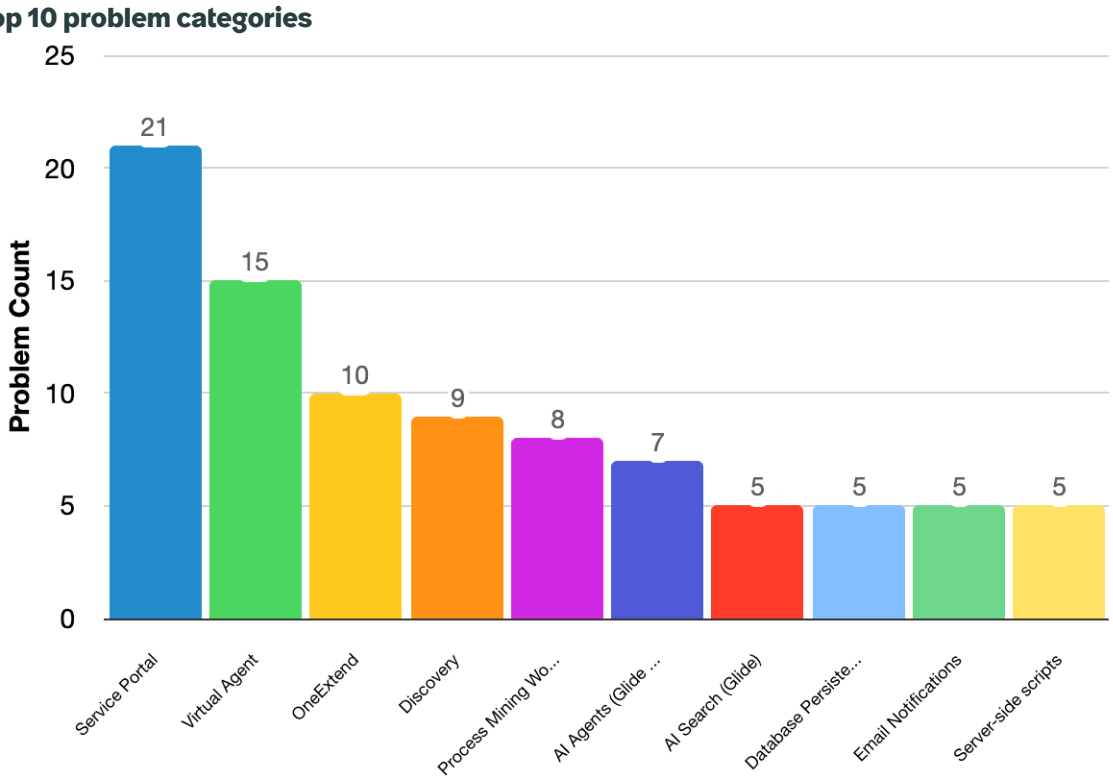
For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Zurich Patch 6 includes 237 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Zurich Patch 6 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Zurich Patch 6, refer to KB2713103.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

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Problem	Short description	Description	Steps to reproduce
Analytics Export API PRB1950794	An admin is no longer able to edit fields from 'Scheduled Email of Reports' (sysauto_report) in Zurich	An admin is no longer able to edit fields from 'Scheduled Email of Reports' (sysauto_report) in Zurich, impacting sysauto_report.address_list, sysauto_report.group_list, and sysauto_report.user_list.	Open any sysauto_report in Zurich as an admin. Observe that the following fields are read-only: **Users**, **Groups**, and **Email addresses**.
CMDB Query Builder PRB1952766 KB2634786	Calls to QueryBuilder from ServiceMapping return no results when executing in the new V2 mode	In Zurich, processes that call into Query Builder can have no results returned. There are two scenarios where this occurs. Firstly, a service CI populated via CMDB Group containing a saved query (as constructed in Query Builder) can have no 'svc_ci_assoc' records, even when rerunning the service population. However, the expected CIs will appear when viewing the CMDB Group or the saved query directly. Secondly, instances configured to use 'Zing' for Global Search don't return any CI records in the findings. These different methods both rely on the 'CMDBGroup' API, which may not return results of query execution when using the 'v2' execution mode introduced in Zurich. Instances are at risk if they use dynamic CI groups which are built using Query Builder, they're on an impacted Zurich Version, and the system property glide.cmdb. query.execution _mode = 'v2'.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Email Notifications PRB1951516	When using email client, drag and drop functionality isn't including an attachment on sending	In the current UI16 email client, users can add attachments using the paper-clip icon or by dragging and dropping files into the email body. However, drag-and-drop doesn't work outside the email body because a background field was not properly defined, which causes this limitation.	**1.** Log in to a Zurich instance. **2.** Navigate to the incident.list. **3.** Open Email Client. **4.** Drag and drop an attachment. When an email is sent, see the attachment isn't included. When users manually add the attachment, it's being added in to the email and is being sent.
Email Notifications PRB1952527 KB2743221	An email template isn't applied when users select **Apply template** in the mini/full composer	The template isn't applied.	Refer to the listed KB article for details.
Key Management Framework (KMF) PRB1944097 KB2654904	Users are unable to upload push certificates into the sys_certificate table	An error is thrown.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control PRB1966968	ScriptingGovernanceUtils does not correctly create sys_user_has_role records for the snc_required _script_writer _permission based on the legacy/ V1 or V2 Role Management mechanisms	In Zurich, a 'Conditional Script Writer' group has been introduced and this group has the single role 'snc_required _script_writer _permission'. Users are added to this group automatically by a scheduled job during the Zurich upgrade. This is done by inserting records into sys_user_grmember	

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Problem	Short description	Description	Steps to reproduce
		and sys_user_has_role to create this relationship. The ServiceNow platform has two currently different ways of tracking the roles in the sys_user_has_role table: Legacy/V1 Role Management and Role Management V2. V2 introduced the concept of inheritance counts with the goal of reducing the overall size and complexity of the sys_user_has_role table, with the benefit of reducing the amount of time performing large roles changes could take. With the legacy mechanism the three fields **granted_by**, **included_in_role** and **included_in_role** instance record where a role was inherited from and need to be correctly set. If a user is a member of the 'Conditional Script Writer' group, and therefore they inherit the 'snc_required_script_writer_permission' role, then the sys_user_has_role record must have the **granted_by** field set to the sys_id of the 'Conditional Script Writer' group. Without this, the 'Group Member Delete' business rule on sys_user_grmember is unable to delete the sys_user_has_role record if the user is removed from the group.	

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Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1973866	When showEmailMiniCompose = ON_EMAIL_ACTION, users can't reply to an email more than once		1. Select the **ALL** menu. 2. Type 'sys_aw_master_config.list'. 3. Open the 'Agent Workspace' row. 4. Check the 'Active' checkbox. 5. In the browser URL bar, type '/workspace' after the instance URL. 6. On the record page, use the declarative action to compose a new email and send it. 7. On the instance, navigate to 'sys_email.list' and find the email just sent to switch the status to 'Sent'. 8. On the record page, select **Reply** on the activity stream tile for the email sent. 9. An email tab appears in 'compose'; fill it out and send it. Once it is sent, the 'Email' tab disappears. 10. Select reply on the same email tile as before. 11. The email tab should appear again; fill out the email and select **Send**. Expected behavior: Users should be able to send another reply if they already sent the previous one. If they have not sent it, then selecting the **Reply** in the tile doesn't do anything. Actual behavior: When selecting **Reply**, it is loading the previously sent reply draft. Selecting **Send** gets a error saying that the draft was previously sent.
Advanced Work Assignment PRB1959522	Agents are able to send messages even after a conversation is closed	The chat summary includes details about a chat closure message that's not present in the transcript.	
Agent Chat PRB1978194	There's empty bubbles on Agent Workspace due to an		1. Navigate to OG requester. 2. Have some conversation going on. 3. Connect to a live agent.

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Problem	Short description	Description	Steps to reproduce
	empty payload in Agent Chat		**4.** Log in as an agent in the instance mentioned. Notice empty bubbles on Agent Workspace. **5.** Navigate to sys_cs_message. Notice that there are empty payloads in the conversation.
Agile Development PRB1968771	/sn_safe_$safe_board.do#/teamBacklog is broken	Loading different PIs in the SAFe team backlog board in Zurich isn't working. The data in the board doesn't always change and can take multiple tries to change the PI on the board.	
AI Agents (Glide Family) PRB1969245	sn_aia_tools_execution displays an empty tools value but the value exists in the XML	sn_aia_tools_execution tools column is referencing sn_aia_agent_tool_m2m but the value is set from the sn_aia_ agent_tool table.	**1.** Execute an agentic workflow. **2.** Navigate to the sn_aia_execution_plan. **3.** Navigate to the 'Tools' execution tab. Notice that all the tools records are empty. However, open one and show XML that there is a value.
AI Agents (Glide Family) PRB1975174	Agentic Evaluation isn't working for the 'Support Renewals Expansion Agentic' workflow		
AI Agents (Glide Family) PRB1975798	Glide fixes to JSON return type in AIAToolDataPillUtil		**1.** Ensure that 'capability' text is within the value field apart of the sn_aia.supported_ tools sys prop. **2.** Create or find a skill tool that takes JSON as input. **3.** Apply that skill to a tool and then add to an agent. **4.** Run the agent in the playground and observe the execution log on the right hand side.

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			Expected behavior: Users should see the actual JSON as an input for the skill tool. Actual behavior: The input is blank, causing the agent to fail.
AI Agents (Glide Family) PRB1981261	Make agent and tool columns non-mandatory in sn_aia_agent_tool_m2m and fix the empty cacheconfig name issue		
AI Experience Framework - Glide PRB1982032	'Extend session' functionality issue	The 'Extend session' functionality should work the same as the platform.	
AI Search (Glide) PRB1971388	IngestableDocument.getObjectSize isn't counting fEmbeddedDocuments.	Indexing the document/table causes out of memory errors.	
AI Search (Glide) PRB1975413	AI Search Dynamic filters extension point impl isn't triggered from a non-global scope	When an AI Search scriptable API provided is executed from both global and sn_nb_action scopes, the extension point implementation doesn't get triggered when the scope is not global (sn_nb_action).	
AI Search (Glide) PRB1980531	Issue in RAG response for external content (connector-specific fields and missing chunk structure)	The external document results should be grouped under 'ragResponse.external_document' (instead of using the connector table name as the top-level key). Also, each external document must include a chunks list. Finally, the **table** field should identify the connector/ schema name (for	

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		example, 'sn_ext_conn_spo_external_search_schema').	
AI Search (Glide) PRB1981323	Removing the m2m tool xml for RAG, Reranker, WebSearch for Perplexity that shall be migrated to the nowassist-ai-agent repo		
AI Search (Glide) PRB1982327	The RAG tool returns documents that shouldn't be included in a search source	Users get duplicate articles for some queries.	
AI Search for Service Portal PRB1942272 KB2608116	Users are unable to select multiple facets even when 'multi select or' is selected in facet settings		Refer to the listed KB article for details.
AI Search for Service Portal PRB1956814	Pressing the 'Enter' key doesn't open the link	When the tab focus is on the link and the 'Enter' key is pressed, the link doesn't open. However, if the user presses the 'Tab' key, the focus moves to hidden and pressing 'Enter' opens the link.	**1.** Open any base instance with AI search enabled. **2.** Navigate to the Service portal. **3.** Navigate to the **Search edit** field. **4.** Search for 'email'. **5.** Navigate to the search results. **6.** Select a filter. **7.** Navigate to any links in the 'Results' section. **8.** Press the 'Enter' key to select. **9.** Verify whether it opens. Expected behavior: The tab focus is on the link, and pressing the 'Enter' key opens it. Pressing the 'Tab' key moves the focus to the next interactive element.

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			Actual behavior: When the tab focus is on the link and the 'Enter' key is pressed, the link doesn't open. However, if the user presses the 'Tab' key, the focus moves to hidden and pressing 'Enter' opens the link.
AI Search for Virtual Agent PRB1945491	Tags should be passed as 'Array of Strings' not 'String'		
AI Search UX PRB1962691	AI Search doesn't populate sys_search_source_event with sources that weren't returned		1. Enable AI Search for a portal. 2. Search for a query that doesn't return documents from a search source. Observe that only the tables from search results that were returned were added to sys_search_source_event.
AI Search UX PRB1978161	Replace the sparkle icon with the lens icon and updated specs in the workspace search		
AI Search UX PRB1982272	There's a missing configuration for RAG popular search suggestions	This limits the ability for the suggestion type to be used, as the sys_suggestion_reader entry would need to be shipped in a store app or created by background script, neither of which is ideal.	1. On an AI Search enabled instance, open the list view for the sys_suggestion_reader table. 2. Check for an entry for RAG Popular Queries (e.g. Type = RAG_POPULAR_QUERY). Expected behavior: There is an entry. Actual behavior: There isn't an entry, and no **New** button to create one.
Analytics Data API PRB1937286	When a visualization acts as filter, another visualization isn't filtered for the first time		1. Create a dashboard. 2. Add 2 visualizations:

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			○ Horizontal bar on incident table, grouped by active, and acting as a filter. ○ Single score on an incident table and follow filters. **3.** Save the dashboard. **4.** Exit the editing mode. **5.** Select on a bar (true) on the bar visualization. Notice that the single score doesn't reflect with the changes. **6.** Select another bar (false). Notice that the single score reflects the changes.
Analytics Export API PRB1977069	Users are unable to schedule data visualizations		
Application Manager PRB1971605	The base version is grayed out in the new Application Manager	The base version is grayed out in the new Application Manager, which stops to install the custom version created on the base version 1.0.0. The new Application Manager allows to install the custom version only on the latest version.	
Application Manager PRB1981044 KB2719949	The latest version in the sys_store_app table is updated to the installed version after an install, thereby causing the **Upgrade** button to be unavailable in App Manager	Two functions (_fixLatestVersion ForWithdrawn InstalledApps, _fixLatestVersion ForWithdrawn InstalledCustomizations) in Application Manager's UpdateChecker.checkAvailableUpdates API (aka Sync in the UI) were missing a required GlideRecord.addQuery constraint when the 'sn_appclient. enable_app_manager	Refer to the listed KB article for details.

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		_checksums_cache' sys_property was set to true (default). This regression led to the latest_version being set to the incorrect values on Install/Sync.	
Appointment Booking PRB1940645	If users load appointment booking on a portal home page and then use the Service Portal (SP) date picker in a different portal page, the datepicker won't be clickable until a page reload		
Appointment Booking PRB1973793	Blackout schedule isn't honored	Users are able to book an appointment during the blackout schedule period.	1. Impersonate a user. 2. Navigate to the 'Credentials' page. 3. Select **Fingerprinting**. 4. From the location drop-down list, select **San Diego - Linda Vista Campus**. 5. Answer the question 'What is your reason for visiting?' with 'Fingerprinting'. 6. Select the **calendar** icon next to Appointment. Notice that appointment slots are available during the blackout schedule (for example, December 31st).
Asset Management PRB1968544	Assets which were created aren't displaying in 'Create Asset' on the Agent Mobile app		1. Navigate to the Agent Mobile app. 2. Navigate to **Asset** > **Create Asset**. 3. Select **Submit**. 4. Select the 3 dots menu on the list. 5. Select the **Create Asset** function. 6. Fill all the fields and submit. The asset gets created.

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			7. Select **Create Asset**. 8. Enter the asset tag or serial number for the created Asset. Expected behavior: An asset which gets created should be visible. Actual behavior: An asset which gets created isn't displaying.
Authentication PRB1927594 KB2423799	Oauth token calls fail from an API authenticated sessions	As part of multi-factor authentication enforcement for local internal user logins, adaptive authentication is enabled and configured the MFA context policy. Once an API authenticated session is established, it's expected to make only API integration (or non-interactive) related calls, and the '/oauth_token.do' call falls outside of integration calls.	Refer to the listed KB article for details.
Authentication PRB1960277	An Supplier Lifecycle Operations (SLO) error displays when the SLO URL is empty in Identity Provider (IdP) configuration	When the SLO (single logout) URL field is left empty in the IdP configuration, the system redirects to external_logout_complete with an error code slo_error. However, this behavior is incorrect. Since SLO is optional, the absence of an SLO URL shouldn't trigger an error. This issue also appears in mobile.	1. Navigate to the 'IdP Configuration' page. 2. Ensure that the SLO URL is left empty. 3. Log in using the configured IdP. 4. Log out. Expected behavior: The system should successfully log out and redirect to the external_logout_complete page without any error code, since SLO is optional. Actual behavior: The system redirects to external_logout_complete with error code slo_error, implying a failure even though SLO wasn't configured.
Automated Test Framework (ATF)	Remove metadata tracing valid transaction filtering	In SpanJob, remove validTransaction filtering. Since tracing doesn't allow transactions not related	1. Create sys_trace_config entry. 2. Set atf_context cookie.

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PRB1978271		to metadata tracing to be traced, this is a redundant functionality. This is causing Builder Agent not to work with Zurich Glide properly. Filtering should be removed and add a new one that filters out all metadata not containing testResultId. This line in code is misleading and might cause issues in metadata tracing entries persistence in future.	**3.** Navigate to incident_list.do. **4.** In another browser, without the cookie set, confirm no trace records are produced in sys_traced_metadata.
Case and Knowledge Management for HR Service Delivery PRB1963168	The HRSD Knowledge Graph is unavailable after an upgrade	There's an issue with the Now Assist Knowledge graph. The user receives the error 'An unexpected error occurred. Please try again.'	**1.** Impersonate a user who has access to the HR Portal. **2.** Navigate to the HR Portal: https://<instance>.service-now.com/hr. **3.** Initiate a Virtual Agent Chat. **4.** Enter the prompt: 'Show me my open HR cases'. Expected behavior: Information about the users's open HR Cases is displayed. Actual behavior: The user receives the error 'An unexpected error occurred. Please try again.'
Case and Knowledge Management for HR Service Delivery PRB1965782	RCA created during case summarization / resolution notes generation	RCAs are generated when modifying any fields in an HR case and its child tables, which causes test failures.	
Case Management PRB1973038	Industry case count usage for TPSM, TMT, HCLS, MCO, FSO, Retail and CSM entitlements	Count of cases that are not extended from one of the industry base cases an have industry entitlements. The count needs to be as of yesterday and run daily. This need to per industry and count	

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		of cases should be grouped by case type.	
CMDB Data Manager PRB1943938	The Data Manager policy jobs experience has increasing slowness creating tasks when processing large data sets	The CMDB Data Manager policy for running jobs keep running for a long time because the underlying SQL query has pattern of LIMIT and OFFSET on the CMDB table. The table has a lot of data, and thus those SQL queries start showing increased execution time, effectively slowing the job running them.	
CMDB Identification and Reconciliation PRB1957741	On the CMDB Health Dashboard, a parent metric, like completeness, displays a total count of less than one of the sub-metric (required or recommended)	This causes totals to be incorrect.	
Configuration Management Database (CMDB) PRB1894727	Duplicate approvals are created for the same users for CMDB Data manager tasks while in the 'Requested' state	This issue shows up when there are multiple archive policies generating each at least one task. It might be applicable for retire or delete policies too.	
Configuration Management Database (CMDB) PRB1909893	The 'Run' filter can apply an old condition and not pick up the newly applied filter conditions	In the CMDB Relationship editor, the filter can apply old conditions and not pick up the newly applied filter conditions. This is issue isn't consistently reproducible but there's a problematic API call made.	
Configuration Management	The 'CMDB Group Health' dashboard displays	In the CMDB Health Dashboard, users can experience incorrect totals for parent	

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Database (CMDB) PRB1969483	incorrect totals for parent metrics	metrics when they have different health inclusion rules on the submetrics, which can even show negative percentages.	
Database Persistence - Data Access PRB1829096	There's an incorrect timeref display value for ISO week 53	It's cosmetic, as only the axis labels are affected and the real values are preserved.	
Database Persistence - Data Access PRB1924708	'Show Matching' a list and ordering by **ref_** fields throws a NPE	After the user orders the list, the records disappear.	1. Navigate to task.list. 2. Open **Configure** > **List Layout**. 3. Add the planned start date [change request] to the list of columns. 4. Save. 5. Add watch list to the view. 6. Populate the watch list of some records. 7. 'Show Match' the watch list. 8. Order by the planned start date [change request]. Expected behavior: The records show. Actual behavior: The records disappear.
Database Persistence - Data Access PRB1968109	When glide.db.aggregate_optimize is true, the group by reference fields display value is a sys_id	.groupby_display	
Database Persistence - Data Access PRB1968921	Count(*) throws an exception for Workflow Data Fabric tables	It works fine with Glide tables.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Scale PRB1889276	deleteMultiple fails for PG for IN conditions larger than 1000	A NullPointerException is thrown: 'Exception attempting to delete from: u_cstask_multiple_delete: java.lang.NullPointerException: Cannot invoke 'java.util.List.addAll(java.util.Collection)' because 'this.fPlaceHolders' is null: com.glide.db.conditions.ASetCondition.formatFieldSet (ASetCondition.java:265) com.glide.db.conditions.ASetCondition.formatSet (ASetCondition.java:157)'.	1. Create a table 'u_cstask_multiple_delete'. 2. Add a single string column 'end_of_life_item'. 3. Generate around 10,000 items. 4. Try to delete them using Glide record and IN condition. 5. Make sure to put more than 1,000 values into the addQuery IN values. Observe that a NullPointerException is thrown.
Database Persistence - Data Scale PRB1945816	A connection pool should properly handle errors during expansion	This issue was observed in a user's production instance where the PRI database connection pool became exhausted. The exhaustion occurred because several threads were holding PRI DB connections while executing queries on the RR database. During this time the RR database went down (due to a hardware failure), and these threads remained blocked for approximately 10–15 minutes, resulting in pool exhaustion.	1. Create an instance that has a read-replica DB. 2. Execute repeated transactions that result in routing some, but not all, of the queries to the read replica. 3. While these queries are running, the read-replica database needs to go down (either kill -9 or unplug the box). Observe that the system becomes unavailable for 10-15 minutes until the transactions begin to timeout.
Database Persistence - Graph PRB1974718	Null value optimization must handle a case where Genius Results are reused and null everything again		
Database Persistence	The DBSqlParser query modifies	As a result, queries against parent tables are failing	

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PRB1970223	The sys_id ElementDescriptor storage table name, which breaks queries to the parent tables after	with an error similar to: 'Syntax Error or Access Rule Violation detected by database ((conn=31570) Unknown column 'customer_account0.sys_id' in 'SELECT')'.	
Data Privacy (Classic) PRB1881041	The **New** button displays on related lists where it isn't configured		1. Provision an instance with the GRC: Advanced Risk and GRC: Risk Management Workspace plugins installed. 2. Open the 'Lists' page in the Risk Workspace. 3. Navigate to 'Risk assessment project' section. 4. Select the **New** button visible at the top right on the list page. 5. Fill all of the required fields. 6. Make sure the impersonating user is set as the owner. 7. Move the project to the 'Risk scoping stage'. Observe the **New** button that's visible on the 'Risks' related list.
Data Privacy (Classic) PRB1944655	The 'Data Privacy anonymization' job fails when resumed after an upgrade		1. Create a data privacy job in a Yokohama instance. 2. Pause the job and upgrade the instance to Zurich. 3. Resume the job once an instance is upgraded. Notice that the anonymization job fails when resumed after an upgrade.
Data Privacy (Classic) PRB1975900	In Data Privacy's anonymization policies, 'Select child table filter (Optional)' values aren't saved	There's no logging.	

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Data Privacy PRB1978912	Data Privacy is incorrectly customizing the 'sys_declarative_action_assignment_38b9d94373 12011071783 b1f3bf6a7e4' file		1. Before installing Data Privacy, open the 'sys_declarative_action_assignment_ 38b9d94373 12011071783 b1f3bf6a7e4' file. Notice 'Experience Restricted' = true. 2. Install Data Privacy. 3. Open the file. Notice 'Experience Restricted' = false The Data Privacy application installation shouldn't change the file data.
DevOps (Family) PRB1974768	Duplicate pull requests are created due to a concurrency problem	Database level uniqueness isn't present and, as a result, a duplicate record is created when a race condition happens.	
Discovery PRB1895238 KB2249032	Cloud Application Patterns are launched sequentially and contribute to the long discovery schedule	The launching time of a massive number of probes should be improved.	Refer to the listed KB article for details.
Discovery PRB1903928	Slow query with primary_hash=-865319141 runs 60k times per day, consuming reasonable time from the database	Users with a relatively high number of records on cmp_discovery_ldc_config may be affected by query primary_hash=-865319141. It can run thousand of times, reading the entire table.	
Discovery PRB1962473	The 'AWS Org Assume Role' fails when using wildcard ARN containing an IAM role path	Discovery using the 'AWS Organization Assume Role' fails when the access role name in cloud_service_account_aws_org_assume_role_params contains both a wildcard (*) and an IAM role path.	

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		During credential resolution, the MID Server truncates the ARN at the first path separator and attempts to assume arn:aws:iam::member-id:role/xa instead of the full path-qualified role name. This results in an access denied error from AWS STS, causing the Amazon AWS Datacenter pattern to fail for all member accounts. The issue does not occur when the same ARN is configured explicitly per a member account.	
Discovery PRB1969791	The Discovery Pattern logs say Warning CI Pattern is completed, even though the pattern failed completely	Even though the classification is successful, if the pattern fails to get the basic identification details such as name, serial number, etc., the pattern fails completely. However, the Discovery Pattern logs say the Warning CI Pattern was completed but failed some post-processing steps.	Run an SNMP Discovery. Observe that the pattern fails if it fails to get the basic identification details. However, the Discovery Pattern logs say the Warning CI Pattern was completed but failed some post-processing steps.
Discovery PRB1970237 KB2738206	Post-Zurich upgrade, pattern debug mode isn't working as expected	Post-upgrade, when users open the pattern step and try to debug, for troubleshooting, users aren't getting the options of selecting the Cloud Service Account and AWS datacenter information for which is needed to run the discovery in debug mode.	Refer to the listed KB article for details.

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Discovery PRB1974425	Make the **Discover Now** button primary in the workspace 'Form' view	Update the button style on the existing UI action record for **Discover Now** to mark it as primary.	1. Navigate to **Discovery Admin Workspace** > **Schedules**. 2. Select any IP-based schedule. 3. On the schedule 'Details' page, select the 'Schedule Details' section. Expected behavior: As one of the main UI actions on each schedule form is **Discover Now**, this should be displayed as a primary button. Actual behavior: Notice that the style of the **Discover Now** action button displayed isn't 'primary'.
Document Viewer PRB1947203	After upgrading to Yokohama, there's an issue during the generation of a PDF file for a custom audit process using the PDFGenerationAPI library	The URL of an image or some function of the style of the HTML text used as the basis for the PDF file isn't converted or supported.	1. Take the **Corporate FSQ Audit engagement** field (engagement_type) with the status (state) as 'Follow Up' (5). 2. Verify that the **Report** field (kb_article) is populated. 3. Verify that the **Audit Report State** field (u_audit_report_state) is 'Final Report Delivery' (final_review). 4. Select the **Preview Audit Report** UI action that appears. An attachment should automatically be generated and be attached to the engagement in question, but nothing happens.
Dynamic Schema PRB1972205	There's an incorrect index on the dynamic_choice table	The existing index on dynamic_choice prevents separate choice_sets from having the same value.	
Email Notifications PRB1942395	The cursor moves to the end of an input field when the CPU throttling is 4* slower and 6* slower		1. Log in as an admin user. 2. Navigate to CSM Workspace. 3. Open a case record. 4. Navigate to **Compose email**. 5. Change CPU throttling in the 'Network' tab to 4*slower/6*slower.

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			6. Type continuously. Observe that the cursor jumps to the end while typing. Expected behavior: Drafting an email shouldn't encounter unexpected cursor placement to the end. Actual behavior: The cursor moves to the end while typing.
Email Notifications PRB1964152	Email Client template behavior changed after upgrading to Zurich	After upgrading to Zurich, the behavior of Email Client template selection has changed. In Xanadu and Yokohama, the system always reverted to the default template when showing the 'Email' tab again. However, in Zurich, the system keeps the last used template (template2) instead of returning to the default.	1. Log in to an instance. 2. Open Service Operations Workspace. 3. Open an incident record from the list. 4. Select the **Detail** tab. 5. Select the **More** menu on the right of 'Work notes', then select **Email** (→ template1 is applied). 6. Confirm that template1 is currently applied. 7. Select the **Email Template** icon on the right-side menu. 8. Select **template2**, then select **Apply Template**. 9. After template2 is applied, enter an email address in the **To** field and select **Send Email**. 10. Repeat Step 5. Expected behavior: Template1 is applied again (returns to the initial status). Actual behavior: Template2 remains applied (the last used template is applied).
Event Management PRB1975115	Slow processing of the 'Event Management - Maintenance Calculator' job when processing a large number of closed alerts	For users that have large number of closed alerts, this update can take about 20 minutes in case of the user with about 50k-100k closed alerts.	

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Problem	Short description	Description	Steps to reproduce
Flow Engine PRB1971237	Unable to run 65M Load Test		1. Log in to the instance. 2. Under CISP Test suites, select **NMA_Mock: 65M_NMA_MT_Equip_Data_Update**. 3. Select **Execute Tests**. 4. Select **Execution Profile as Nested Payload**. 5. Select **OK**. 6. Check CISP executions for the results. Observe that certain executions didn't run.
Flow Engine PRB1984516 KB2741852	Flows with record triggers intermittently aren't triggering after a Zurich upgrade	The root cause of the issue lies in the record trigger cache preparation, which isn't thread safe. This may result in returning incomplete triggers that cause flows/playbooks not to trigger.	Refer to the listed KB article for details.
Flows (Family Channel) PRB1948205	A user isn't able to delete 'Assign Subflow Output' flow logic's inputs		1. Open any subflow with 'Assign Subflow Output' like 'Batch Rollback' or 'Batch Install'. 2. Delete any of the outputs from the 'Assign Subflow Output' logic. 3. Select **Done**. 4. Reload. 5. Expand 'Assign Subflow Output' again. Notice all the variables are still there.
Flows (Family Channel) PRB1954202	Nested complex objects don't preserve dropped pills	When the user drops a complex object pill into a nested complex object, it does not save correctly (with or without SAYG). Dropping a pill on the root level works.	1. Create an action that outputs a complex object. 2. Create an action that has an input that is a complex object with a complex object nested within. 3. Add action #1 to a subflow. 4. Add action #2 to a subflow. 5. Pass the output of action #1 to action #2's NESTED CO input (not the top level CO itself) by dropping a pill.

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			6. Save the subflow (skip if save-as-you-go is enabled. Note this bug occurs regardless of SAYG enabled/ disabled). **7.** Test the subflow. Observe that the passed complex object works at runtime. **8.** Reload the subflow and observe that the pill is missing. **9.** Test the subflow. Observe that the passed complex object does not work at runtime.
Form Templates PRB1968784	Users aren't able to update certain fields using templates in Service Operations Workspace (SOW)	When a field depends on another field, if a user is attempting to clear the dependent field value via a template while the parent field is populated, the system validates if the new value exists within the parent field's reference. The validation fails, preventing the field from being cleared.	**1.** Navigate to an instance. **2.** Impersonate any users who have roles to control incident along with SOW and to use a template. **3.** Navigate to **SOW** > **incident record** to apply a template. **4.** Fill out values in an assignment group and 'assigned to' columns. **5.** Select the template icon in the far right panel and choose it to update a field for instance 'Assigned to'. Expected behavior: A warning message shouldn't appear. And the **Assigned to** field should be updated. Actual behavior: A warning 'unable to update field Assigned to' message appears and users are unable to update the **Assigned to** field.
GlideRecord PRB1981009	MID Server core logic for Collector Framework	This is a product update.	
Horizon Design System PRB1973789	Agentic AI and GenAI color gradient implementation	This is a product update.	

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HTML Field Type Editor PRB1953216	URL links added in HTML fields no longer change color when the **Toggle theme** button on the TinyMCE editor is clicked	The issue is observed in Zurich. It was tested in both light and dark themes, Next Experience, and coral.	1. In a Zurich instance, navigate to kb_knowledge.do. 2. Copy and paste a URL link into the **Article body** HTML field. 3. Select the **Toggle theme** button. Observe no color changes. 4. Repeat the same steps in a Yokohama instance. Observe different behavior.
Identification and Reconciliation API PRB1972817	There's an NMA update exception	This results in various errors during the load test.	1. Run OKR Mixed Load Test with CMDB Updates, Event Management, Discovery, and Order Management. 2. Run the 10M NMA Update using CISP. 3. Check for errors during the load test.
Inbound API Integration Usage Framework PRB1972551	Protected data definitions sent to Clickhouse have invalid values for user names and application names		
Inbound API Integration Usage Framework PRB1974639	Track inbound API integration requests as GCF events for licensing	This is a product update.	
Install Base Management Store PRB1972327	Instance performance issue due to no NULL checks in the InstallBaseUtilSNC base instance script include	'sn_customerservice.unified_consumer role' was added to a group, causing a cascading change to 27 child groups containing over 7000 users. Subsequently, users with this new role who didn't have a corresponding entry in the consumer table were caused to run a 'select *' query on 'sn_install_base' tables.	1. Open a base instance. 2. Try to assign 'sn_customerservice .unified_consumer role' to a high number of users (or any group with a lot of members). 3. Try to open any case as any user from the above list. Observe the slowness. Global.CSManagementUtils .getConsumerID() returns null for a user who doesn't have a record in csm_consumer table and has

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		This results in queries of tables containing over 2 million records being continuously executed.	a unified_consumer role. This method is used in other methods, which are used in dynamic filters.
Instance Data Replication (IDR) PRB1821656	A carriage return character (
) is added	A carriage return character is added when work notes or additional comments are synced to an instance.	1. Navigate to a producer instance. 2. Make a multi-line comment. 3. Save. 4. Navigate to a consumer instance. Observe that the carriage return character (
) is added to the new line.
Internationalization Features PRB1892286 KB2277705	A non-admin user can't change a dashboard name by specific steps when the system language is set to Japanese	The dashboard name should be updated correctly and reflected in both the primary record and its translated fields, as it is in the Washington and Xanadu versions. In the Yokohama version, the update to the dashboard name fails silently when the Japanese language is enabled and the sys_translated record exists.	Refer to the listed KB article for details.
Internationalization Features PRB1912273	After a Yokohama upgrade, catalog admins can't create new sys_translated records	Since the upgrade to Yokohama, it's no longer possible for catalog_admin users to create new records in table [sys_translated], only update existing ones.	1. Provision a Yokohama base instance with a language plugin installed. 2. Create a testuser with the role catalog_admin to access the catalog items and their variable sets and variables (but not the sys_translated table directly). 3. As sys_admin, create two variables for any catalog item. 4. Add a translation for one of the two variables. 5. Switch to testuser. 6. Open the catalog item. 7. Change the preferred language to the one associated with the plugin (make sure the translation exists).

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			8. Change the English value to a translation for the variable that wasn't translated yet. 9. As sys_admin, check on the sys_translated table directly. 10. Observe that the change is instantly reverted after trying to save it and isn't saved. 11. As testuster, adjust the existing translation of the variable question text for the translation that already exists. Observe that the adjustment is saved correctly and can be found in the sys_translated table, with 'updated' and 'updated by' correctly updated to the testuser.
Key Management Framework (KMF) PRB1906571	Password2 system properties return an encrypted value after a node restart for on-prem instances	In on-premises environments, database (DB) properties aren't being correctly decrypted and remain encrypted in memory.	
Key Management Framework (KMF) PRB1906606 KB2601723	SEK rekey fails for records with undefined or invalid sys_id or invalid table	Bagheera should handle undefined/null/ empty sys_id records.	Refer to the listed KB article for details.
Knowledge Management PRB1929677	There's an issue with the dependent field values in Knowledge Management	When users create a KB Article from the list where the filter conditions are applied, the same values are populated on the new record.	1. Navigate to knowledge list. 2. Run a list filter with a mismatched combination of a knowledge base + a category defined under a different knowledge base. 3. Select the **New** action. Observe that the form is populated with the mismatched values.

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Problem	Short description	Description	Steps to reproduce
Lifecycle Events PRB1888762	LE/JD test failures		
List Administration PRB1926700	Users are unable to select a custom component of a presentational list inside a modal	There's a presentational list inside a modal in UI Builder and the list has a custom component now button. When the modal is opened and the button **iconic** is selected, users see expected behavior. But, if users try to close the modal and reopen it again and then click on the button icon, the event 'NOW_LIST#CUSTOM_COMPONENT_ACTION_DISPATCHED' doesn't get dispatched.	
MID Server PRB1964711	Reverse DNS lookup fails due to a mismatch between a fixed FQDN and a dynamically assigned IP address	Reverse DNS lookup in the users' environment fails because the host is configured with a fixed FQDN, while the IP address assigned to the system is dynamic. Since the PTR (reverse DNS) records in DNS aren't updated when the IP address changes, the reverse lookup returns either no hostname or an incorrect hostname for the current IP.	
Mobile Platform PRB1979842	New function type for voice launcher	This is a product update.	
Multimodal Service (Family Channel) PRB1972984	Build Multimodal Glide Service to support AIS multimodal document search	This is a product update.	

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Multi-provider Single Sign-on (SSO) PRB1920554	The 'Check certificate expiration' job fails daily	If the user runs the job 'Check certificate expiration' on an instance with multiple certificates, the localhost_log shows an issue for every certificate that got null.	
Next Experience Unified Navigation PRB1980286	The 'Preference' menu freezes when there's a circular dependency in the theme record		1. Create a circular dependency in the Sys Ux theme of an active theme where the properties look like: '--property-1: --property 1'. 2. Save the record. 3. Reload the page. 4. Open the preferences modal. Expected behavior: The preferences modal works as expected. Actual behavior: The page freezes and becomes unusable.
Next Experience Unified Navigation PRB1981430	AIEL/X can't be loaded from the current endpoint		Load an instance configured with NextWave. Notice it doesn't work because the AIEL/X dependencies aren't reachable at the current endpoint.
Notify PRB1972166	Increase the transcript ID size in the 'Notify Transcript' table to accommodate bigger IDs	The newly added table 'Notify Transcript' has a field Transcript ID, which is of length 100. This needs to be increased to 500 as MS teams transcript ID is > 300 and this size constraint is a blocker for the transcript feature to work.	Use MS teams integration over Notify with transcript support. Notice that the transcript ID stored is truncated as the limit is lower than the size.
Now Assist Panel PRB1982458	Instances with firewall issues or without ADC setup can't access AIEL assets through sk8s		

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1984097	Increase the JWT expiration	Set the JWT expiration to a larger value and make it tied to a session.	
On-Call Scheduling PRB1909337	No response after selecting On-Call Calendar if there's no shift in cmn_rota	When the user tries to select On-Call Calendar, there's no response and no message, but a green border is displayed for an unknown reason. It seems related to the presence or absence of shift(cmn_rota). Instead, the system should display a meaningful message on the page when no shifts are available.	**1.** Execute cmn_rota.list. **2.** Confirm there are no records. **3.** Navigate to On-Call Scheduling. **4.** Select **On-Call Calendar**. Observe that there's no response and no message, but a green border is displayed for an unknown reason.
On-Call Scheduling PRB1938628	When adding a coverage to a shift, the user is displayed two times on the 'day' view of the on-call schedule		**1.** Create two or more shifts for a group. **2.** Ensure that one shift is using new schedule engine, and the other one with the old schedule engine. **3.** Add coverage to users in the new schedule engine. **4.** Select the shift in the classic calendar to view the on-call persons. Observe that users are displayed twice. The user should be displayed only once.
On-Call Scheduling PRB1967490	OnCallRotation.getRosterUsers returns null for across day shift time while using 2024_schedule_engine	The script to get the primary on-call doesn't return valid data. Instead, it returns a null value.	
OneExtend PRB1925002	Agentic Workflow's trigger sys_user is taking precedence over run as 'AI User'	When trigger conditions are met, the workflow should be executed with workflow's 'Run As' user for the new incident. However, the workflow is actually executed with the trigger's sys_user and the	

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Problem	Short description	Description	Steps to reproduce
		execution is terminated with the error 'Access Denied'.	
OneExtend PRB1962281	Users are unable to uninstall a Store application that contains any tables which are restricted as a part of AccessHandler	When an admin user tries uninstalling the apps, uninstallation fails with an error: 'Deleted X,YZ metadata records, could not delete 2. The store application was deactivated, but not deleted'.	1. Create a custom app or use a Store app. 2. Add files under the sys_gen_ai_license_metadata_trial table. 3. Try to uninstall the custom or Store app. Users with admin rights are unable to uninstall the app as the uninstall is unable to delete these tables data because of Access Handler.
OneExtend PRB1968937	Conversations aren't building correctly when users try with the aia_artifact_dataset table, even though identical queries work as expected with the qna_dataset table	The conversations generated for both records are incorrect, and in some cases no conversation is generated at all. However, running the same queries using the qna_dataset table or executing them manually produces the expected conversations. This suggests that Auto Chat isn't functioning correctly with the aia_artifact_dataset table.	
OneExtend PRB1971589	cypher2Results API is broken with Glide record dynamic	A null pointer exception is coming from OneExtend: 'Couldn't decipher the stack trace resulting from the following JavaScriptException.'	
OneExtend PRB1978709	Now Assist Portal (NAP) and AI Agents fail because outbound URLs ignore the project ID of the connection URL (sys_alias)	In the Gemini BYOK integration, outbound requests made by NAP and AI Agents fail because the generated outbound URLs don't include the project ID from the connection URL (sys_alias). These features rely on the	

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		Java proxy to construct outbound URLs, but the proxy doesn't append the project ID. As a results, calls are sent to an incorrect or incomplete Gemini endpoint, and the user gets the error 'Invalid HTTP response 404: Not Found'. In contrast, Incident Summarization and Code Generation features work correctly because they use the Flow Designer, which properly constructs outbound URLs and includes the project ID as part of the request path. Since NAP and AI Agents bypass Flow Designer and instead use the Java proxy which omits the project ID, their outbound calls fail consistently.	
OneExtend PRB1981515	Add enhanced debug logging around async client call	There needs to be debug logs added when each streamed chunk is received, when the final callback is received (VAStreamConsumer), before enqueueing in the hybrid queue, and after enqueueing in the hybrid queue and the callback is complete.	
OneExtend PRB1981554	The 'One Extend' plugin needs the extension point for Hermes health checks	Without this health check endpoint in the extension points for Glide One Extend, alerts are sent to the SRE.	
OneExtend PRB1981648	integration_type metadata is missing in metadata sync, which is needed to	Metadata sync from Glide to Mosaic is missing the provider's integration_type related metadata. Without this metadata,	

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	support BYOK scenarios	Mosaic would not know whether customer has opted in for BYOK and so cannot support BYOK related use cases.	
OneExtend PRB1986722	During Mosaic Log Sync, not all Generative AI metrics are persisted		
PDF Generation PRB1829301	System Trigger-PDFReportExportJob causes nodes to go out of memory	One user had slowness in the instance when the trigger on PDFReportExportJobs was executed. This trigger was consuming a lot of memory which forced support to turn off the execution. This was observed multiple times in the instance.	
Performance Analytics Dashboards PRB1958610	'Perf Analytics Pack for Agile 2.0' doesn't have the necessary ACLs to view dashboards	There's an error message: 'Part of the query on sys_portal_preferences has been ignored because of insufficient access for 'query_match' operation on sys_portal_preferences.portal_section'. Instances already have a query_match ACL for *.* if the user has read access to the table. There's no read access has been provided to the sys_portal_preferences table other than the admin role, even though this dashboard is shared with the scrum_user role.	
Performance Analytics PRB1823066	Investigate and fix test failures in ams-analytics-business-	Various tests started failing. These tests were related to BusinessCalendarAnalyticsHubIT, DeleteCalendarIT, DSTargetsCommentsIT,	

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	calendar test project	ListWidgetIT, PeriodsIntervalIT, SingleScoreWidgetIT, and TimeSeriesWidgetIT.	
Platform Analytics Component API PRB1936517	A user with minimal roles can't add a breakdown to an indicator	A new API must be created to get indicator breakdowns.	**1.** Create an user with a minimal role. **2.** Log in to an instance using that user. **3.** Navigate to data viz center. **4.** Add an indicator scorecard as a viz type. **5.** Change the source definition to 'Manually Selected'. **6.** Add 'Number of open incidents'. Observe that the user isn't able to add any breakdown. A 'There is no valid breakdown' message is displayed.
Platform Analytics Dashboard API PRB1972888 KB2687484	Widgets are missing from dashboards in CAM, AO, and SCA Overview pages on the latest main and Zurich builds for CAM Application		Refer to the listed KB article for details.
Platform Analytics Dashboard API PRB1977527	columnLimit has an invalid value, as it expected a value than can be converted to type 'Int' but it was a 'String'	On post-upgrade to Zurich, in list-type visualizations, if the **Number of columns displayed** field isn't specified, an error message is displayed: 'Variable 'columnLimit' has an invalid value: Expected a value that can be converted to type 'Int', but it was a 'String''.	**1.** Create a dashboard with a list visualisation. **2.** Configure the number of columns to be displayed and leave it empty. Observe the error message.
Platform Analytics Migration API PRB1962944	Duplicate records are created in the analytics_category_m2m table when using UnloadDashboard before and	In the Zurich release, when a Core UI dashboard is exported from a source instance using UnloadDashboard before a Platform Analytics migration,	**1.** In the source instance, create a new update set and set it as current. **2.** Create a Core UI dashboard and assign it to a dashboard group.

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Problem	Short description	Description	Steps to reproduce
	after Platform Analytics migration	and then the same dashboard is migrated to a Platform Analytics dashboard and exported again using UnloadDashboard after migration, duplicate category records are created in the analytics_category_m2m table upon importing to the target instance. This issue occurs when both the source and target instances perform the migration process and the migrated dashboard is re-imported through an update set. As a result, the migrated dashboard in the target instance displays two identical categories, with duplicate links in the analytics_category_m2m table.	3. Use the UnloadDashboard functionality to record the dashboard into the current update set. 4. Mark the update set as 'Complete' and export it to an XML file. 5. In the target instance, upload, preview, and commit the update set XML file. 6. In both the source and target instances, migrate the Core UI dashboard to a Platform Analytics dashboard using Migration Center. 7. In the source instance, create an update set and set it as current again. 8. Use UnloadDashboard again (this time after the Platform Analytics migration) to capture the Platform Analytics dashboard into the update set. 9. In the target instance, upload, preview, and commit this new update set XML file. 10. In the target instance, open the migrated Platform Analytics dashboard and verify its category.
Platform Licensing PRB1980200	True-up of SM and LE 6.0.2	This is a product update.	
Process Mining component for Platform Analytics PRB1949256	A filter on a promin component on Platform Analytics dashboard gives 'undefined' instead of displaying the task progress		1. Navigate to Platform Analytics workspace. 2. Enable the process mining component. 3. Apply a filter on the graph. Observe that it says 'undefined' in the top right corner instead of showing a loading circle.
Process Mining Workspace PRB1914287	'The page you are looking for could not be found' error is thrown after selecting 'Generate report'	The issue has been observed on the 2.4.2 and the 2.4.8 version of Automation Discovery (ml-automation-discovery).	1. Provision an instance with the Automation Discovery plugin installed (for example, the base instance for Zurich).

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			2. Enable Automation Discovery for the entity say incident at process configuration level. **3.** Create a project on incident table and mine. **4.** Open the workspace. **5.** Navigate to 'Automation Opportunities' tab. **6.** Select **Generate Report**. Observe that the message 'The page you are looking for could not be found.' appears.
Process Mining Workspace PRB1916916	When datetime is selected as **Activity Definition**, the grouping of activities isn't working		
Process Mining Workspace PRB1916953	Capitalization error on project cards		**1.** Navigate to the Process Mining Workspace. **2.** View a card. Notice that 'records' doesn't have a capital letter.
Process Mining Workspace PRB1921794	The number of variants is 0, and the average record duration and total accumulated record duration is 0 seconds	On the opportunity details page, the number of variants is shown as 0. Also, the average record duration and the total accumulated record duration is shown as 0 seconds. This issue is seen for the automated findings of MDM projects and rule-based findings on both single or MDM projects.	**1.** Open the analyst workbench of any mined MDM project with findings added. **2.** Select any finding. **3.** Navigate to the 'Opportunity details' page. Observe that the number of variants is shown as 0. Also, the average record duration and total accumulated record duration is shown as 0 seconds. When the user hovers on the number of variants, the total inefficiency duration is shown.

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Problem	Short description	Description	Steps to reproduce
Process Mining Workspace PRB1932901	The user can save and apply automated findings with empty configuration values, which causes mining to fail	Mining fails with the error 'Event extraction failure: Extraction encountered an unexpected issue. Contact your admin'.	1. Create a new project from the 'Process Projects' page. 2. On the 'Set improvement opportunities' page, create a new automated finding. 3. On the Configure screen, remove the default values. 4. Select **Save** and exit. 5. Observe that finding gets added to project. 6. Mine the project. Observe that mining fails with the error 'Event extraction failure: Extraction encountered an unexpected issue. Contact your admin'.
Process Mining Workspace PRB1949520	Users aren't able to view processes if they have access to only some of the records from that table		1. Impersonate abel.tuter. 2. Open the 'Process config' list from Process Mining Workspace. 3. Select the wrench icon on the left sidebar. 4. Select the kb_knowledge record from the list. Observe that a 'You don't have required access to the Knowledge table for viewing this configuration' error displays even though the user has access to some records in the kb_knowledge table.
Process Mining Workspace PRB1955632	The 'Top 5 opportunities type' graph isn't displaying the improvement opportunity type with the highest records		1. Navigate to the 'Summary and insights' page after adding findings. 2. View the 'Top 5 opportunities type' graph. Observe that the data is not sorted with highest record frequency.

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Process Mining Workspace PRB1959708	Users are able to see the global search icon in the Process Mining Workspace, despite not having the needed roles defined in the system property 'glide.ui.can_search'		1. Access a Glide instance. 2. Impersonate Abel Tuter. 3. Navigate to the Process Mining Workspace. Observe that the global search is visible.
Procurement PRB1970134	'Receive by' isn't populated when receiving through the stockroom import flow	In a normal PO flow, 'Received by' is populated by the user who received the assets. However, in the import flow, it's shown as empty.	1. Log in to the instance. 2. Create a purchase order. 3. Create a purchase order line with Apple Mac, with the quantity set to 3. 4. Open the stockroom page. 5. Complete the import flow for the above POL. 6. Provide the details for 3 assets. 7. Select **Receive**. Observe that 'Receive by' isn't populated on the receiving slip.
Request Management PRB1976593	A flow configuration for run as = system isn't honored and its being trigged as the session user, causing security errors in flow execution		1. Impersonate an itil user. 2. Navigate to the esc portal. 3. Search for 'catalog item - Developer Laptop (Mac)'. 4. Select the item fill the form and submit. 5. End the impersonate the open request (sc_request) table. 6. In the related list users can see the approvers; open any one of them and select the **Approve** UI action. 7. Similarly, open the attached requested item and approve for the available approvals. 8. Select the **Flow context** action in the related links.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The flow should have been executed with the system user. Actual behavior: The flow is being executed using a logged-in session user.
Resource Management PRB1941447 KB2552237	The assignment FTE falls to an incorrect value due to lack of availability adjustment to 24 hours in the monthly view of RMWS	The issue is caused by not adjusting availability to 24 hours. It should adjust availability to 24 hours and redistribute hours evenly.	Refer to the listed KB article for details.
Schedule Optimization PRB1976735	Re-true up Schedule Optimization and map integration apps for DM2 changes		
Schedule Optimization PRB1977288	Skipped business rule issues during Schedule Optimization (SO) updates	Business rules are skipped or not skipped incorrectly during/after SO due to edge cases not being handled in the current logic to evaluate if SO is making the update, and due to workflows being turned off when locked tasks are updated.	
Seismic Framework PRB1961091	The seismic placeholders 'nowPlaceholderHeight' and 'nowPlaceholderWidth' aren't rendering components	When both events in a starting position are visible on the screen, the templates render correctly. When the starting positions of both the events aren't visible on the screen but still they are in view port (gets hidden due to the section header), only one template renders and the other doesn't.	

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Problem	Short description	Description	Steps to reproduce
Server-side scripts PRB1955078	Singletons are broken by the inclusion of a module ID in URI	A change made in Zurich, as part of a fix, broke singleton behavior in modules.	
Service Portal PRB1935624	'Hide filters' and 'Clear All' in a facet search aren't properly aligned	The 'Hide filters' and 'Clear All' options are showing, but they aren't aligned. There are a few pixel mismatches.	**1.** Search for something in ESC portal. **2.** Observe the facets on the right side. **3.** Choose one of the sources so 'Clear All' shows up. Expected behavior: The 'Hide filters' and 'Clear All' options are aligned. Actual behavior: The 'Hide filters' and 'Clear All' options are showing, but they aren't aligned. There are a few pixel mismatches.
Service Portal PRB1980872	Provide a configuration for navigation from angular pages to Lit pages	In some portals, users have embedded angular experiences. Not all pages are moved to Lit in a single go, but in a phased manner. There are cases where an embedded angular experience has a navigation to a angular page, which has an equivalent experience in Lit. In such cases, users should be redirected to a Lit page.	
Service Portal PRB1981788	A non-admin user can't view the notification on a portal and are getting the recordUpdateCount		Log in to a portal with some non-admin user. Expected behavior: A notification shall appear for the non-admin user. Actual behavior: Check for the notification and see that no notification is visible.
Service Portal PRB1981887	The tooltip and date picker don't render when a catalog item is		**1.** Embed a Service Catalog item inside a Lit-based page/component. **2.** Open the catalog item form.

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Problem	Short description	Description	Steps to reproduce
	embedded in Lit		**3.** Trigger a tooltip (hover/focus a tooltip element). **4.** Select a **date/time** field to open the date picker. Observe that the tooltip and/or date picker UI doesn't appear (isn't rendered).
Service Portal PRB1982070	Address issues identified during catalog embed	Issues include the following. The dropdown isn't coming below the question. There's no way to select the file for attachments. For Retina icons, 'Save as Draft' and the 'Update Draft' icon isn't coming up. Error/info messages aren't coming when the angular widget is embedded. Upon submitting, the user isn't navigated anywhere. Options in a few dropdowns, list collectors, reference and requested for aren't populated. A date picker isn't opening. In the case of masked input, it should 'u_show' instead of 'show'. Unable to test 'Not available for' as when logging into Sirius as an admin. For a catalog of type KB, on clicking the article, it's redirecting to /sirius?id=kb_article&sys_id=. The instance options aren't correctly propagated to the angular widget. An HTML question in catalog isn't coming up properly. If a widget is rendered as a question in a catalog, the widget's styles aren't applied.	

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Problem	Short description	Description	Steps to reproduce
Service Portal PRB1982188	Users can't differentiate menu items in a sidebar to provide sections or groups	The sidebar currently can't support providing dividers between groups of items as shown in the figma.	**1.** Open /aix/aix-portal/. **2.** Observe the sidebar. Expected behavior: There's a divider between different sections of items. Actual behavior: There's no way to provide a divider.
Service Portal PRB1982599	An object type in instance properties isn't working in widgetInstance		**1.** Create a widget that accepts an object type property. **2.** Pass a object property via widget options. Expected behavior: The object type property value should be available in the server script. Actual behavior: The object type property isn't available in the options of the server script.
Service Portal PRB1982715	Widget metadata isn't cached on the client	Metadata is served via config API and not cacheable, but it should be.	
Service Portal PRB1982935	AIX requires a full page chat experience	The chat requires a separate route and must be opened with 100% width.	
Service Portal PRB1983135	Use the new aix_icon type instead of the glyphIcon type	glyphicon is tied to Bootstrap's icon set and FontAwesome. The AI Experience now uses custom svg icons from the aiux-kit (sn-aix-icon web component).	
Service Portal PRB1983640	Multiple AIX dictionary tables have reference fields without reference_cascade_rule defined	This can lead to orphaned records or unexpected behavior when referenced records are deleted.	**1.** Navigate to an AIX Experience record. **2.** Create related records (e.g., experience properties, route maps, menu items). **3.** Delete the parent experience record. Observe that child records (properties, route maps) may remain as orphans

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Problem	Short description	Description	Steps to reproduce
			instead of being cascade deleted. Alternatively, delete a referenced widget and observe the app shell reference isn't properly cleared.
Service Portal PRB1984642	No current support for dashboard subtitles		Navigate to /aix/aix-portal/dashboard. Expected behavior: 'Here's your day at a glance' should be available as a subtitle. Actual behavior: 'Here's your day at a glance' is hardcoded.
Service Portal PRB1984694	Link color angular variable mapping must be updated	Change angular variable as per update design: $link-color to var(--color-primary) and $link-hover-color to var(--primary-700).	
Service Portal PRB1985141	Saving sys_ux_widget fails component validation	There's a component validation error: 'Could not save record because of a compile error: JavaScript parse error at line (1) column (7) problem = identifier "import" is a reserved word'.	
Service Portal PRB1985562	Address issues identified during catalog embed	Issues include the following. The dropdown isn't coming below the question. There's no way to select the file for attachments. For Retina icons, 'Save as Draft' and the 'Update Draft' icon isn't coming up. Error/info messages aren't coming when the angular widget is embedded. Upon submitting, the user isn't navigated anywhere. Options in a few dropdowns, list collectors, reference and requested for aren't populated. A date picker isn't opening. In the case of masked input, it should 'u_show' instead of	

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Problem	Short description	Description	Steps to reproduce
		'show'. Unable to test 'Not available for' as when logging into Sirius as an admin. For a catalog of type KB, on clicking the article, it's redirecting to /sirius?id=kb_article&sys_id=. The instance options aren't correctly propagated to the angular widget. An HTML question in catalog isn't coming up properly. If a widget is rendered as a question in a catalog, the widget's styles aren't applied.	
Service Portal PRB1985806	Get widget.sys_id from widgetInstance record and register it with AIEL		
Service Portal PRB1985812	AI tool authors should be able to override widget action scripts	A tool author should be able to override the sys_ux_widget_action their own custom script without copying the entire widget.	
Service Portal PRB1985837	A record update on a child table doesn't trigger cache invalidation		
Service Portal PRB1986152	Pinned widgets don't save		1. Log in to an instance. 2. In the chat, type 'Show me my flight information'. 3. Select the icon to pin the widget. 4. Navigate to /aix/employee/canvas. Expected behavior: The widget should be pinned in the top left corner of the grid. Actual behavior: The widget isn't there.

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Service Portal PRB1986754	Pinned widgets aren't returned from DashboardResolver		1. Navigate to aixwashington/aix/employee/home. 2. Ask the chat for a 'show me my flight details' widget. 3. Pin the widget. 4. Navigate to /aix/employee/canvas. Expected behavior: The pinned widget should show in the first slot of the dashboard. Actual behavior: The pinned widget is not shown.
Sidebar (Family Release) PRB1931636	Optimize member unread query	The CollabChatUnreadResponder has a long execution time.	1. Create sidebar conversations using scripts. 2. Send messages from each side of the conversation. Observe that the CollabChatUnreadResponder has a long execution time.
Sidebar (Family Release) PRB1971434	On SFS trueup, when users send a message, they get an exception saying that this.threadMembers is null and the message isn't sent		Send a collab message on trueup. The message doesn't send. On the debug, see the attached error.
Software Asset Management PRB1974875	Job failure troubleshooting for family releases	This is a product update.	
Software Discovery PRB1967095	Software Asset Connections doesn't set the last scanned on cmdb_sam_sw_install	Synch installed software pattern pre/post script should get the discovered date from cmdb_ci_appl.	

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Problem	Short description	Description	Steps to reproduce
Software Entitlements PRB1943125 KB2541050	Total cost calculation in software entitlements for workspace is different than on the form	The total cost displayed for software entitlements in the Software Asset Workspace (SOW) view is incorrect when compared to the form view of the same entitlement. The SOW is adding additional decimals on some occasions, which isn't consistent with the form view, which would have a rounded number. For example, Workspace: 10,441.5591 compared to Form: 10,440. This issue arises from the different outputs of the UI scripts CalculateTotalCostWS.getTimeSpan() and CalculateTotalCost.getTimeSpan(), which should, but doesn't yield consistent results. This issue impacts the visibility of accurate cost information in Software Asset Workspace.	Refer to the listed KB article for details.
Source-to-Pay Operations (Glide) PRB1978443	Integer to decimal changes, Java level changes		
System Events and Jobs Dashboard PRB1917962	Charts in various tiles under the 'Current score' and 'Trends' sections aren't loading	In the System Events Dashboard, the charts under the 'Trends' section and the total error count under the 'Current score' section aren't loading.	1. Log in as a user with elevated privileges. 2. Navigate to **All** > **System Diagnostics** > **System Events and Jobs Monitoring** > **System Events Dashboard**. 3. Either keep the default filters or change any filters. 4. Apply the filters.

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Problem	Short description	Description	Steps to reproduce
			Observe that the charts under the 'Trends' section and the total error count under the 'Current score' section aren't loading.
System Events PRB1971488	Detect legacy jobs exist along with NowMQProcessing Frequency Job and deletes the changes	In Zurich, when the flow_queue migrates to processing framework, the legacy jobs are deleted and new NowMQ Processing jobs are created. But, if for any reason the legacy jobs aren't deleted or are created while users still have the 'NowMQ Processing' job, users detect it through a job running everyday and log it in the logs file (and therefore it can be seen in the splunk logs).	
System Web Services PRB1974638	API Access Volume (Data Egress) exclusion for internal APIs	This is a product update.	
Table Administration and Data Management PRB1945120	Flow actions are deleted when they are reverted to older versions		
Transaction Management PRB1965542	semaphore_loans metric must have a sliding window		Execute xmlstats.do?include =semaphore_loans,semaphores. The metrics for semaphore_loans should have 1, 5, and 15-minute rollups like the ones for semaphores do.
UI Field Administration PRB1881510	The category under 'change request values' on the standard change template isn't reflected	This issue is present in the base instance as well. The category field is visible, but the value set for the category isn't visible under 'change template values'.	1. In the application navigator, navigate to **Change** > **Standard Change** > **My Proposals** > **New**. 2. Create a new template with the change request values filled in. 3. Request approval.

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Problem	Short description	Description	Steps to reproduce
	in Service Operations Workspace		**4.** In Service Operations Workspace, navigate to **List** > **Tasks** > **Assigned to you** (remove the filter if required). **5.** Open the standard change template. Observe that the category under 'change request values' isn't reflected.
Upgrade Center PRB1958321	Ensure schema changes occur before parallel plugin upgrades when Parallel Plugin Loading (PPL) is turned on	As a result, schema updates aren't completed before plugin upgrades begin when PPL is enabled. This can lead to multiple threads attempting to make schema modifications concurrently, causing potential conflicts and upgrade failures.	
Usage Analytics PRB1963094	Users aren't able to interact with the Unified Navigation menu when the web sdk configuration becomes empty	Unified Navigation Menu interaction is stopped when the legacyConfig in sessionStorage is emptied by some scripts, causing errors related to trackingConsent and page freezing upon interaction. This restores smooth navigation between menu items.	**1.** Load the home page. **2.** Open 'Inspect' mode in the browser. **3.** Navigate to the 'Application' tab. **4.** Delete the session storage. **5.** Try to interact with Unified Nav or other section of the page. **6.** Check that there's an error for tracking consent and the page is freezing.
Virtual Agent Designer Legacy PRB1915787	There's a scope issue when using topic block as a tool in the AI agent	The AI agent internally calls the topic block 'Upload file 2', but it's not able to invoke the topic block and throws the error.	**1.** Log in to an instance. **2.** Open the 'Testing' tab under AI agents. **3.** Test the AI agent: 'Upload attachment to the HR case'. Observe that it internally calls the topic block 'Upload file 2', which is used as a tool in the AI agent. It's not able to invoke the topic block and throws the error.
Virtual Agent Designer Legacy	Implementing caching		**1.** Set up GenAI and AI Search. **2.** Navigate to /esc.

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Problem	Short description	Description	Steps to reproduce
PRB1961604			**3.** Open Virtual Agent. **4.** Type 'What is spam'. 77 queries are issued over 7 separate transactions.
Virtual Agent PRB1962077	The Virtual Agent (VA) audio beep isn't heard for all chats in Zurich		**1.** Log in to a Zurich instance. **2.** Navigate to /esc. **3.** Open Virtual Agent. Note that as the VA sends the messages, the chat audio alert isn't heard for each message (sometimes it is heard at the end of the last message). This was not the case prior to Zurich.
Virtual Agent PRB1973358	Support skillParams during execution		**1.** Navigate to an instance with July Store apps installed. **2.** Turn on AIEL through guided setup. **3.** Turn on incident summarization skill. **4.** Navigate to the instance home page. **5.** Open the dev console. **6.** Inspect the element. **7.** Set the focus on sn-ai-engagement-experience. Excepted behavior: The skill gets executed without asking the user the record number. Actual behavior: The skill gets executed and asks the user for the record number.
Virtual Agent PRB1975277	The actual status of the additional chat features isn't reflected in the base instance NAVA assistant test window	In the test panel, the values of 'Allow web search', 'Allow response streaming', and 'Allow document uploads' are shown as 'Inactive'. This doesn't reflect the values set in the 'sys_now_assist_deployment_config_attributes' table.	**1.** Navigate to **All** > **Assistant Designer**. **2.** Ensure that you have active assistants 'Now Assist Panel - Platform (default)' and 'Now Assist in Virtual Agent (default)'. **3.** Navigate to the settings of 'Now Assist in Virtual Agent (default)'. **4.** In the 'Additional chat features' section, select the **Allow web search**, **Allow response streaming**, and **Allow document uploads** options.

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Problem	Short description	Description	Steps to reproduce
			5. Save the assistant. **6.** Make sure the same options are selected for 'Now Assist Panel - Platform (default)'. **7.** Navigate to the table 'sys_now_assist_deployment_config_attributes'. **8.** Search for 'doc_qna', which is responsible for 'Allow document uploads'. **9.** Verify that it is set to 'true' for both assistants (since it was selected in the steps above). **10.** In the same table, search for 'streaming_enabled' and 'web_search_enabled'. **11.** Verify that they're also set to 'true' for both assistants. **12.** Navigate to **All** > **Designer**. **13.** From the 'Select assistant' drop-down list, select **Now Assist Panel - Platform (default) assistant**. **14.** Select the **Test assistant** button. **15.** Observe that the test panel opens, and the values of 'Allow web search', 'Allow response streaming', and 'Allow document uploads' are shown as 'Active'. **16.** From the 'Select assistant' drop-down list, select **Now Assist in Virtual Agent (default) assistant**. **17.** Select the **Test assistant** button. **18.** Select one of the available chat options. Expected behavior: In the assistant test panel, the values of 'Allow web search', 'Allow response streaming', and 'Allow document uploads' are shown according to the actual values set in the 'sys_now_assist_deployment_config_attributes' table. Actual behavior: The test panel opens, and the values of 'Allow web search', 'Allow response streaming', and 'Allow document uploads' are shown as 'Inactive'.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1975617	Failing to send an agent joined message		
Virtual Agent PRB1976846	SessionManagerQlueSessionToChannelSessionMap caches rhino objects, contributing to higher heap memory usage	Even if it's using a cache of 100, each item takes between 8-10 MB, causing the overall memory consumption to spike to over 800 MB.	
Virtual Agent PRB1979890	Handle an error in VoiceTranscriptSessionMap	VoiceTranscriptMessage isn't setting the source, causing an error message: 'Exception occurred while adding the message: Cannot invoke "com.glide.cs.qlue.entities.MessageSource.name()" because the return value of "com.glide.cs.qlue.entities.Message.getSource()" is null'.	
Virtual Agent PRB1981015	Page context is not saved to Glide (from off-Glide)	Promoted skills should be sent to the client using a rest API.	
Virtual Agent PRB1981262	Conversation cache invalidation from Glide	In cases of conversation state changes like abandoned conversation, faulted, or canceled, the cache should be flushed.	
Virtual Agent PRB1982394	Topic block tool execution isn't running correctly	There's two problems. One, topic block rich control messages aren't sent back to OGCS. Two, the topic block's inputs aren't sent by AO/MCP.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1982735	Handle an unknown **document_id** field in the sys_cs_provider_application		**1.** Set up Glide NLU or Now Assist. **2.** Set up the appropriate Teams version. **3.** Start a conversation from a bot. Logs have an unknown field document_id in sys_cs_provider_application exception for every Teams request.
Virtual Agent PRB1984139	Update permissions on the sys_cs_message_last_read and sys_cs_skill_context tables	Cache writer operations fail with errors.	
Virtual Agent PRB1984463	Client isn't loading during an upgrade	During an upgrade, the upgrade schema Web Client chat isn't loading.	
Virtual Agent PRB1985779	Fallback option labels are missing in assistant configuration		
Virtual Agent PRB1986915	Attachment uploads fail for users without elevated privileges		
Virtual Agent third-party integrations PRB1980510	Allow linking for AI agent user type from AI agents app	When the user triggers auto-linking from AI agent with an AI agent type, the linking fails.	
Virtual Agent Web Client PRB1979942	Implement granular feedback functionality for NAVA		

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1981024	Markdown link [label](url) renders an incorrect URL when the URL contains a dollar sign ($)		
Virtual Agent Web Client PRB1981038	There's an extra empty message added after the HTML output when messages arrive too quickly	This was added for scrolling. When the messages come too fast, this 'hidden' message stays in the chat.	
Walk-Up Experience PRB1965546	In Service Operations Workspace (SOW), navigating to location kiosks doesn't return any results	This is an issue with the Walk-up Experience.	1. Provision a Yokohama instance with the latest version of the Walk-up plugin installed with demo data. 2. Add two kiosks for walk-up location 'Santa Clara Tech Lounge'. 3. Impersonate a user who is part of the group 'Santa Clara Tech Lounge'. 4. Access either SOW or Platform. Expected behavior: Two kiosks are returned. Actual behavior: No results are returned.
Word Document APIs PRB1967960	Custom fonts in Word documents throw an error		1. Identify contract documents with custom fonts embedded into XML. 2. Upload the contract into the contract request. Note that the upload fails and the file isn't visible in the contract request.
Word Document APIs PRB1971900	If a document has modified content controls with track changes turned on, document generation fails when Sync		1. Do the required template setup. 2. Generate an NDA request. 3. Download the first version of the contract document generated. 4. Turn on the track changes mode. 5. Modify the content control like start date/company legal name.

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Problem	Short description	Description	Steps to reproduce
	Document is performed		**6.** Save it. **7.** Create a new revision with this new document. **8.** Modify the same field (start date/ company legal name) in CMR. **9.** Select **sync document**. See that sync metadata and signatories fails with error: 'class org.docx4j.wml.RunIns cannot be cast to class org.docx4j.wml.ContentAccessor (org.docx4j.wml.RunIns and org.docx4j.wml.ContentAccessor are in unnamed module of loader...).
Work Order Management PRB1926871	When the task's location and agent doesn't have a timezone, the system timezone should be used	This would keep the Dispatcher Workspace behavior in sync with platform behavior. All places across the platform use the system timezone whenever there is no explicit timezone specified on the location record or agent record.	**1.** Make sure the dispatcher is in the US/Eastern timezone. **2.** Make sure the system is in the US/Pacific timezone. **3.** As the dispatcher, view agents and tasks on DWS. Observe that the US/Eastern timezone is seen if the agent/task doesn't have a timezone. If the user opens that record on workspace or platform view, the default timezone is shown as US/Pacific, honoring the system timezone.
Work Order Management PRB1975195	Skipped business rule issues during Schedule Optimization (SO) updates	Business rules are skipped or not skipped incorrectly during/after SO due to edge cases not being handled in the current logic to evaluate if SO is making the update, and due to workflows being turned off when locked tasks are updated.	
Zero Trust Access PRB1976242	There's a security constraints access prevention issue after enabling zero trust access when		**1.** Provision an instance with the 'Zero trust access' plugin installed. **2.** Enable the ZTA property (glide.authenticate. session_access. enabled). **3.** Navigate to vtb_board.list.

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Problem	Short description	Description	Steps to reproduce
	opening a VTB dashboard		**4.** Open any dashboard having a condition with a date-time filter. **5.** Select **Show board** under related links. Expected behavior: The VTB board should load and the session should remain with the roles the user is entitled for that session. Actual behavior: Users observed a security constraints access 403 error for any subsequent action.
Zing Text Indexing and Search Engine PRB1972145	The query is slow from the TS Index Stats job from the getTableList method	The 'TS Index Stats' job executes some code to get a list of extension tables to index for a given base table. To do this, it executes an expensive aggregate query against the base table, grouping by the **sys_class_name** field. This doesn't scale well and can cause queries to run long, which impacts overall database and instance performance.	**1.** Navigate to a large CMDB or SYS_IMPORT_SET_ROW table. **2.** Run the TS Index Stats job. Expected behavior: The job runs quickly. Actual behavior: The job runs slowly as these extended tables grow in size.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 5
- Zurich Patch 4 Hotfix 5
- Zurich Patch 4 Hotfix 4a
- Zurich Patch 4 Hotfix 4
- Zurich Patch 4 Hotfix 3
- Zurich Patch 4 Hotfix 1
- Zurich Patch 4
- Zurich Patch 3 Hotfix 3
- Zurich Patch 3
- Zurich Patch 2
- Zurich Patch 1

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- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 5 Hotfix 1

The Zurich Patch 5 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 02-05-2026_1831

Build tag: glide-zurich-07-01-2025__patch5-hotfix1-02-03-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Analytics Data API PRB1931476	Issue with Incident SLA donut translation in Service Operations Workspace (SOW)	After changing the language in SOW, the Incident SLA widget appears as 'Breached'. After clearing the cache, it then appears as 'undefined'.	**1.** Impersonate a user. **2.** Open SOW. Notice that the Incident SLA widget label appears as 'Breached'. **3.** Change the language to any language. Notice that the label still appears as 'Breached'. **4.** Clear the cache by cache.do. Notice that the label now appears as 'undefined' while the translation is already added in the sys_ui_message table.
Analytics Export API PRB1977069	Users are unable to schedule data visualizations	This issue occurs when the user is attempting to schedule and sent data visualizations as a PPT or PDF file. The mail is not generated after entering the reoccurrence, recipients and subject and selecting **Save and**	**1.** Open any visualization. **2.** Select **Schedule**. **3.** Select the file type as PPT or PDF. **4.** Fill the Reoccurrence, Recipients and Subject. **5.** Select **Save and Send Now**.

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Problem	Short description	Description	Steps to reproduce
		Send Now. An error is observed in the syslog.	Observe that the mail is not generated, and that there is an error displayed in the syslog.
Platform Analytics Component API PRB1984668	Column filter issue in the Data Visualization library page, in which the 'Does Not contain' is not working on the 'Owner' column	Applying the 'Does not contain' filter on the 'Owned by' column does not filter the records properly.	1. Navigate to the Data visualization library page. 2. Apply the 'Does not contain' filter on the 'Owned by' column. Expected behavior: All the records should be filtered by the applied filter value. Actual behavior: It is not filtered properly when there are multiple values.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 4
- Zurich Patch 3
- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 5

The Zurich Patch 5 release contains important problem fixes.

Zurich Patch 5 was released on January 12, 2026.

- Build date: 01-05-2026_2218
- Build tag: glide-zurich-07-01-2025__patch5-12-17-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

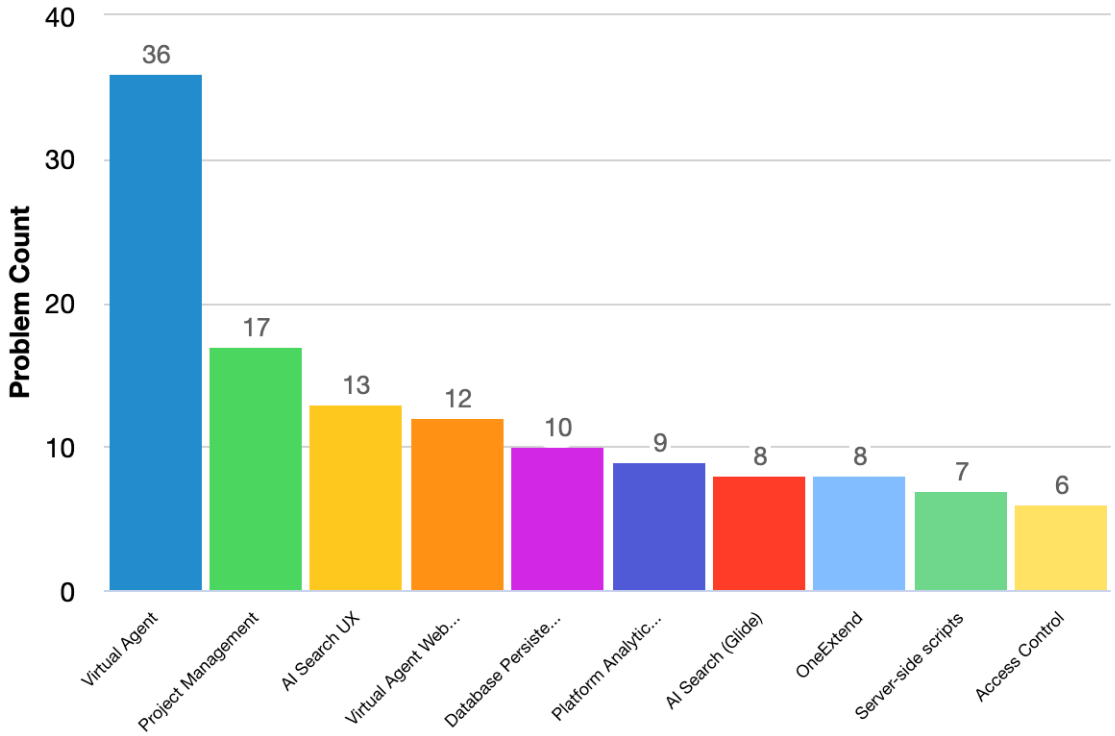
For a downloadable, sortable version of the fixed problems in this release, click here.

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Overview

Zurich Patch 5 includes 338 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

Top 10 problem categories



Security-related fixes

Zurich Patch 5 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Zurich Patch 5, refer to KB2700349.

Changes in Zurich Patch 5

Cloning and upgrading considerations for Developer Sandboxes

As of Zurich Patch 5, Developer Sandboxes will back up any update sets from the sandboxes and export them to the main instance.

Retire Developer Sandboxes

However, if you are on Zurich Patch 5 or later, update sets on the instance may be automatically backed up.

Exploring Code Signing

All the metadata tables with valid configurations are signed at build time using the Code Signing metadata plugin (*com.glide.code_signing*). Installing this plugin automatically installs the Code Signing OOB App Signatures plugin (*com.glide.code_signing.oob_apps_signatures*) which contains build time signatures for all relevant records in the trued-up ServiceNow® Store application versions. If you choose to sign tables, admin users with the Security administrator role have access to Code Signing jobs:

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Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
AI Search (Glide) PRB1937244	java.lang.SecurityException: AisDisableSearchSignalEvent is undefined and may be missing a global qualifier	java.lang.SecurityException: AisDisableSearchSignalEvent undefined, maybe missing global qualifier.	
Flows (Family Channel) PRB1921408 KB2659810	The sys_hub_flow_version record of a flow is not captured in the update set when updating the flow	The user must manually capture the sys_hub_flow_version record in update set to avoid a preview error.	
List Administration PRB1946446 KB2601161	Filtering issues on a **Date** field in Workspace	Filter options on the field for dates on workspace are updated to an invalid date after selecting a date.	Refer to the listed KB article for details.
Service Portal PRB1970979	Help text is misaligned in portal forms after upgrading to Zurich	After upgrading to Zurich, the help text in portal catalog items are not aligned correctly. They are shifted to the right of the label above it.	
UI Form Administration PRB1894995 KB2438505	A requested item (RITM) created from an interaction in Service Operations Workspace (SOW) with an HTML variable automatically re-attaches images from the variable as the current user	When a user copy-pastes text and images from Word, email, etc. to an RITM created from an interaction in a SOW HTML variable, reloading the RITM automatically re-attaches images to the record and gets displayed in the activity stream as a new attachment.	**1.** Navigate to an Xanadu instance. **2.** Create a catalog item with one HTML variable. **3.** Open an interaction record from SOW. **4.** Locate and select the **Create Request** button. **5.** Create a request for the catalog item created in the second step. **6.** In the HTML variable, copy-paste text and images from a Word document or email. **7.** Submit the request. **8.** From SOW, open the RITM just created.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The RITM opens normally and images aren't reattached. Actual behavior: Images from the variable are reattached every time a user opens the RITM record. Newly re-attached images are shown in the activity stream. These images can also be found in the sys_attachment table with Table sys ID = RITM sys_id.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control List (ACL) Rules PRB1964011	AllTermsCache has an increased live set of close to 20 MB in Zurich		
Access Control PRB1836275	ScriptClassifier .isScriptUsingCurrent() returns true despite the passed in string not being current		
Access Control PRB1928472	Unable to assign a 'User' admin role to a contact from the contact view page from CSM portal	An error is thrown reading, 'User has conflicting role 'snc_required_script_writer_permission'. All explicit role collisions must be addressed in the hierarchy.'	
Access Control PRB1938077	Unable to troubleshoot slow ACLs due to batched logging	Batched logging impacts troubleshooting ability and affects users that rely on inline logging.	**1.** Navigate to syslog_list.do. **2.** Search for a message that starts with 'Slow ACL'. Observe that batched log messages may not be logged at the time they are generated, and that there may be a delay before a slow ACL is logged.
Access Control	The **Article Body** ('text') field is read only for new	This issue is only observed in the Zurich family release.	

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Problem	Short description	Description	Steps to reproduce
PRB1943406	Users that inherit the 'knowledge' Role from a Group		
Access Control PRB1960642	Remove Datatype ACLs created for HTML and translated_html datatypes	This is a product update.	
Activity stream PRB1899572	The 'Activity' section of the 'Details' tab doesn't show field changes upon incident creation	The Activity stream doesn't show events when the user creates a record from the record page, the 'Details' tab doesn't load in the first position, and the user switches to the 'Details' tab.	
Activity Stream PRB1914953 KB2481528	The user is unable to enter more than 4000 characters in length on the **Journal** field after upgrading	Users are unable to copy or paste the text with more than 4000 characters on the **Journal** field after upgrading from Washington DC to Yokohama.	Refer to the listed KB article for details.
Advanced Work Assignment PRB1970818	Add support for AI Agents in AWA	This is a product update.	
Agent Assist PRB1910542	The window pane doesn't resize when composing an email in a configurable workspace	When the user composes an email in a configurable workspace, the window pane doesn't resize for the email body. The 'Email Templates' frame is expanded and not scrollable, and the **Send email** button isn't visible.	**1.** In Yokohama, navigate to an instance. **2.** Open any workspace (SOW/CSM/ FSM). **3.** Open any incident in the workspace. **4.** Compose an email. Notice a new tab opens. **5.** Verify that the 'Email Templates' frame is opened. Expected behavior: The 'Email Templates' frame is collapsed and scrollable. The Email Client Body is the

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Problem	Short description	Description	Steps to reproduce
			same size as the window, and the **Send email** button is visible. Actual behavior: The 'Email Templates' frame is expanded and not scrollable. The Email Client Body is the same height as the 'Email Templates' frame, and the **Send email** button only appears after scrolling down.
Agent Chat PRB1970504	Skip read-only states that are not the current state	This is a product update.	
AI Agents (Glide Family) PRB1963825 KB2649969	Update AI Agents (AIA) true-up version to four.0.38	Updating the AIA true-up version to fix a potential infinite loop in an upgrade scenario.	Refer to the listed KB article for details.
AI Agents (Glide Family) PRB1970451	ACL cache retrieval behaves differently for hierarchies; the returned value is not the same as the one stored in the cache	Behavior differs between no cache runs and cache-filled runs.	
AI Agents (Glide Family) PRB1971370	Mandatory inputs are not checked prior to tool execution to handle missing inputs		
AI Search (Glide) PRB1926964	E5 encoding does not work when a non-base instance English (EN) record is created in the sys_language table	The issue occurs because E5 model config references sys_language records for supported languages. It saves sys_id of the record. However, if the user's instance has a non-base instance language record, it will not work with E5.	

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Problem	Short description	Description	Steps to reproduce
AI Search (Glide) PRB1932287	Null Pointer Exception occurs during catalog variable indexing when **Choice Text** is empty		1. Create or edit a catalog variable with choice options. 2. Leave the **Choice Text** field empty for one or more options. 3. Trigger the indexing process for the Catalog variable. Observe that a Null Pointer Exception (NPE) occurs during indexing.
AI Search (Glide) PRB1936969	Spinner or loader still shown when Genius Result (GR) isn't linked to the search application		1. Launch any instance. 2. Remove any GRs if present. 3. Attempt to search for a term. Expected behavior: The GR spinner and empty state should show up only if GRs are configured. Actual behavior: The GR Spinner animation shows up even if GRs aren't configured.
AI Search (Glide) PRB1954965	The Query Timeout property doesn't configure application level timeout		1. Adjust glide.ais.query.timeout higher than ten seconds. 2. Issue a query that runs longer than ten seconds, but shorter than what was configured for glide.ais.query.timeout. Notice that a timeout response is returned.
AI Search (Glide) PRB1961490	The user cannot ingest semantic fields for skills in a non-global domain	The topic is not discoverable in NAVA when the corresponding skill is created in a non-global domain.	
AI Search (Glide) PRB1967477	When no Virtual Agent app is enabled, Global search with AIS enabled fails		
AI Search (Glide) PRB1972985	Multimodal Captioning for AIS Glide	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
AI Search for Virtual Agent PRB1953578	Pass limitColumnOutput param in apiOptions for t2r call	This is a product update.	
AI Search PRB1883371	AI Search XMLstats should return AIS connections irrespective of the 'Aggregate Health Data for AIS Partition' sys_trigger execution	This blocks monitoring capability of checking if ais.nodes exists on the instance.	1. Disable or delete the 'Aggregate Health Data for AIS Partition' sys_trigger execution. 2. Add /xmlstats.do?include=ais to the URL. Expected behavior: This returns ais.nodes. Actual behavior: ais.nodes is empty.
AI Search PRB1893450	When there's a search application without a name, the drop-down list appears empty	When the user creates a search application without a name, the drop-down list for selecting search applications appears empty and displays the message 'null'.	
AI Search UX PRB1912867	Unable to style search result title highlighting	The title (now-text-link) highlighting isn't altered.	
AI Search UX PRB1913656	Dot-walked genius result fields are returned with dots instead of underscores		1. Search for Company Policies in /esc portal. 2. Select the Company Policies genius result. Observe that the navigated page has no sys_id.
AI Search UX PRB1918092	Now Assist synthesized response cards should not show a price for a non-billable catalog item	When the LLM generates answers containing a catalog item, the tool tip for this item shows a price of $0.00 for non-billable item instead of showing nothing.	

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Problem	Short description	Description	Steps to reproduce
AI Search UX PRB1928007	An empty GR result is shown when a multi-content GR response is returned for a different search	Notice that an empty GR result is displayed.	1. Enable multi-content response GR on a portal (/sp) search profile. 2. Unlink multi-content GR from another portal (/esc) search profile. 3. Perform search on portal one (/esc) (for example, what is spam). Multi-content response GR is not returned. 4. Open portal two (/sp) in a new browser tab. 5. Perform a search (for example, 'what is spam'). This returns a multi-content response GR result. 6. View the portal one (/esc) browser tab from step 3. Notice that an empty GR result is displayed on portal one.
AI Search UX PRB1952630	Malformed URLs in the streaming chunks for a synthesized response cause the UI to hang	The URL renders stand-alone and sometimes isn't selectable.	
AI Search UX PRB1959826	Search select events are not tracked when applying any facet that contains 'UNION'	The select event is not captured on sys_search_signal_result_event table. It gets captured once the facet is removed.	1. Visit any search page which has facets whose values contain 'UNION' 2. Apply the same facet. 3. Select any search result. The select event is not captured on sys_search_signal_result_event table. It gets captured once the facet is removed.
AI Search UX PRB1961267	Ask-a-follow up and Request in chat doesn't work on global search	A follow up question is not asked and there is no Request in chat option available.	1. Enable NAP on global search. 2. Search for 'Apple Watch' or 'Loaner Laptop' (any conversational catalog query). Notice that a follow up question is not asked. Also, when the user selects

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Problem	Short description	Description	Steps to reproduce
			Catalog citation, notice there is no Request in chat option available.
AI Search UX PRB1963505	URLs towards the end of the streaming are rendered as plain text		1. Open an instance where synthesized answers are working. 2. Search a query that would have a URL towards the end of the answer. Observe that the URL is rendered as plain text.
AI Search UX PRB1963984	Streaming fails when there's a response with numerous citations	When the user searches for a term with ten or more citations, streaming sometimes gets stuck. It indirectly pushes component into halt and doesn't show feedback options.	1. Provision an instance with Synth GR. 2. Search for a term that would result in ten or more citations. Observe that the streaming is intermittently stuck, indirectly pushing component into halt and not showing feedback options.
AI Search UX PRB1966920	The 'Now Assist detected and ...' alert is shown on the top results card when sensitivityFilter.hasMatch is false	Sometimes, the payload of final MESSAGE_RECEIVED event has the sensitivityFilter.hasMatch value as a string false. In such cases, the GenAI card is hidden and an alert is shown.	
AI Search UX PRB1971350	When Hybrid Search is enabled, total count is missing	With Hybrid Search on, only facet count should not be shown.	1. Enable DW/Hybrid Search on /sp on any Now Assist instance. 2. Query 'what is spam'. Observe that the total count is missing.
AI Search UX PRB1972080	Console errors on Service Portal (SP) for non-synthesized GRs (although functionally everything works as expected)		1. On a Yokohama or Zurich instance, disable Synthesized GRs for SP. 2. Search for a term with which there is more than one GRs. Observe errors in the console such as 'Failed to load @devsnc/sn-search-genius-card-assist'.
AI Search UX PRB1972964	Make the search input bar responsive to long prompt for full page	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Analytics Data API PRB1892623	Data visualization on a pivot table shows 0 or incorrect/ inconsistent data	Issue happens on both. Plugin sn_app_analytics_w Version: six.0.six and six.0.eight.	
Application Manager PRB1963964 KB2684464	The install/ update modal for any Now Assist app that loads the new 'Now assist suite' UX opens takes over two minutes to load		Refer to the listed KB article for details.
Application Manager PRB1964007	Sys_prop polluting the update set		1. Open App Manager. 2. Select **Sync**. 3. Check the current update set record. Observe that it records the current value of sn_appclient.apps_sync_progress.
Application Rationalization PRB1921023	EA indicator framework generates the wrong score for the minimize indicator	When the absolute value is empty or not available, the EA indicator framework generates the wrong score for the minimize indicator.	1. Navigate to a business application without any incidents. 2. Generate the score for the incident indicator. Expected behavior: Since there are no incidents for the business application for the given fiscal period, and the incident indicator is minimize, the expected score is ten. Actual behavior: It generates 0.
Application Rationalization PRB1942817	Issues with Dependency View in Enterprise Architecture Workspace	In the Enterprise Architecture Workspace, the action **Open Dependency View** does not respond. No modal/ tab opens, there's no redirection, and no error message is displayed. The page remains unchanged.	1. Navigate to the Enterprise Architecture Workspace. 2. In the left menu, navigate to **Portfolio** > **Business Architecture** > **Business Process**. 3. Open any Business Process record. 4. In the form, select **Open Dependency View** under More Actions (# icon). Observe that nothing happens; nothing loads and there's no message.

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Problem	Short description	Description	Steps to reproduce
Application Rationalization PRB1945947	Deletion of TRM product doesn't delete the associate life cycle record		1. Navigate to the life cycle product table (sn_apm_trm_standards_product). 2. Create a new record and populate the mandatory fields. 3. Use the related list TRM Product Lifecycle (sn_apm_trm_standards_product_lifecycle). 4. Select **New**. 5. Populate the mandatory fields. 6. Submit. 7. Open the sn_apm_trm_standards_product record that was created. 8. Use the 'Delete UI' action. 9. Navigate to the sn_apm_trm_standards_product_lifecycle table. 10. Search for the record that was originally associated with the sn_apm_trm_standards_product that was deleted. Observe that the record is there, but its **TRM Product** field (mandatory) is empty.
Asset Management PRB1963341	The 'sn_itam_common.CommonMobileUtils' script include doesn't exist in the system	Asset Management Common Mobile plugins aren't activated as a dependency of IT Asset Management mobile. Even when activated, the script include used in the mobile action item is missing.	
Audit History PRB1938364 KB2531096	Large amount of history (audit) data can lead to node memory contention on node when loading form	When loading a form for the first time, the node may run out of memory and crash. This happens if the history set has to be built to load the activity stream and if there's a lot of data to be loaded.	Refer to the listed KB article for details.
Authentication PRB1961074	External users are not able to view the Soft PIN Enrollment page in portal		

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Problem	Short description	Description	Steps to reproduce
Automated Test Framework (ATF) PRB1959359	Clean Up job for Metadata tracing OOMemory Issue: sysauto_script.do?sys_id=26c1592cff442210940effffffff0b		
Batch API PRB1911987	Search sources in UI Builder's Source to Pay workspace Experience setting is null	Batch API calls don't accept special characters (spaces, commas, pipes etc.) in BatchItem URL fields in the payload in Zurich release.	1. Navigate to UI builder. 2. Select the experience page and select **Source to pay workspace**. 3. Select the **View experience** setting. 4. Change the scope to source to pay workspace. 5. Scroll down to the global search. Observe that the search source drop-down list contains nothing to select.
Cache PRB1955869 KB2595527	The ScriptEnginesTables cache is undersized in Zurich release causing increased processing time	If an instance has more than 50 script engines installed (via plugins and applications), setting the current size to 50 for the ScriptEnginesTables cache may lead to an increase in processing times. This could lead to semaphore contention and/or exhaustion, resulting in a significant increase in total transaction time and processing time and script time.	Refer to the listed KB article for details.
Case and Knowledge Management for HR Service Delivery PRB1961987	HR case and ER case transfer with an attachment is showing up as JSON in AI Case summary	Issue is that style tags are present in a summary. In an AI summary card component, these style tags are rendered, but in a transfer case modal these are not rendered because it is a textarea.	
Case and Knowledge Management for HR	Proof of grade and proof of payment are text boxes		Navigate to HR cases table (Workspace/ UI16) as an HR agent and select **New**.

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Problem	Short description	Description	Steps to reproduce
Service Delivery PRB1964899	rather than attachments		Observe that the fields shown in the UI are Tuition Reimbursement pre-approval fields. Proof of grade and proof of payment are text boxes rather than attachments.
Change Management PRB1946871 KB2671810	A user with a new role added to the 'change.conflict.rule' system property gets a security constraint preventing access to requested page when checking conflicts	Custom roles for Change Management are unable to use the **Check Conflicts** button on the Change Request Conflict form section. This is because the UI Page and AJAX processor for this feature are restricted to itil and sn_change_write roles.	Refer to the listed KB article for details.
Change Management PRB1953175 KB2675721	The 'Notify assessment' user notification is triggered unnecessarily for Change risk assessments	The email notification is triggered by the subflow 'Notify Assessment user' at the time when Risk Assessment is opened (where in theory the user will complete the risk assessment). By the time the email notification is received, this message becomes unnecessary.	1. Navigate to a Change Request. 2. Save the Change Request. 3. Open a risk assessment and complete it. Observe a notification saying the user has been assigned an assessment (event 'assessment.received' in 'sysevent' table).
CMDB Data Manager PRB1964689	CMDBRetirementDataManager doesn't handle policies targeting tables that don't begin with 'CMDB'	Data Manager policies that target only tables without 'CMDB' in the start of the table name can't be published or run due to the CMDBRetirementScriptableApi not correctly handling the search for those tables' defined retirement state.	CMDBRetirementScriptableApi
CMDB Identification and Reconciliation PRB1955881	sn_cmdb.__rel_type_cache holds a lot of memory		

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Problem	Short description	Description	Steps to reproduce
Code Signing PRB1969590	Import of updateset with signature reports errors	The user observes an error message and a prompt to manually override the errors.	1. Create an updateset on TI with signatures. 2. Import this update set on protected instance. Observe an error message and a prompt to manually override the errors.
Code Signing PRB1970032	Store app versions don't have base instance signatures	Base instance store app versions should contain signatures for all contained relevant records.	
Column Level Encryption Enterprise PRB1957091	Sys attachments zip data and Column Level Encryption jobs are not completed	Sys attachments zip data and Column Level Encryption jobs not completed even when the CLE Migration Dashboard correctly reads this property and shows 'migration success' and com.glide.cle.allow_ec_key_deletion is set to 'true'.	1. Navigate to filter navigator. 2. Remove triple DES usage. Observe that column level encryption data migration is not completed. Notice that sys_property 'com.glide.cle.allow_ec_key_deletion' is set to true. CLE Migration Dashboard correctly reads this property and shows 'migration success'
Communities PRB1952833	Blog posts within Community forums have all been reformatted	The HTML code not showing properly on blog in community portal.	
Condition Builder PRB1943552	dotWalkConnectedDataBehavior cannot be imported in version 27.0.four	The behavior source files aren't where exports exists after the import.	1. Open a project where now-dot-walk 27.0.four is a dependency. 2. Attempt to import dotWalkConnectedDataBehavior from '/now-dot-walk'. Expected: The import provides the consuming application with the behavior. Actual: The import doesn't provide the behavior source files where exports exist.
Content Publishing PRB1963246	Issue with content template duration calculation	If the user changes the date format in sys_property, content template duration calculation is ignored since calculation looks	

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Problem	Short description	Description	Steps to reproduce
	with a different date format	for specific date format of 'yyyy-DD-mm'.	
Database Persistence - Data Access PRB1864866	The CMDB table record on sys_db_object is not loading, and the transaction is canceled due to the large number of CMBD columns and indexes on the CMBD table	The CMDB table record on sys_db_object is not loading, and the transaction is getting canceled due to the large number of CMDB columns and indexes on the CMDB table supported by Oracle DB. The slowness is observed on MariaDB hosted instances as well.	**1.** Log in to an instance as a user with elevated privileges. **2.** Open sys_db_object table. **3.** Search for the name 'CMDB'. Notice that the transaction keeps loading for five minutes and eventually cancels out. A similar call stack is observed when loading the 'v_index_creator_list' with the filters as 'reference table' is 'Base Configuration Item'.
Database Persistence - Data Access PRB1922171 KB2617119	CONTAINS query interferes with the RLQUERY in hybrid table		Refer to the listed KB article for details.
Database Persistence - Data Access PRB1949762	The getBackingInformationForElement method returns null when the Cypher query returns entire nodes in aggregation queries for the sys_user_group/ sys_user table		
Database Persistence - Data Access PRB1951553	Aggregate usage is not supported in WHERE clauses		
Database Persistence - Data Access PRB1952824	RecordHierachies fail to initialize on Oracle due to unique indexes found	Base instance hierarchies on Oracle are failing to initialize due to a failed check.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1959169	A datetime 'more than' query Business Rule throws a null pointer exception		
Database Persistence - Data Access PRB1960869	Tracking fails for select * cases and is overly aggressive on security check failures	The select item tracking improperly categorizes accesses as complex so access check failures result in the whole row being rejected.	
Database Persistence - Data Access PRB1962540	report_on is honored for aggregates in cypher	Currently checks are done in tableLevelAclAllowed which will return false if there is no ACL defined at all. PA used hasRightsTo which has a more permissive behavior and allows access in this case.	
Database Persistence - Data Access PRB1964653	Test failures in db-test	Tests are failing in db-test.	
Database Persistence - Data Scale PRB1928008 KB2428930	Upgrade to Yokohama releases can hang	Upgrades to Yokohama releases may hang for certain instances because of contention on the query registrar.	Refer to the listed KB article for details.
Database Persistence - Data Scale PRB1942175	Thread goes into an infinite loop on DBQueryExecutionException for broken queries that were rewritten	When the broken query is executed, StackOverflowException is thrown and com.glide.db.DBQueryExecutionException goes into an infinite loop. Instead, SQLException should be thrown.	1. Create the table u_test with u_test_column. 2. Create any valid query rewrite for the 'select u_test_column from u_test' query. 3. Drop the column u_test_column.

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Problem	Short description	Description	Steps to reproduce
			4. Execute the query 'select u_test_column from u_test' via DBQuery, or use a script with GlideRecord equivalent. Expected behavior: SQLException is thrown and com.glide.db.DBQueryExecutor.executeStatement doesn't go into an infinite loop. Actual behavior: StackOverflowException is thrown and com.glide.db.DBQueryExecutor.executeStatement goes into an infinite loop.
Database Persistence PRB1848049	Add support for new RaptorDB feature to prevent DDL locking	DDL locking occurs when a long-running query is executed.	**1.** Execute a long-running query against Postgres. **2.** Attempt to alter a table using an instant operation. Notice that DDL blocks all traffic until the long-running query finishes.
Database Persistence - WDF PRB1890199	REST APIs to enable Trino connector / schemas/ xxxxx/tables?type=physical to return physical table names	With current implementation, the returned results might contain logical table names such as sys_atf_test_result_performance. A physical name should be returned for it, such as sys_atf_test_result_p9e. Physical table names can be found in sys_storage_table_alias.	
Database Persistence - WDF PRB1950092	The WDF table eligible for sparse storage is not executing one pass query when calling get() and Equals operation	The WDF table eligible for sparse storage now executes a two-pass query when running a get()/Equals operation. It should only execute a one-pass query for both scenarios, similar to a glide table.	Scenario one: **1.** Ensure the property glide.db.meta.non_sys_id_sparse_storage.allow is created. **2.** Set it to 'true'. **3.** Enable SQL debug. **4.** Navigate to the list view of a WDF table with single primary key defined. **5.** Open the condition builder. **6.** Set the **Primary key** field to 'Operation'.

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			7. Run it. **8.** Scroll down the page when the list view has finished loading. Notice that in the List section, the record count query there will be two additional queries being made on the data fabric table when only one query is made. Scenario two: **1.** Ensure the property glide.db.meta.non_sys_id_sparse_storage.allow is created. **2.** Set it to 'true'. **3.** Enable SQL debug. **4.** Navigate to **Background scripts**. **5.** Execute a glide record script that calls get using the encoded sys_id of a WDF table. Observe that when executing the script, there are two queries being executed instead of just one.
Data Snapshots PRB1953187	DataSnapshot is not supported and causes errors in the System Log / Error Log	Users receive the following errors even in the Data Snapshot plugin is not installed: 'DataSnapshotEnablementApi: DataSnapshot is not supported for Raptor standard database: no thrown error' and 'DataSnapshot is not supported for Raptor standard database.'	
Decision Table (Family) PRB1971318	Users are unable to publish decision tables	The decision table isn't published and a 'Could not update the decision table' message is displayed.	**1.** Create a decision table with a result column of type choice and capture it in update set. **2.** Create new choice and add couple of choices. **3.** Import the decision table into another instance. **4.** Publish the decision table to move it from draft to publish. **5.** Then move it draft state and publish again.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The decision table should be published. Actual behavior: The decision table isn't published and the 'Could not update the decision table' message is displayed.
Developer Sandboxes PRB1952880	Upgrading a sandbox instance could result in loss of work in a sandbox	When a sandbox instance is upgraded, all sandboxes are destroyed, which could result in loss of work if the user hasn't saved off their work from the sandbox yet.	
Discovery PRB1636956 KB1224543	Perform Refresh Member accounts discovery is stuck in active state because of service_account_sensor system commands in ECC queue	This is not related to the **Refresh Member Accounts** UI action. 'Perform Refresh Member accounts' is triggered by Cloud Schedule when glide.discovery.cdu.auto_refresh_sub_accounts_and_ldcs is set to 'true'.	Refer to the listed KB article for details.
Discovery PRB1833795 KB1825538	The credential alias doesn't work for applicative credentials	.	Refer to the listed KB article for details.
Discovery PRB1919668 KB2588245	Error during new certificate request creation for letsencrypt	Discovery's Business Rule 'Discovery - Update status started count' runs for ecc_queue output inserts that are not actually from Discovery. This causes an error.	Refer to the listed KB article for details.
Discovery PRB1946099	AWS Cloud schedules are not working as expected	Cloud discovery Schedule did not update MID selection configuration properly.	
Discovery PRB1964303	Remove windows path from 'configuration console' on base instance	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Document Intelligence Unified Backend PRB1942585	Straight-through processed documents with tables will generate an extra row of predictions if the use case is on a version older than 27.one	This issue occurs on a glide instance with Yokohama and has DocIntel Store app version 7 or later installed, for example, version 25.0. With a table key and has straight-through processing and autofill enabled, it is trained to have straight-through processing triggers. When the user submits a document that gets straight-through processed, there will be an extra empty row of extracted values.	
Dynamic Scheduling PRB1925058	Dynamic scheduling issues from case tasks	An issue found in scenario two is that certain FSM work order tasks are not scheduled right after the last job.	Scenario one: 1. Enable dynamic scheduling. 2. Enable 'Ignore travel' in both dynamic scheduling property and task. 3. Enable the 'Onsite arrival' status in sm_config. 4. Enable 'Show log' in the dynamic scheduling property. 5. Open a pending dispatch task. 6. Select **Auto assign**. Expected behavior: The user sees all dynamic scheduling logs. Actual behavior: There is no log displayed, and there is error message logged in system log: 'DynamicSchedulingProcessor: _populateTravelTimeForAgentWorkBlock ReferenceError: 'GlideDataTime' is not defined.' Scenario two: 1. Enable 'Auto assign' with interval immediate. 2. Create work order task1. 3. Assign task1 to agent1, with an estimated end time of 'one'.

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			4. Create work order task2, which can only be assigned to agent1, and window start can only be after task1.expected_start. This ensures task2 can only be dynamic scheduling assigned after task1 When task2 is in 'Draft' state. **5.** Select the **Qualified** UI action. Expected behavior: Task2 is assigned right after task1. Actual behavior: There is gap between task1 and task2, and the gap size is the task2 travel duration and task2 work duration.
Dynamic Scheduling PRB1951019	Dynamic scheduling doesn't assign tasks to agents	When the user runs dynamic scheduling, one agent's workblock appears in both the sorted and response sections. If the user assigns a second task to one of the agents that overlaps with the original task's time window, the task is not reassigned.	Scenario one: **1.** Enable the following features: **a.** Dynamic Scheduling **b.** Workforce Optimization (WFO) **c.** Territory Management **2.** Create a task with a short time window that's eligible for assignment to two agents. **3.** Create entries in wm_agent_schedule_attribute_plan for both agents. **4.** Ensure each agent has distinct start and end locations. **5.** Generate schedules for both agents. **6.** Make sure each agent is able to do the following within the defined schedule window: **a.** Travel to the task location from start location. **b.** Complete the task. **c.** Return to their respective end locations. **7.** Run dynamic scheduling. Expected Behavior: The dynamic scheduling report shows sorted workblocks and a response section with workblocks for both agents.

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Problem	Short description	Description	Steps to reproduce
			Actual Behavior: Only one agent's workblock appears in both the sorted and response sections.Scenario two: 1. Repeat steps one-six from Scenario one. 2. Assign a second task to one of the agents that overlaps with the original task's time window. 3. Run dynamic scheduling. Expected Behavior: The pending dispatch task is assigned to the other agent. Actual Behavior: The task is not reassigned.
Email Notifications PRB1950667 KB2572580	The **Apply** button is not found in the Apply Email Templates icon in CSM Workspace	When 'Compose email' is used and the **Apply email template** icon is selected in a Case record, the **Apply** button is not visible for email templates that contain a large body.	Refer to the listed KB article for details.
Email Notifications PRB1960674	Create an email/email draft record creation script include in the global scope	This is a product update.	
Email Notifications PRB1970015	The Sparkle icon hides text in the email composer	It shouldn't hide text.	1. Open the email composer. 2. Generate text using Email recommendation skill. 3. Place the cursor in between a sentence, the sparkle hides the text in the editor. Expected behavior: The NACM Sparkle is positioned at the bottom of the cursor so that it doesn't hide text. Actual behavior: The Sparkle icon hides text in the email composer.
Employee Taxonomy Framework	API for attaching CBS taxonomy to Employee Center portal	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1967663			
Enterprise Architecture PRB1945436	When creating a business application, the model_id is set to 'Unknown'	The business rule 'Populate Application Model' is skipped.	Create a new business application (cmdb_ci_business_app). Observe that the model_id is set to 'Unknown'.
Event Management PRB1927888	Make date selection more flexible to improve PRC data selection performance	The CR selection should support the actual start date in addition to the change time. Use a single joined query with a filter instead of two separate queries.	
Event Management PRB1939564	If there is a change request on the same CI as in the alert, the reason for the PRC should always be 'Change on CI'	Even if the change request is on the same CI as in the alert, the reason for the PRC is 'Change on application service'. Instead, the reason for the PRC should be 'Change on CI'.	**1.** Add application service (S1). **2.** Add a change request (CR). **3.** Make S1 a configuration item of the CR. **4.** Add S1 as an impacted service of the CR. **5.** Send an alert to S1.
Event Management PRB1953971	There are two columns named 'text' in the table sa_agg_alert_filter, but one of them should be network_traffic	The table is 'Network Traffic', but the column name is 'text', so there is no separated flag for network traffic.	
Event Management PRB1954172 KB2615509	Automated group is created even if some of the alerts does not match aggregated alerts filter	Defined alert aggregation filter sa_agg_alert_filter is not working and alerts are still grouped.	Refer to the listed KB article for details.
Field Service Scheduling PRB1949408	Incorrect Google travel duration when number of locations exceed matrix_size	The GoogleMapRestConstants.STANDARD_MATRIX_SIZE = ten and GoogleMapRestConstants.PREMIUM_MATRIX_SIZE = 25.	**1.** Configure a Google key. **2.** Ensure there is no Google error. **3.** With a standard account, create more than ten src and destination locations.

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Problem	Short description	Description	Steps to reproduce
			With a premium account, create more than 25 src and dest locations. 4. Run the background script. Notice that the first call has all elements in resourceLocations and taskLocations, and the second call only has the first element from each array. The result should be the same for the same pair of src/destination.
Flow Engine PRB1913968	High query count on sys_flow_record_trigger		Flow triggers run queries repeatedly for tables that have any flow trigger defined.
Flow Engine PRB1923566 KB2489703	Yielding to the high priority flows feature causes several issues	Pausing should only occur before a flow element has started executing. If a pause occurs during the execution of a flow element, then it will cause an error for the cursor location and reporting.	
Flow Engine PRB1954872	Subflow is not fetching the location from the HR profile	This issue occurs when running the AI Agent Integration Gateway Wrapper.	1. Log in as an admin. 2. Open Workflow Studio. 3. Run the AI Agent Integration Gateway Wrapper. Observe that there is an error in fetching the location from HR profile.
Flows (Family Channel) PRB1918469	There's error checking availability for a flow recommendations skill		
Flows (Family Channel) PRB1938123	Flows using base instance actions related to the plugin 'Customer Service Spoke' fail after upgrading to Yokohama	The flows in question are base instance actions related to 'Customer Service Spoke': Add Work Note to Task and Add Comment To Task.	

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1962584	The 'Skill Config' drop-down list doesn't load for the action_designer role	The 'Skill Config' drop-down list doesn't load for the flow_designer and action_designer role.	1. Create a flow. 2. Add an action. 3. Add a step called Now Assist Skill. Notice that the 'Skill Config' drop-down list doesn't load for the flow_designer and action_designer role.
Granular Delegation PRB1914000	Adhoc Granular Delegation intermittently doesn't work	This issue only happens when the delegation rule condition is added on the child table of the task field, which is added on the delegation rule.	1. Activate the Granular Delegation plugin. 2. Create the delegation rule table on the change_request table. 3. Choose the second step table. 4. Set the filter to active = true. 5. Select the **Assignments** and **Approvals** check boxes. 6. Log in as an admin. 7. Navigate to **All** > **change_request.list**. 8. Create a new change request (Normal) with the Assignment group as 'Hardware'. 9. Assign it to a user. 10. Change the state of the change request to 'Assess'. 11. Impersonate the user Abraham Lincoln. 12. Navigate to **All** > **Employee Center**. 13. Select **My Tasks**. 14. In the Open Tasks list, find the newly created change request. 15. Select **Delegate this task**. 16. Delegate it to the user Abel Tuter, with the start date as yesterday and the end date as tomorrow. Expected behavior: The UI shows the task as delegated to Abel Tuter with an option to edit. Actual behavior: The user sees a 'Success', but the UI still shows the 'Delegate this task' link.

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Problem	Short description	Description	Steps to reproduce
HR Integrations PRB1967664	Deactivate all existing notifications	This is a product update.	
HR Service Delivery Case Management PRB1967665	Deactivate all existing notifications		
HR Service Delivery PRB1955210	The TR Catalog Item in Workspace is missing fields in Reimbursement	The second part of the TR flow requires the employee to create a new case, filling out a new catalog item.	Navigate to HR cases table (Workspace/ UI16) as an HR agent and select **New**. Observe that the fields shown in the UI are Tuition Reimbursement pre-approval fields.
HR Service Delivery PRB1956115	AIA cannot access the HR agents unless the attached RCAs are allowed	RCAs are created while running HR AI Agents with a recent release of NAP. Check if these RCAs have already been added by someone before adding.	
HR Service Delivery PRB1964158	New RCAs for Predict and transfer workflow	With the new changes for similar records from GAF, there are new RCAs to be included for Predict and transfer workflow work properly.	
HTTP Client PRB1959206	Introduce Mechanism to Set Connection Pool Timeout on the Instance to Prevent Semaphore Exhaustion	This is a product update.	
Identity PRB1949855	The 'system' user is not allowed to modify scripts because of missing	Batch jobs and async bus.rules that are running as 'system' are not allowed to modify scripts if	

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Problem	Short description	Description	Steps to reproduce
	snc_required_scripting_restriction role	using Rest API is GlideRecordSecure.	
Incident Management PRB1941995	Problem coordinators can't associate closed incidents to problems in Service Operations Workspace (SOW) (incident end)	Problem coordinators can't associate closed incidents to problems in SOW due to a change in the script include 'related_list_edit_helper' from using GlideRecord to GlideRecordSecure. The MRA in the workspace lists closed incidents for linking, but then ACLs block the writing of the record. This is not the case in UI16, as it uses a different script include.	**1.** Impersonate 'Problem Coordinator A'. **2.** Open a problem in UI16 and the incident list in another tab. **3.** In the incident list, find a closed incident that was last updated by 'system' and open it. **4.** Check the 'Related Records' section of the incident form. See that the **Problem** field is read-only. **5.** Return to tab with a problem open. **6.** In the 'Incidents' related list of the problem record, select **Add**. **7.** Find and add the previous incident. **8.** Navigate back to the tab with the incident open. Notice that the **Problem** field has updated. **9.** Continue impersonating and try to link a closed incident in the SOW. Notice that incident is closed for linking and the ACL blocks the writing of the record.
Incident Management PRB1958480	After selecting the **New** button, the user is navigated to a new incident record form where the caller file gets auto-populated with the logged in user name	When the user selects the search icon on a field, nothing happens.	
Integration Authentication PRB1960124	Verbose JWT logs use opaque tokens when AuthLog is enabled		

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Problem	Short description	Description	Steps to reproduce
Integration Hub PRB1905216 KB2601538	Base instance script includes have duplicate names	The following script includes have duplicates: RestStepMultipartUtil (Package - ServiceNow IntegrationHub Action Step - REST), and RestStepFormUrlEncodedUtil ((Package - ServiceNow IntegrationHub Action Step - REST)).	Refer to the listed KB article for details.
Integration Hub PRB1960313	True up changes for the WDF Tokenization Dashboard		
Key Management Framework (KMF) PRB1923432	ScopedKMFModuleKeyImportJS API should be in global scope	The key import JS Function createRequest some Zurich and Yokohama instances.	1. Log in to datacentertest. 2. Get the admin access request. 3. Navigate to **Service Catalog.** 4. Open the 'Create User Level Crypto Module' catalog. 5. Select a user who has Zurich and Yokohama instances. 6. Order the request. 7. Open the Request Item. 8. Open the Work Flow item for the request. 9. Wait until the workflow is executed. 10. Open the u_customer_level_module_log table. Notice that the key exchange request creation failed for some Zurich and Yokohama instances where the global scoped evaluator fix was available.
Knowledge Management PRB1956227	The 'Known Error' template preview shows incorrect data in Knowledge Center interceptor for Knowledge, Knowledge Manager and ITIL role	The preview section displays incorrect data for the 'Known Error' template in any Knowledge Base.	1. Impersonate a Knowledge, Knowledge Manager, or ITIL role user. 2. Navigate to **Now** > **Knowledge-center** > **kb_interceptor**. 3. Select any Knowledge Base in the first column. 4. Select the **Known Error** article template in the second column. 5. Observe the preview panel.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The preview section should display accurate 'Known Error' template data corresponding to the selected Knowledge Base and template. Actual behavior: The article template preview section shows incorrect data for the 'Known Error' template type across any selected Knowledge Base.
Knowledge Management PRB1962920	Version bump for KC and ECE in anowassist and Zurich track	This is a product update.	
Licensing Entitlement Engine PRB1952965	Long-term fix for the Licensing Engine Job out of memory issue related to the unconfirmed user's logic		1. Provision an instance with over 500,000 user_has_role records and over 100 sys_group_has_role records. 2. Run the LE job.
Lifecycle Events PRB1951272	sn_hr_le.use_flow property may be reset to 'true' after upgrade	A fix script update does not cause a 'sys_update_xml' record to be written for the property, so the property will be reset back to 'true' after the next upgrade or plugin repair.	1. Create WDC build. 2. Install HR Core, HR LE. 3. Upgrade to Yokohama. Notice that the use_flow property was updated to false. 4. Upgrade to Zurich (or just repair the plugin). Notice the use_flow property is now true again.
Lifecycle Events PRB1956890	User evaluation against audience on activity fails during rescind	This occurs because from the BR: Rescind Case Cleanup flow, 'current.subject_person' is passed, which is considered a reference record in the initial flow (Activity Launcher).	1. Create HR Criteria and add conditions on HR Profile (on Any column and set user field on condition) 2. Create **Audience,** set the Audience Type = HR Criteria, and add the Criteria from Step 1. 3. Make sure to add the created Audiences in Any Activity from Rescind Activity Set. 4. Create a **New Hire Onboarding** case with subject person (the person must pass the conditions in HR Criteria).

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Problem	Short description	Description	Steps to reproduce
			5. Make the case Ready for work and Assign this Case to an Agent. **6.** Impersonate as Agent. **7.** Navigate to the case and start work. **8.** After sometime select **Rescind**. **9.** Open the SubFlow: Evaluate Audience and open Recent executions. Observe that Flow Expects userID (Subject_person sys_id) as a string but instead gets Subject_person GlideRecord. This subFlow later calls a method to evaluate subject_person against Audience which also fails and gives the wrong result because of this.
List Administration PRB1932331	Word wrap doesn't work for NRLC list	Content in the **Short Description** field does not break into new lines when line breaks are added.	
MID Server PRB1971195	Events are not being created through the MID server post Zurich upgrade due to a weak password in the previous instance	When the MID server upgrades or restarts, the Web Server extension initiates. MID then attempts to clear an error message in the MID web server context, which in turn triggers the password validation logic. If the existing password (which might be years old) is 'weak', the Business Rule executes current.setAbortAction(true), and the update is rejected.	
Mobile Studio PRB1974465	Mobile AI Builder (id = sn_maib) plugin oob_apps/now-mobile-ai-builder.properties should have mode = optional to ensure it is not	Mobile AI Builder (id = sn_maib) is installed as it is marked as mode = core in oob_apps/now-mobile-ai-builder.properties.	

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Problem	Short description	Description	Steps to reproduce
	installed out of the box		
Multi-factor Authentication (MFA) PRB1930438	MFA can be bypassed by users who should be required to use MFA	A user required to use MFA when logging in using username/ password can log in without SSO and bypass MFA.	
Multimodal Service (Family Channel) PRB1972473	MMS Plugin reads from the wrong key in response JSON		
Multimodal Service (Family Channel) PRB1972984	Build Multimodal Glide Service to support AIS multimodal document search	This is a product update.	
Multimodal Service (Family Channel) PRB1973035	PPT type documents not sent to MMS	No record is queued up for processing.	
Multimodal Service (Family Channel) PRB1973355	Attachments linked to Child Tables of KBS (for example, kb_template_faq) are not sent to MMS	No record is queued up for processing.	
Now Assist in Document Intelligence PRB1931082 KB2554900	Excessive Assist usage due to 'Attachment Summarization' skill	There is higher-than-expected 'assists' consumption due to a defect in the 'Trigger Attachment Summarization' Business Rule.	Refer to the listed KB article for details.
Now Assist Panel	Auto scroll does not work in Virtual Agent on NASS	Auto scroll doesn't work after creating a new catalog item.	**1.** Log in to a znowassist instance. **2.** Select **Create a new catalog item**. **3.** Select **Continue**.

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Problem	Short description	Description	Steps to reproduce
PRB1952614			4. Select **Default item template** from the list on the left. 5. Select **Use this item template** after it is enabled. 6. Select **Build** after it is enabled. 7. Enter 'book a cab' in the input box in VA. 8. Select **Send**. 9. Type 'add' after input is enabled. 10. Select **Send**. 11. Enter 'add' after input is enabled. 12. Select **Send**. 13. Enter 'add' after input is enabled. 14. Select **Send**. Observe that auto scroll does not work.
Now Assist Panel PRB1963927	While or after streaming, the user can see chat client jumpiness	The avatar of dynamic loader message is hidden at first, then shows up. Also, the scrollbar sometimes scrolls to the top and then down to the bottom.	1. Enable streaming for one assistant, either NAP or portal. 2. Make sure collapse_processing_message is true for this assistant. 3. Ask a question like 'what is spam'. Observe that the avatar of dynamic loader message is hidden at first, then shows up. This causes part of the jumpiness. The avatar should always show up if collapse_processing_message is true. While or after streaming, the scrollbar sometimes scrolls to the top and then down to the bottom, which also causes jumpiness. This shouldn't happen and content should scroll smoothly.
Now Assist Panel PRB1965617	Legacy NAP doesn't load upon upgrade		
Now Assist Panel	No tags are passed from the Now Assist Panel	When NAP is queried, the user is not getting the correct response and no records are	

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Problem	Short description	Description	Steps to reproduce
PRB1971138		displayed even when the data exists.	
Now Assist Platform PRB1955495	Gen AI Feature Mapping table's Feature Name column is not translated	Upon turning on the system localization property, 'Displays translation prefix on translatable strings' from 'System Properties', the column 'Feature Name' is not translated in the 'sys_gen_ai_feature_mapping' table. The 'Feature Name' is displayed in the AI Engagement Analytics dashboard, but the 'Feature Name' is not translated.	
OAuth PRB1962299	Error in logs: com.glide.script.RhinoEcmaError: 'FlowRecommendationsSkillCheck' is not defined		
OneExtend PRB1959519	Add a new header to indicate in-country routing requirement		
OneExtend PRB1966057	Disable incident summarization cache to enable logging usage and assists	This is a product update.	
OneExtend PRB1966097	Duplicate Service Plan records are created	sys_one_extend_usage contains a cached reference to a service plan record. If that service plan is deleted it can lead to duplicate service plan creations and potentially cause functional issues.	1. Run any Generative AI capability. 2. Verify that there's a new entry in sys_one_extend_usage table with a valid service plan (one_api_service_plan). 3. Delete that service plan. 4. Re-run the same capability. 5. Check the sys_one_extend_usage table again. Expected behavior: A new sys_one_extend_usage cache record and a new service plan is created but the sys_one_extend_usage record with the empty plan is deleted.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: A new sys_one_extend_usage cache record and a new service plan are create, but the sys_one_extend_usage record with the empty plan is still there. This can cause potential issues since the code may keep picking up the stale service plan.
OneExtend PRB1972356	Provide flexibility to allow the users to provide feedback on the responses generated from Now Assist Skill execution	This is a product update.	
OneExtend PRB1972976	One Extend capability is unable to pass the variable value from one capability to another capability in Capabilities chaining	Users notice that the One Extend chaining fails at the size 9001502.	Execute the RAG chaining from background scripts. Notice that in the background script, the result shows one API exception with an exception message.
OneExtend PRB1973586	A newly changed LLM provider setting is reset after upgrading	After upgrading an instance to Zurich but not upgrading Generative AI Controller and Now Assist Admin apps to the compatible latest available versions, the LLM provider setting reverts to its pre-upgrade value within two hours or less after being changed through the 'Edit Model Provider' option in Now Assist Admin. This behavior may cause configuration instability after the upgrade.	
OneExtend PRB1974084	Error during zboot due to a 'where' clause on sys_db_view_table		

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Problem	Short description	Description	Steps to reproduce
Performance Analytics API PRB1917953 KB2703941	Analytics Center doesn't have guardrails in its NLQ Service, causing Java heap space out-of-memory errors	An NLQ with the combination of 'AC' and an empty 'table' parameter is fired, leading to excessive scans across the instance and eventually causing an out of memory error.	Refer to the listed KB article for details.
Performance Analytics API PRB1966859	All visualizations stop loading when sn_nowassist_skill_config_status is not available on the instance	The table sn_nowassist_skill_config_status comes from com.sn_nowassist_admin, which is a store instance plugin and comes with Glide. However, during instance upgrades, this table is removed by an unknown process. This causes API queries to get the AI skill statuses within the Data Visualization API to encounter Null Pointer Exception. As a result, all visualizations are not rendered properly.	
Performance Analytics Dashboards PRB1832437	The count for DASHBOARD_LAYOUT jumps significantly upon page refresh	The DASHBOARD_LAYOUT cache count increases even when the same dashboard is refreshed.	1. Log in as a user with elevated privileges. 2. Navigate to **Performance Analytics** > **Library** > **Dashboards**. 3. Open /cache_inspect.do in another tab. 4. Clear the cache in this tab. 5. Open any dashboard (for example, Incident Management) in the first tab. 6. Notice that the DASHBOARD_LAYOUT cache only increases by one in the cache_inspect.do tab. 7. Refresh the dashboard tab. Notice that the DASHBOARD_LAYOUT cache increases in count even when the same dashboard is refreshed.

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Problem	Short description	Description	Steps to reproduce
Performance Analytics Dashboards PRB1906120	User preferences (com.snc.par.dashboards.ui.preference) are never cleared and causing out of memory errors and node restarts	'WARNING *** WARNING *** error processing REST interface broker: Exception while executing request: Java heap space...'.	1. Navigate to an instance. 2. Open the dashboard. 3. Select **Filter** > **Assignment group**. 4. Wait for a couple of seconds and navigate to **User Preferences**. Observe that the latest preference has large text and lot of applies to values in JSON.
Performance Telemetry PRB1963832	Telemetry is not initializing for production instances	Telemetry is not initialize and metrics are not exported.	1. Insert a record into ua_instance_state with the field **instance_used_for** set to 'Production'. 2. Ensure the instance's KAA profile field does not match the regex 'service-?now.*'. 3. Restart the instance. Notice that the instance does not export any metrics.
Platform Analytics Component API PRB1934435	Dashboard view count doesn't update for Core UI dashboards		
Platform Analytics Component API PRB1948336	Option to disable 'Welcome to Platform Analytics' pop-up / modal for migrated dashboards	When a Responsive Dashboard is migrated to PA dashboard, a pop-up / modal is shown to all users accessing the migrated dashboard: 'Welcome to the Platform Analytics experience'.	1. Migrate responsive dashboards to PA. 2. Navigate to the migrated dashboards. Notice that a 'Welcome to the Platform Analytics experience' pop-up is shown for all migrated dashboards and all users. If the users selects **Do not show this message again...** the pop-up will not be shown for that specific dashboard but for all other migrated dashboards.
Platform Analytics Component API PRB1952208	The dashboard list doesn't display and can't filter properly	The Dashboard Library on Platform Analytics (Zurich) generates an invalid query when any of the built-in filters are used and thus generate no queries due to the sys property glide.invalid_query.returns_no_rows being set to true.	Navigate to **Platform Analytics** > **Dashboards**. Notice that when 'Filter active' is true, no records are displayed even when there are numerous active dashboards. Using any filters removes all records from the list.

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Problem	Short description	Description	Steps to reproduce
Platform Analytics Dashboard API PRB1905382	Dashboard tab names do not have unique keys for translations in a sys_translated table	CoreUI dashboard tab names contain sysId of the pa_tab record then sometimes a BEL char then the string. But PAE dashboard tab name does not have this sysId prefix.	
Platform Analytics Dashboard API PRB1909232	Platform Analytics Dashboard can't be saved due to colliding components that have the same positions	Performance Analytics Reporting dashboard can't be saved if multiple components are colliding. An error occurs in the logs.	
Platform Analytics Dashboard API PRB1936902	Saving changes to Library is not working as expected in the Platform Analytics Dashboard	In dashboard A, a saved visualization (visualization one) is added as an element and the visualization is also added to the dashboard B. Visualization one in dashboard A has been unlinked from the library and the same visualization has been added as new element (visualization two) to dashboard A. When a change is made to the visualization in dashboard B and the changes are saved to library, the changes are not reflected in visualization two of the dashboard A, even though the change is reflected in the visualization in the visualization designer. It should reflect the change as 'Save changes to library' to indicate that the change is saved to the library so that when it is reused, the change would be reflected.	

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Problem	Short description	Description	Steps to reproduce
		This issue is found in Yokohama.	
Platform Analytics Dashboard API PRB1946249	User with the 'snc_external' role is unable to see choice values for filters in a Performance Analytics Reporting (PAR) dashboard	When selecting the filter, it doesn't load the choices and gets stuck at loading.	1. Open any Yokohama instance. 2. Install the Customer Service Management plugin package. 3. Create a new sample 'sys_user' record. 4. two. Assign below roles to the new user: ○ snc_external gets assigned as part of the inheritance ○ sn_customerservice.case_viewer ○ sn_customerservice.user ○ sn_customerservice.customer_admin. 5. Create a Test Experience in UI Builder (UIB) with the roles snc_external and snc_internal. 6. Create a simple page on this experience. 7. Add a filter on it. For example, the filter can be created on any field of 'sn_customerservice_case' table. 8. Impersonate the new user. 9. Access the UIB experience page. 10. Open the filter. Notice that the element stays loading and the choices are not displayed.
Platform Analytics Dashboard API PRB1954949	Dashboard is duplicated when first opened if the user is in different domain	The dashboard is duplicated when is duplicated in another domain with the domain separation plugin.	
Platform Analytics Dashboard API PRB1964706	Errors found in a system log caused by daily automated list	After upgrading to Zurich, system log entries show below errors every day at 08:00 related to the automatic migration of List - Simple to Analytics List.	

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Problem	Short description	Description	Steps to reproduce
Platform Analytics Dashboard API PRB1967567	Widgets inside the group are reordered when the dashboard is modified	Widgets are reordered.	**1.** Open any existing dashboard with group. **2.** Modify the dashboard. **3.** Once saved, observe the position of the widgets inside the group. Expected behavior: Widgets in the group should remain in the same position. Actual behavior: Widgets are reordered.
Platform Analytics Dashboard API PRB1970055	Remove 'formVizDesigner' parameter from PARVisDesignerVisualizationQuery	This is a product update.	
Platform Analytics Filters PRB1900864	Filter loads the same string entry multiple times	This occurs because the filter has pagination logic and there is de-duplication logic in the API.	**1.** Select a model in the 'Model' filter. **2.** One model is set, open the 'Input field' filter. Expected behavior: only a few unique choices should be available. Actual behavior: Multiple GraphQL calls occur and many repetitive choices are displayed.
Platform Analytics Migration API PRB1935002	When upgrading to Yokohama, the initial screen shows the **Start moving** button in the Migration Center		**1.** Create an instance on Washington DC Migrate. **2.** Activate Next Experience. **3.** Verify that the Migration Center page shows the **Take me to library** button. **4.** Upgrade to the Yokohama release. Notice that the Migration Center screen resets back to initial state with the **Start moving** button.
Platform Analytics Migration API PRB1936887	Dashboard redirection is incorrect for the user if the dashboard is migrated from the library by admin/ analytics	The user observes a message that the dashboard has been migrated to Next Experience or is redirected to a random dashboard.	

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Problem	Short description	Description	Steps to reproduce
	manager and not activated		
Playbook Experience Core PRB1952214	The 'Restart' stage doesn't show up until page reload and restart playbook DA still shows when playbook is complete	'Restart activity' DA is displayed.	**1.** Create/update the playbook and enable 'Allow this playbook to be restarted during runtime' to enable playbook restart. **2.** Set up the restartable option for at least one playbook stage. **3.** Navigate to the playbook workspace demo and trigger the playbook. **4.** Complete the playbook. **5.** Navigate to sys_pd_context and archive the playbook record. **6.** Navigate to the playbook workspace demo and refresh the page. Expected behavior: Restart activity DA is not displayed anymore. Actual behavior: Restart activity DA is still displayed.
Playbooks (Family Channel) PRB1936566	On a Playbook Duplicate the Deferred Evaluation Point still refers to the original playbook activity	The user doesn't see the Evaluation Point after the activity and in the modal, and the activity field is empty.	**1.** Create a playbook and set the Evaluation Point. **2.** Create a duplicate playbook out of it. Expected behavior: The user sees the EP and in modal should see the activity. Actual behavior: The user doesn't see the EP after the activity and in the modal, and the activity field is empty.
Playbooks (Family Channel) PRB1936766	Playbook properties don't auto-select after a guided setup upgrade or re-publish	The existing playbook context is canceled, but a new playbook does not re-trigger unless the 'Trigger on unique change' checkbox is manually enabled. BUs cannot view the updated changes without manually selecting the playbook properties.	
Playbooks (Family Channel)	Snapshot clean up job doesn't work when there are restricted		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1965465 KB2674332	aller access requests		
Problem Management PRB1930428	Problem coordinators can't associate closed incidents to problems in Service Operations Workspace (SOW)	Problem coordinators can't associate closed incidents to problems in SOW due to a change in the script include 'related_list_edit_helper' from using GlideRecord to GlideRecordSecure. The MRA in the workspace lists closed incidents for linking, but then ACLs block the writing of the record. This is not the case in UI16, as it uses a different script include.	
Process Mining PRB1933335	Worknotes clusters have stop words in the result	Cluster concepts have stop words in the results.	1. Initiate Work notes analysis without Gen AI. 2. Select **View results** once scheduled tasks complete. Expected behavior: The cluster concepts should not have stop words defined in default English stop words. Actual behavior: The cluster concepts have stop words in the results.
Process Mining PRB1945720	Mining Agentic AI Tasks	This is a product update.	
Project Management PRB1938591	Deleting a Parent Project Task with a Child Project Task does not record the Child Project Task in Audit Deleted Records (sys_audit_delete) and Rollback Sequences	Deleting a Parent Project Task with a Child Project Task does not record the Child Project Task in Audit Deleted Records (sys_audit_delete) and Rollback Sequences (sys_rollback_sequence) in Project Workspace. The Child Project Task should be audited. This occurs with other	

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Problem	Short description	Description	Steps to reproduce
	(sys_rollback_selected) in Project Workspace	related tables as well, and not just the project task table.	
Project Management PRB1940869	Cost plans aren't visible in the EAC widget for the role it_project_manager	Only actuals are visible in the EAC/forecast widget. Planned cost values aren't considered, so the widget shows the incorrect value. An error message also appears.	
Project Management PRB1961677	When editing the 'Resource rate' and 'Rate override' for the parent RA, it is not reflected in the child RA	A few issues were observed. In scenario one, editing the 'Resource rate' and 'Rate override' for the parent RA, it is not reflecting to child RA. In scenario two, when the project start date is changed to Sunday, the Sync resources option is not updating the RA start date to the next working day and the icon keeps showing. In scenario three, changing the date prior to the task start date shows error message in the platform but not in the RMW grid inline edit.	
REST API Framework PRB1951838	Enhance CSRF violation logging	This is a product update.	
Restricted Caller Access (RCA) PRB1968390	AI Agent tool is unable to generate RCAs and GlideScopedEvaluator is not honored	When an AI Agent tool in 'scope x' accesses a table from a different 'scope y', the tool in 'scope x' is unable to access the scope of the table in 'scope y'.	
Scheduled Jobs PRB1941198	Slow query when JobExecutor is updating status		

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Problem	Short description	Description	Steps to reproduce
Schedule Optimization PRB1959121	Schedule Optimization with Dependent task is not running	Empty string values for crew in territory_membership table and missing schedules for crews, resulting in an error during graphql calls.	
Schedule Optimization PRB1959246	Logging inconsistencies for prioritized optimization	Message prefix for job ID is not properly set for some messages during PO run, causing messages to not appear when selecting **Show log entries** on the Intraday Job form.	
Schedule Optimization PRB1964665	Fix optimization errors and inconsistencies	This is a product update.	
Schedule Optimization PRB1968292	Tasks are not assigned even though ML Predictor results say that a task should be assigned		
Seismic Framework PRB1961401	Add a header to identify requests originating from sn-HTTP-request	There is unnecessary noise in the CSRF violation logs.	
Server-side scripts PRB1960493	Regexp regression in invalid unicode sequences	When running gs.info('about'.replace(/[\u]/g, '\\u')). in background scripts, it should print 'about' in legacy and es5 scopes, and 'abo\ut' in es_latest scopes.	
Server-side scripts PRB1972229	Static analysis for sandbox security	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Server-side scripts PRB1972733	Field translations for security integrations are failing and return a null value	The field translations aren't working. On changing the field evaluator.withEnforcedSecurity(false), field translations work as expected.	
Server-side scripts PRB1974676	Guest sandbox logging has the potential to overwhelm system logs		
Server-side scripts PRB1974683	Rules for static analysis feature are locked behind no_db_override		
Service Catalog Portal Widgets PRB1957018	CSS Styling / variable behavior issues in Zurich	In Service Portal catalog items, a random white pixel appears next to some fields. Specifically this is originating from the style sheet css_includes_$sp.CSS?v=6f2f28fbc3747210df5db512b401317e.	
Service Catalog PRB1963662	The 'Choose how to build' page preserves the old state		1. Navigate to any Zurich instance. 2. Navigate to catalog builder and try to edit an item with published reference. 3. On the 'Choose how to build' page, edit with Now Assist will be readonly. 4. Navigate back to the home page and try to create a new item. Expected behavior: It should be selectable for new items. Actual behavior: The 'Choose how to build' page preserves the old state 'Create with now assist' still read only.
Service Portal PRB1893333	After the first log in with MFA authentication, the user is redirected to the Platform UI page instead	The user lands on the platform page instead of the Service Portal page after MFA setup.	1. Log in as a user with MFA enabled. Notice that after a successful login, the user will be redirected to setup MFA. 2. Complete the MFA setup.

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Problem	Short description	Description	Steps to reproduce
	of the Portal page		Expected behavior: The user is expected to land back on the Service Portal page. Actual behavior: The user lands on to the platform page.
Service Portal PRB1970008	When a dialog opens, immediate keyboard focus moves to the input field and VoiceOver announces the value only	Catalog variables are not visible for a standalone RITM when configured fields are less than or equal to six.	**1.** Navigate to /sp. **2.** Open any RITM. Expected behavior: No matter the count of configured fields in the approval configuration table, all the catalog variables should be visible. Actual behavior: Catalog variables are not visible for a standalone RITM when configured fields are less than or equal to six.
Session Management PRB1916580	A deadlock is encountered at instance start-up involving GlideSession		
Sidebar (Family Release) PRB1954394	Attachment is not displayed in thread window side by side	An attachment is not displayed from a thread.	**1.** Open a sidebar chat in WD. **2.** Open a thread view and upload an attachment in the thread. Expected behavior: The attachment should be uploaded displayed. Actual behavior: The attachment is not displayed from thread.
Software Asset Data Import PRB1967199	Invalid delete for contract import causes no records to be imported	An empty column 'A' is deleted when importing MLS documents. However, this deletion incorrectly occurs for contract imports as well.	**1.** Initiate the contract analysis flow through SAM workspace by creating a software license contract and import a contract document. **2.** Once extraction completes, move to step 2. **3.** Select **Submit** **4.** Move to step 3. Expected behavior: Entitlements from the contract document should be processed and imported. Actual behavior: No entitlements are imported.

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Problem	Short description	Description	Steps to reproduce
Software Asset Management Content Service PRB1966116	On-prem export does not have the capability to export content payloads filtered by content version		
System Export Sets PRB1926120	Node errors due to messages sent when /Kafka is unavailable or slow	When /Kafka clusters are down or running slowly, LES can't check their health before sending messages. As a result, the producer client keeps retrying, and without any pause or queue in place, these repeated attempts can eventually push the node into an error state.	
Table Rotation PRB1937356	The 'Truncate base table' job continues to run on the table even after it has been removed from Table rotation, regardless of whether the rotation exists or not	The 'Truncate base table' job is created by a business rule: 'Table Rotation: Clean Base Table' on the sys_table_rotation table and it's scheduled to run in the future when all the rotations are completed. The job is also scheduled in sys_trigger and will have its next_action set to the clean_base_rotation value. When rotation is removed, no one checks for this job. As a result, the scheduled job may still truncate data from the table based on the original clean_base_rotation timing, regardless of whether the rotation is there or not.	
Territory Planning	When the territory model is active, the MP auto push	When the territory model is active and auto push in MP is enabled, duplicate	**1.** Enable the territory model. **2.** Create WO and WOT.

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PRB1962239	events are generated endlessly	auto push events are generated endlessly.	**3.** Make sure auto push is enabled and progressive push is disabled. **4.** Qualify the WOT to update the state from **Draft** > **Pending dispatch**. Expected behavior: One event per WOT is created for auto push. Actual behavior: Duplicate auto push events are created endlessly.
Transaction Management PRB1965103	On 2GB nodes, a Unified Semaphore Pool exacerbates memory issues		
Transaction Management PRB1965105	Reduce Memory Usage from DynamicHistogram	This is a product update.	
Transaction Management PRB1966462	FORKED_TRANSACTIONS shows NaN for semaphore service_saturation metric in / load_stat.sdo	This causes the weighted load balancer to break its ability to parse the service saturation.	**1.** Ensure that forked_transactions are in sys_semaphore_set with max_concurrency = 0. **2.** Navigate to instance_url/load_stats.do. **3.** Search the response payload for 'nan'. Expected behavior: No 'NaN' in the response payload, as this causes issues with Weight Load Balancer (in the load balancer). Actual behavior: There is a 'NaN' in the response payload.
UI Field Administration PRB1887661	Records are not being added based on the selected Configuration Class item		**1.** Navigate to the SOW module. **2.** Open any Incident record. **3.** Select **Related Records** > **Affected CI's** > **Add**. **4.** Update the Configuration Class (for example, change from Configuration Item to Software). **5.** Select all the records and select the **Add** button.

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Problem	Short description	Description	Steps to reproduce
			Observe that records related to the Configuration Item are added instead of the expected Software records.
UI Field Administration PRB1937530	Reference fields do not display correctly	When creating an incident using the **Create Incident** UI Action from a record page that uses UI Builder form components, reference fields may not display correctly.	**1.** Navigate to Service operations workspace. **2.** Select the plus icon. Notice that the interaction form page appears. **3.** Populate the below fields in the interaction form. **a. Caller**: Select any caller. **b. Configuration item**: Select any CI. **c. Service**: Select any service. **4.** Select **Save**. **5.** In the interaction form view populate the **Short description** field and select **Create incident**. Notice in the incident workspace view under the assignment section that the configuration item field and service field are missing.
UI Field Administration PRB1941078	related_list_edit_help doesn't apply contextual ACLs	This issue occurs after installing the Enterprise Asset Management plugin.	**1.** Install Enterprise Asset Management plugin. **2.** Navigate to **Asset Workspace**. **3.** Create a pallet. **4.** Create asset. **5.** Log in as a technician. **6.** Select **Add assets**. **7.** Select an asset. **8.** Select the **Add on MRA** popup. Observe that the asset didn't get added.
UI Field Administration PRB1945077	Click-to-call ignores the E.164 country code and defaults to +one	The 'Click-to-call' feature is incorrectly dialing US numbers instead of international numbers such as the UK or India, regardless of the country code. Dialing from the contact card works correctly, but using the 'Click-	**1.** Navigate to the CSM Workspace **2.** Open a Case record. **3.** Select the **Information** icon of the **Contact** field. The User account will open. **4.** Select the phone icon of the **Business phone** field

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Problem	Short description	Description	Steps to reproduce
		to-call' icon always defaults to US numbers.	An outbound call is placed, and an interaction record is created.
UI Field Administration PRB1959307	Notes text area does not auto expand when a new interaction/ incident is created in Workspace	The Journal field work notes do not resize automatically as they did in previous versions.	**1.** Open SOW. **2.** Notice the + icon in the workspace. **3.** Select new interaction/incident. **4.** Start typing until content exceeds the visible area. Notice that the text area is not resized and the user is unable to see the text written.
UI Form Administration PRB1935372	In Catalog Builder, UXF Notifications are rendered behind the client script or UI policy wizard modal		
UI Form Administration PRB1950676 KB2622641	Approval Summarizer formatter is not displayed after upgrade to Zurich	An issue has been identified after upgrading to Zurich with the Approval Summarizer formatter where the approval record doesn't display the summary of the item being approved.	Refer to the listed KB article for details.
UI Form Administration PRB1968060	Forms break when glide.UI.escape_text is set to false	An error occurs reading, 'The entity name must immediately follow the '&' in the entity reference' and a blank page loads.	
Upgrade Center PRB1889948	The pop-up 'Edit box' UI is mispositioned when trying to edit a field by double selecting it on a hierarchical list	This issue is found in Washington DC, Xanadu, and Yokohama.	**1.** Open a base instance. **2.** Navigate to the **change_request** table. **3.** Enable the hierarchical list for this table. **4.** Open any change record. **5.** Add at least 20 records to the first related list on that change record. **6.** Return to the change list.

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Problem	Short description	Description	Steps to reproduce
			7. Expand the hierarchical list for the same change record from step 2. **8.** Try to edit the 15th or later cell on that expanded list. Notice that the **Edit box**UI is mispositioned.
Upgrade Center PRB1927990	Full cache flush occurs during on-demand installations/ upgrades, cause performance issues		**1.** Select any store app with some dependencies which are also store apps. **2.** Notice that after each store app is loaded, all the caches are flushed and reloaded. **3.** Continue loading this on any instance with multiple nodes. Notice that a significant load on the database as all the nodes keep reloading all the caches.
User Authentication PRB1944133	There's a login page (login.do) presentation issue after a Zurich upgrade	There's a login page (login.do) presentation issue after a Zurich upgrade when changing the language to French.	
UX Framework PRB1886937	Issue with QCO closing out without a selection	The QCO modal should stay open unless a select is initiated from outside of the dialogue box.	**1.** Check out an item using QCO. **2.** In any free text box (for example, 'Reason for Purchase'), highlight the entered value without releasing the mouse button. **3.** Navigate outside of the dialogue box and release. Expected behavior: The QCO modal stays open unless a selection is initiated from outside of the dialogue box. Actual behavior: The QCO modal disappears and all info is lost.
UX Framework PRB1966606	Make UXF Caches Hard references to mitigate long build times from cache reclaims	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Designer Legacy PRB1962714	Date picker in AI agent doesn't have the option to skip it		1. Create an AI agent that can collect the 'date'. 2. Ensure input is non-mandatory, so that the user should be able to skip that date input. Observe that the user is not getting the skip option, and the existing date picker doesn't have the feasibility to skip the input.
Virtual Agent PRB1768573	Profanity filter keyword issues	Profanity filter keyword mode flags non-profane words that contain otherwise profane words.	
Virtual Agent PRB1820705	Installing the plugin 'Glide Virtual Agent' [com.glide.cs.chatbot] throws some of the errors in the activation log	This issue occurs when installing Glide Virtual Agent [com.glide.cs.chatbot]. Errors occur related to an invalid plugin, but functionality is not affected for sys_ux_lib_component_slot and the topic_variable table.	1. Open a Washington or Xanadu base instance. 2. Install the plugin Glide Virtual Agent [com.glide.cs.chatbot]. Notice that in activation log, there are some errors related to the invalid plugin om.servicenow_sdk_ci and dependency unavailable. The sys_ux_lib_component_slot and topic_variable table does not exist, and there is no functionality affected, but there are error logs in activation log.
Virtual Agent PRB1829786	A card response of type 'Small image with text' doesn't display the data on the card in Virtual Agent from Xanadu version	Output is not displayed in the card response. Instead technical names are displayed.	1. Log in to a Xanadu instance. 2. Navigate to VA Designer and open the TOPIC created 3. Select the **Test** button without **Include in Topic Discovery** so that only that topic is tested. Notice that output is not displayed in the card response. Instead technical names are displayed.
Virtual Agent PRB1897152	Unexpected badge for an unread notification displays on the chat history icon after loading a citation and	The badge for unread messages displays on the chat history icon when there are no additional unread messages.	

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Problem	Short description	Description	Steps to reproduce
	navigating back		
Virtual Agent PRB1899038	The bot text response script message is skipped if there is a space in the start of it		1. Log in to an instance. 2. Navigate to **Topic Designer**. 3. Create a NLU/keyword topic. 4. Add two text bot responses. 5. Insert a blank line at the start of the script in the first response. 6. Save and test the topic. Notice that the first text bot response is skipped.
Virtual Agent PRB1920893	Suggestion message is only displayed in French after English input	If the VA detects English input from a French profile, it suggests switching to English. However, the suggestion message is only displayed in French, not in both languages. It works correctly with an English profile and French input.	
Virtual Agent PRB1921731	Post chat survey allows the user to switch topics	In an LLM conversation, the requester gets a live agent transfer message immediately before the conversation ends.	1. Configure LLM conversation / assistant to have a post chat survey. 2. Start an LLM conversation. 3. Transfer to a live agent. 4. As the live agent, accept the chat. 5. As the requester, end the chat. Observe that the post chat survey runs. 6. Type an utterance that would trigger the live agent, or select the hamburger menu and transfer to a live agent. Expected behavior: Live agent option should not be available in the hamburger menu, and any utterance typed should not go through LLM and trigger topic switch. Actual behavior: requester gets a live agent transfer message, followed immediately by the conversation ending.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1927206	Sensitive data for agent chat does not work with URLs	Bad words for sensitive data aren't masked in URLs for agents.	1. Add a regex within sensitive data detection. 2. Navigate to **Now** > **Conversation** > **Settings** > **Sensitive-data**. 3. Enable the following options: ○ Requester to agent ○ Agent to requester ○ Requester to Virtual Agent 4. Log in to Yokohama in two sessions. 5. Impersonate an agent. 6. Set the agent as 'Available' in the workspace. 7. Initiate chat in /sp. 8. As an end-user, enter a URL containing a bad word. 9. As agent type, enter a URL containing a bad word. Notice that from the agent side, the word is not masked when in URL.
Virtual Agent PRB1939062	Tracer breaks before a Teams response is sent		
Virtual Agent PRB1939997	Non-actionable notifications in Virtual Agent aren't cleared when load_active_only is set to true	Non-actionable notifications in Virtual Agent appear to only get cleared when skip_load_history is true.	1. Log in to a Yokohama instance. 2. Impersonate an ITIL User. 3. On one tab, navigate to incident.list. 4. Assign any incident record to ITIL User.three. On another tab, navigate to /sp. 5. Open the VA. Observe that the non-actionable notifications remain present.
Virtual Agent PRB1940559	Virtual Agent topic 'Check Case Status (Template)' stuck at '. . .' in the Virtual Agent Chat	There is an error in the log stating 'Script evaluation error at [topic_Check Case Status (Template)_field_your_case_enum_list]'.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1940858	RITM/REQ isn't mapped to an interaction when a conversational catalog item is submitted	RITM/REQ isn't mapped to an interaction and the link isn't added to the transcript when a conversational catalog item is submitted.	
Virtual Agent PRB1947698	Only one agentic workflow executes successfully when the same trigger fires simultaneously	When a workflow trigger fires simultaneously multiple times, only one of the resulting agentic workflows executes successfully. The other workflows terminate immediately with an error indicating that no session ID could be found. Each trigger correctly creates a new execution plan and a new conversation record, but only one conversation proceeds, while the others fail at the start.	1. Create the agentic workflow named 'Test multiple case executions'. 2. Select three or more case records. 3. Update them simultaneously so that the trigger fires for all at once. 4. Notice that the three execution plans (sn_aia_execution_plan) and three conversation records are created. Only one conversation and execution plan executes successfully. The other conversations don't continue after the first task with the error 'No session ID found'. Expected behavior: Each triggered workflow should independently create or resolve its own valid session so that all conversations execute successfully, even under concurrent trigger conditions. Actual behavior: Only one conversation executes successfully. The other conversations either terminate immediately or don't continue after the first task with 'No session ID found' error.
Virtual Agent PRB1954676	Fallback is not working for Now Assist Virtual Agent (NAVA)		1. Set sn_nowassist_va.show_view_more_for_synthesized = regular. 2. Search for a skill book. 3. Select **Search for more results**. 4. Select the topic **Book a meeting room**. Notice that VA fails with, 'Sorry, there was a problem on my side trying to complete this request. Try asking again later.'
Virtual Agent	Translation issue on 'View AI Steps'		

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Problem	Short description	Description	Steps to reproduce
PRB1956188			
Virtual Agent PRB1959445	Now Assist Panel shows 'Unable to load'		1. Set up track/znowassist. 2. Set up Now Assist panel (NAP). 3. Navigate **Conversational interfaces** > **Assistants**. 4. Ensure 'Now Assist in Virtual Agent' is off. 5. Attempt to load NAP. Notice that NAP shows 'Unable to load'.
Virtual Agent PRB1959534	Virtual Agent is not considering the user's timezone preference on the date/time variable while submitting a catalog item	The system timezone is used when submitting a catalog item instead of the user's preferred timezone.	1. Create a catalog item with a date/time variable. 2. Make it conversational. 3. Impersonate any user. 4. Set the profile timezone to different than the system timezone. 5. Attempt to submit the catalog item from Virtual Agent. Expected behavior: The date/time variable should have user's timezone preference. Actual behavior: The date/time variable has the system timezone set instead of user's timezone preference.
Virtual Agent PRB1960184	glide-cs unit test failures	This is a product update.	
Virtual Agent PRB1962100	Interactions related to deleted conversations are updated with the 'Unable to generate Transcript' string in transcript fields	The delete conversation API deletes the conversation context, conversation messages, and transcript fields on an interaction record. The job 'sysauto_script_8d996a4b530812104129ddeeff7b1218' checks for interactions in a closed state with no transcripts, picks up these deleted data interactions and tries to	

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Problem	Short description	Description	Steps to reproduce
		generate the transcript again but fails as no data is available.	
Virtual Agent PRB1962876	Interaction Record form does not always pop up when receiving an inbound call	Interaction Record form does not always pop up when receiving inbound calls from multiple sources in short time.	
Virtual Agent PRB1963407	For no_answer=true, use the message from Planner two and not hard coded fallback message	This is a product update.	
Virtual Agent PRB1963459	Conversation abruptly ends after a cold start conversation with pre-chat survey enabled		
Virtual Agent PRB1963943	NAVA does not work after upgrading	Custom Greetings topic stopped working after upgrade. This issue may affect users with customized greetings topics if the skillpicker APIs called in the greetings/ending topic are not backward compatible.	Refer to the listed KB article for details.
Virtual Agent PRB1965604	An interaction is moved to 'Closed/ abandoned' after a manual reassignment to an offline agent	Notice 'Interaction state - 'Closed abandoned', Assigned to - 'Virtual Agent''	1. Set an agent as online (admin) and another as an offline user. 2. Start a LA conversation. 3. Do not accept the work item as admin. 4. As an offline user, open the interaction on service workspace and assign it manually to yourself. 5. Send a few messages between the offline user and the requester. 6. Close the chat from the requester side.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Interaction state - 'Closed complete', Assigned to - '[Offline user]' Actual behavior: Interaction state - 'Closed abandoned', Assigned to - 'Virtual Agent'
Virtual Agent PRB1966041	Virtual Agent iframe is rendering with a blank screen	Trying to execute before document.body is available hence lands into an error and breaks the page.	
Virtual Agent PRB1967329	QnA utterances in NAVA are missing 'Let me look up information related to ...' before it generates the response	In NAVA, when the user enters the utterance 'What is spam?', the user should see 'Let me look up information related to ...' before a response is generated. However, it goes directly to 'View AI Steps' followed by the actual response.	
Virtual Agent PRB1967594	LastReadMessageDetails causes n+one queries due to dot walking in sys_script.do?sys_id=3180700	QDescription consumer account ID and conversation. 47f3012102ff5e3136d866	53d
Virtual Agent PRB1969087	¶ is getting converted to the paragraph symbol in sys_cs_conversation		
Virtual Agent PRB1969962	Link unfurling doesn't work as expected		
Virtual Agent PRB1970662	Gemini web search does not work on Yokohama Now Assist and the latest Zurich builds	Web search response is not generated in the UI, but the GenAI log shows a 'Gemini AI answer' received response.	
Virtual Agent	Click metrics and deflection log		1. Ensure **Citation** can be selected in the Synthesized Results. 2. Update the output type.

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Problem	Short description	Description	Steps to reproduce
PRB1971595			**3.** Track the previous selects in sys_cy_analytics. **4.** Write back the 'state' of the citation clicked/auto-started to the 'Output' type column for completed asset tracking. **5.** Ensure citation/asset selection in Virtual Agent writes the correct deflection type, such as Catalog ≠ Synthesized. **6.** Update the deflection log to filter out small talk to avoid unnecessary records. Observe that for agentic execution, the ending state is written back to the deflection log.
Virtual Agent PRB1974845	FDIHServiceImpl object holds significant memory		
Virtual Agent PRB1975158	Conversational catalog does not run in NAVA in Zurich mainline and anowassist		**1.** Navigate to /esc portal. **2.** Query: 'I want Miro access'. **3.** Start the conversational catalog. Expected behavior: The Miro catalog flow will run. Actual behavior: DW ends abruptly, and NAVA ends the conversation after starting the request.
Virtual Agent PRB1975746	Add a 'source' column in sys_one_extend_batch_run	When the user creates a batch run with the **Source** field from NASK seven.one.0 (Innovation Lab release), the **Source** field is not populated as it does not exist in the dictionary of the sys_one_extend_batch_run table.	
Virtual Agent third-	Live agent only mode doesn't work for third-party channels	The user messages aren't received by the agent. This message appears in the log: 'Couldn't find rich	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
party integrations PRB1956730 KB2683059		control, dropping current message'.	
Virtual Agent Web Client PRB1927910	When initiating a chat with Enhanced Chat active in a portal, the + button to start a new chat remains disabled after the chat times out	Users must refresh the page to re-enable the + button.	1. Ensure the Enhanced Chat bot is added to the portal by navigate to **Conversational Interfaces** > **Assistants** > **Now Assist in Virtual Agent** > **Display Experience**. 2. Confirm that the portal (for example, Employee Center) has Enhanced Chat enabled. 3. Navigate to **Employee Service Center**. 4. Initiate a chat session. 5. Observe that the + button for starting a new chat is disabled. 6. Leave the chat open until the abandon timeout occurs, or manually trigger the timeout. five. After timeout, observe that the + button remains disabled. Expected behavior: The + button is enabled after a chat times out, allowing users to start a new conversation without refreshing the page. Actual behavior: The + button remains disabled after timeout, and users must refresh the page to initiate a new chat.
Virtual Agent Web Client PRB1933376	Custom protocol links such as kolauncher:// are not rendered to be selected in Virtual Agent Genius responses	In Now Assist Virtual Agent (NAVA), protocol links such as KO Launcher links (kolauncher://) included in Genius Search responses are displayed as plain text and are not recognized as links that can be selected. This impacts workflows where links are critical for launching KO solutions directly from the chatbot.	1. Log in to a Yokohama instance. 2. Impersonate a user. 3. Navigate to /ghd Service Portal. 4. Start a conversation with Virtual Agent. 5. Skip the first question, 'Please select your issue.' 6. Enter a query that returns a KO Launcher link, such as 'Open KO1XXX'. Observe the Genius Search response for the kolauncher://KO1XXX link appears as plain text and cannot be selected.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1943211	A custom image for a FAB icon doesn't occupy the entire button	The current implementation uses a now-circular-button, but the custom image passed is set to the icon property of the button, which only occupies part of the button.	
Virtual Agent Web Client PRB1955687	When minimized from any view and re-opened, DW should always open in float mode	DW re-opens in 90% Modal view.	**1.** Open DW in 90% Modal view. **2.** Minimize DW. **3.** Select the FAB icon to re-open DW. Expected behavior: DW should always open in float mode when minimized and re-opened. Same with Pin mode. Actual behavior: DW re-opens in 90% Modal view.
Virtual Agent Web Client PRB1957770	Streaming is slow or frozen when performing continuous searches within the same conversation for Now Assist Virtual Agent (NAVA)		**1.** Start a NAVA conversation. **2.** Perform multiple searches (15-20) within same conversation. Notice that streaming is slow or frozen.
Virtual Agent Web Client PRB1963494	The synthesized response is not displayed completely		**1.** Log in to the instance. **2.** Navigate to **/esc portal**. **3.** Perform multiple searches. Notice that the final response is displayed incompletely on VA web client.
Virtual Agent Web Client PRB1964410	The 'Continue request' option is not displayed during MID topic switch	The context switches to the new search without showing the Continue Request option.	**1.** Start a conversation from DW. **2.** Search for any topic/Catalog. **3.** During MID execution, try searching a different Topic/Catalog/KB. Notice that the context switches to the new search without showing the

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Problem	Short description	Description	Steps to reproduce
			Continue Request option. The Continue Request option should be displayed.
Virtual Agent Web Client PRB1964923	'There is a JavaScript error in your browser console' errors in ESC landing page	A banner with the error message 'There is a JavaScript error in your browser console' appears randomly when it gets to the 'Generating the response' step.	
Virtual Agent Web Client PRB1964982	Web client needs to honor the 'format': 'markdown' in synthesized response	The message is being parsed as HTML instead of markdown.	Have a synthesized response that results in a message with an HTML tag in the response. Expected behavior: Should be parsed as markdown. Actual behavior: Observe that the message is being parsed as HTML instead of markdown.
Virtual Agent Web Client PRB1965054	Virtual Agent messages are displayed twice	When summary and example questions are displayed once, VA displays documents, summaries and example questions one additional time.	
Virtual Agent Web Client PRB1967339	Double/Triple Feedback icons in DW	When the user types 'What is spam' in DW, the results are generated with double or triple feedback icons at the end.	
Virtual Agent Web Client PRB1974007	Synthesized responses disappear on NAVA, NAP, DW	Responses disappear after they are produced.	
Visual Task Boards PRB1955767	vtb_card and vtb_task ACLs cause performance issues if either table is used in a related list	A user created a related list on an incident form that queries vtb_task table. After an upgrade, they started seeing performance issues when viewing incident records and automated	

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Problem	Short description	Description	Steps to reproduce
		database alerts were generated.	
Walk-Up Experience PRB1954978	The Walk up experience doesn't show any walk up locations due to error related to Query Range ACLs	walkup experience was not showing any walk up locations due to error related to Query Range ACLs.	**1.** Open an instance. **2.** Impersonate walkup.technician. **3.** Navigate to **All** > **Walk Up Experience** > **My walkup locations**. Notice that any walk up experiences don't appear.
Walk-Up Experience PRB1962674	Remove 'Book Walk-up Appointment' Action from the drop-down list for Core It user	The drop-down list shows the option 'Book Walk-up Appointment.	Log in as a Core IT user and open a record page. Expected behavior: This option should not show up for a Core IT user. Actual behavior: The drop-down list shows the option 'Book Walk-up Appointment.
Window Manager PRB1945010	When the user uses the keyboard to navigate DW they are unable to resize or move the window	The user should be able to resize the DW with (+) key and should be able to decrease the size with shift (+) keys.	Issue one: Navigate to DW and Tab through the options. Notice that when user selects **Enter** to move the DW, nothing happens user is not able to move the DW to a different position. Issue two: Navigate to DW and Tab through the options. Notice that when user selects enter for resize options, it only works for one selection.
Work Order Management PRB1964615	The Dispatcher Workspace Agents calendar shows availability on holidays	When the system property sn_fsm.use_wm_weekly_ is set to true and the work schedule is connected to the holidays schedule through a child schedule, the holidays do not appear correctly on the DWS calendar.	resource_p

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Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 4 Hotfix 2
- Zurich Patch 4
- Zurich Patch 3 Hotfix 1
- Zurich Patch 3
- Zurich Patch 2 Hotfix 3
- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 4 Hotfix 6

The Zurich Patch 4 Hotfix 6 release contains fixes to these problems.

Build information:

Build date: 02-18-2026_1841

Build tag: glide-zurich-07-01-2025__patch4-hotfix6-02-17-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Natural Language Query (Family Release) PRB1992648	com.snc.nlq.MetadataGenerator modifies GlideElement objects in TableDescriptorCache	This issue is observed in production.	

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Fixes included

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- Zurich Patch 4 Hotfix 5
- Zurich Patch 3
- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 4 Hotfix 5

The Zurich Patch 4 Hotfix 5 release contains fixes to these problems.

Build information:

Build date: 01-26-2026_0834

Build tag: glide-zurich-07-01-2025__patch4-hotfix5-01-23-2026

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Identification and Reconciliation API PRB1972817	There's an NMA update exception	This results in various errors during the load test.	1. Run OKR Mixed Load Test with CMDB Updates, Event Management, Discovery, and Order Management. 2. Run 10M NMA Update using CISP. 3. Check for errors during the load test.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

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- Zurich Patch 4 Hotfix 4
- Zurich Patch 4 Hotfix 3
- Zurich Patch 3
- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 4 Hotfix 1

The Zurich Patch 4 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 12-20-2025_0947

Build tag: glide-zurich-07-01-2025__patch4-hotfix1-12-19-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Mobile Studio PRB1974465	Mobile AI Builder (id = sn_maib) plugin oob_apps/ now-mobile-ai-builder.properties should have mode = optional to ensure it is not installed in base instance	Mobile AI Builder (id = sn_maib) is installed as it is marked as mode = core in oob_apps/now-mobile-ai-builder.properties.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

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- Zurich Patch 4
- Zurich Patch 3
- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 4

The Zurich Patch 4 release contains important problem fixes.

Zurich Patch 4 was released on December 5, 2025.

- Build date: 12-03-2025_1405
- Build tag: glide-zurich-07-01-2025__patch4-11-14-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

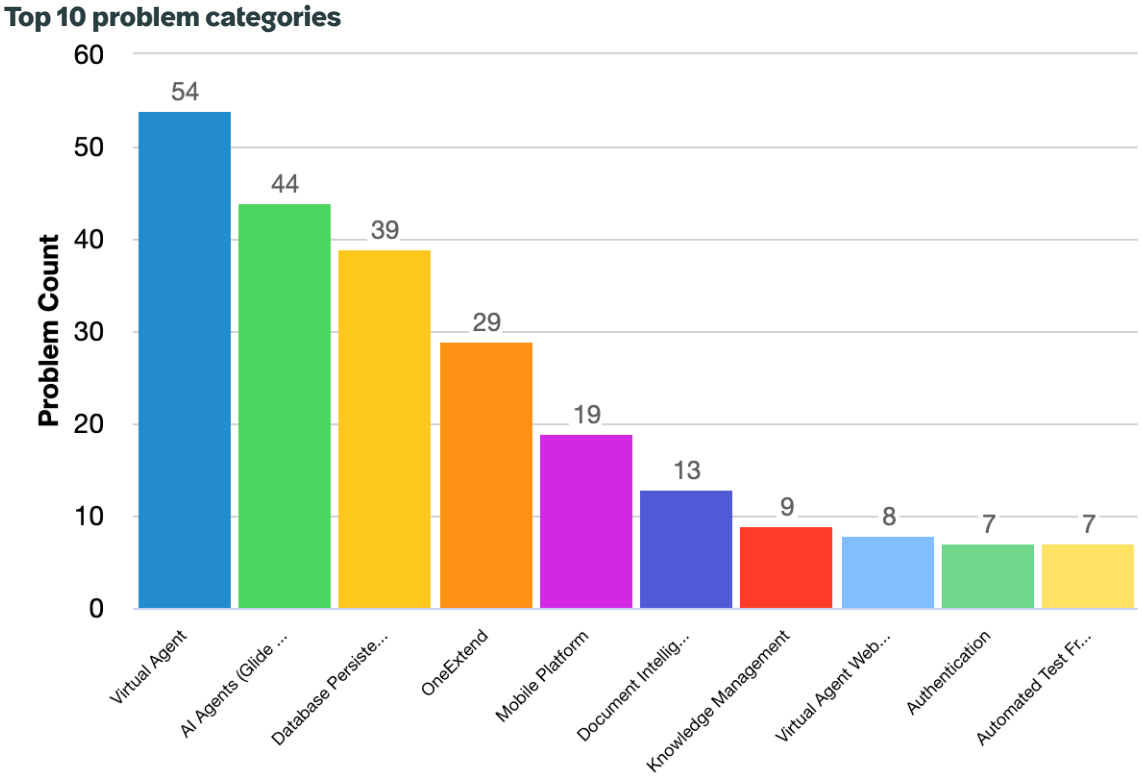
Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Zurich Patch 4 includes 476 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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Security-related fixes

Zurich Patch 4 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Zurich Patch 4, refer to KB2649723.

Changes in Zurich Patch 4

Sensitive data filters

The Discovery Sensitive Data Filters [discovery_sensitive_data_filter] table provides a way to help prevent sensitive information from being exposed in the Configuration Management Database (CMDB) by applying redaction rules during data collection.

Managing Now Assist applications through Now Assist suites

Show borders between search result cards in portal search

Display borders between search result cards on the search results page for portal search applications.

Time-based one-time password (TOTP) authentication

A time based one-time password (TOTP) is a secure authentication factor that verifies user identity by generating a unique, time-sensitive code.

Push notification - Okta Verify

The **Okta Verify** app push notification enables users to securely approve authentication requests directly on their enrolled mobile devices.

SoftPIN authentication

SMS One-time passcode (OTP) authentication

Granular admin roles required to secure your instance

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Verify proper access management by assigning roles that define user permissions and responsibilities. By doing so, organizations can maintain security, enforce conformance, and optimize their operations effectively.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Access Control PRB1902529	Auto-assignment feature is not working as expected	The auto-provisioning status displayed in the UI does not accurately reflect the current values defined in the sys_properties (glide.security.scripting_role.auto_provisioning) table. Changes made to the relevant sys_properties are not being propagated or updated in the UI as expected.	
Database Persistence - Data Management PRB1952366	The 'Physical Table Stats Gatherer' job generates thousands of errors in the syslog	The following errors are logged in the syslog when the Physical Stats Gatherer job runs: Four entries are logged for each table which doesn't have peripherals attached to it, and one entry is logged per table that doesn't have stats collected by an SNC job.	1. Make sure the SNC SDU job is running on the instance. 2. Check the StatsGatherer execution for the day. 3. Open syslog_list.do 4. Filter logs for message starting with: DATA MANAGEMENT TABLE STATS Gatherer. Observe the errors in the logs.
Encryption PRB1931988 KB2481838	A data migration job fails when there are no context keys and EFC's in the migration_pending state	The job state changes to 'Error', with the following summary: 'Error creating job handler for type all_data_to_kmf: [The KMF cryptographic module to encryption context relationship table is empty. The 'Migrate Key Context to Module' job might not have been run or has failed.].'	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Memory: Heap Space PRB1636231	Memory exhausted by the Archiver Job Consumer due to syslog records stored in memory, and syslog_awa is not configured as a rotated table	Memory exhausted by the Archiver Job Consumer reparenting records from syslog table due to a problem observed when syslog_awa, which is a child table of syslog, is created without table rotation. The archiver job reparents records for the archive rules it triggers for, and will reparent a table that's not rotated. When syslog_awa isn't configured as a rotated table, the reparenting process will execute on it and its parent table syslog. Query to syslog shards are then observed, and memory is consumed as the records on these shards are stored into memory. Due to the size of it, it will cause memory to become depleted. When the archiver job is running, the localhost logs will have a large query to a syslog shard where the function reparentDocumentIDRecords is running.	
Predictive Intelligence PRB1954123 KB2594708	Mutual TLS (mTLS) is enabled on Zurich instances, causing access issues for inbound integrations	Due to the updates related to the Predictive Intelligence plugin, mutual TLS (mTLS) is enabled after a Zurich upgrade. This may result in instance access issues for inbound integrations.	Refer to the listed KB article for details.
Service Catalog PRB1919964 KB2532880	The record producer **Submit** UI action should be grayed out	On a catalog item in service portal, the **Submit** button re-enables after first selection.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	after being hit once		
UX Framework PRB1947987	CSM/FSM Workspace list filter changes when opening and closing a record	When opening a record through the list in the CSM/ FSM Configurable Workspace, the list's filter is modified after closing the record.	

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Analysis Instrumentation API PRB1960686	Updates to who can execute Agentic Assets on AI - Access Analyzer	This is a product update.	
Activity Stream PRB1928286	Typed text in email reply editor disappears after selecting Reply again		1. Log in to the instance. 2. Navigate to CSM and open any incident record. 3. Make sure there is an email entry in the AS. 4. Select **Reply** on the email. 5. Type some content in the email reply editor. 6. Select **Reply** again on the same email. Notice that the text disappears.
Activity Stream PRB1928872	The CanReadRepo class encounters a ConcurrentModificationException from time to time.	This concurrency issue arises because the class uses a HashMap, which is not thread-safe. The HashMap should be replaced with a ConcurrentHashMap to ensure thread-safe operations and prevent the exception.	
Activity Stream	ACLs prevent system administrators from running		

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Problem	Short description	Description	Steps to reproduce
PRB1938976	GlideActivity scriptable methods		
Activity Stream PRB1947683 KB2631388	Activity Stream caches excessive records, causing sys_activity table growth and performance degradation	Instead of caching only viewed entries, the platform may proactively cache all work notes and events generated on monitored tables, including those that are never accessed through the UI. This behavior results in rapid growth of the sys_activity table, sometimes reaching tens or hundreds of millions of records.	Refer to the listed KB article for details.
Advanced Work Assignment PRB1933671	AWA (Advanced Work Assignment) uses the system locale timezone when writing to logs	The AWAEventUtil code changes the global locale setting, causing the 'localhost log' to be written in UTC rather than PST (standard).	1. Log in to an instance. 2. Install the Advanced Work Assignment (AWA) plugin. 3. Navigate to **Advanced Work Assignment** > **Service Channels** > **New**. 4. Enter the following values: a. Name: test b. Index order: 100 c. Table: Incident d. Utilization condition: Short Description is not empty 5. Submit it. 6. Ensure that the channel is active. 7. Create a new queue. 8. Open the record created in step 3. 9. Choose the 'Queue' related list. 10. Create a new 'Queue' record. 11. Enter in all the mandatory fields. 12. Submit it. 13. Enable Logging. 14. Open the record created in step 3. 15. Select **Queues**and **New**. 16. Name it 'test-queue'.

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Problem	Short description	Description	Steps to reproduce
			17. Submit it. 18. Check the localhost log. 19. Have the terminal open for all the nodes. 20. Tail the localhost log. 21. Navigate to **Incident** > **Create New**. 22. Enter in something. 23. Submit it. Observe that the timestamp zone has changed, and some lines are in the previous timezone and others are in UTC.
Advanced Work Assignment PRB1935541	Work item incorrectly moved to cancelled state instead of queued state	Without external routing, the rejected work item should move to the queued state. Instead, the work item moves to the cancelled state, and the interaction moves to closed_abandoned.	1. Change mweb sys_cs_channel to type 'Messaging'. 2. Enable external routing for 'Chat - Asynchronous' Channel. 3. Mark Chat Async Queue 'external' as true. 4. Make two external agents available in workspace 5. As a system admin, start a chat in the SP/CSM portal. Once routing to live agent starts, a new work item is created. 6. Assign the work item to the first agent using manual assignment API via REST API explorer. 7. Change the first agent presence to offline. 8. Send a message from admin. The conversation is reassigned, which moves the interaction state to New and creates a new work item. 9. Assign the new work item to the second agent using manual assignment API via REST API explorer. 10. Reject the work item. Expected Behavior: Without external routing, the work item is moved to the queued state, looking for new agent.

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Problem	Short description	Description	Steps to reproduce
			Actual Behavior: The new work item moves to the cancelled state, and the interaction moves to closed_abandoned.
Advanced Work Assignment PRB1950558	Advanced Work Assignment (AWA) should be able to determine if the work item is rejected due to time out or Asynchronous Message Bus (AMB) disconnection	When the work item times out, the work item reason on the awa_work_item_rejection table is 'Timed out' instead of 'AMB connection lost'.	1. Install the Agent Chat plugin with the demo data. 2. Open the AWA assignment rule. 3. Update the timeout time to 15 seconds. 4. Open a browser (browser 1). 5. Log in to the workspace as an agent in browser 1. 6. Open another browser (browser 2). 7. Log in to the instance as a requestor. 8. Open the URL $sn-va-web-client-app.do in browser 2. 9. In browser 1, close the workspace tab completely as an agent. Notice that the agent presence will not be set to offline immediately because the default idle check gives a 5 min buffer, and the agent is still available to receive work item at the moment. 10. In browser 2, start the live agent handoff. 11. Wait for 15 seconds so the work item will be timed out. 12. As an admin, navigate to the awa_work_item_rejection table. 13. Check the rejection record for the previous interaction. Expected behavior: The reason should be 'AMB connection lost'. Actual behavior: The rejection reason is 'Timed out'.
Advanced Work Assignment PRB1955936	The user is unable to route chats landing on external queues if agents are available on	The requester gets a 'No agents available' message even though there is an agent available.	

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Problem	Short description	Description	Steps to reproduce
	a different domain		
Agent Chat PRB1943902	Create a new exclusive channel to receive work items on Agent Chat	The inbox component should subscribe to a new Asynchronous Message Bus (AMB) channel other than the existing AWA/ work_item channel to reduce the chance of being interfered with by other components subscribing to the same channel. The AMB publish function used in the workItemResponder should be updated to take the trace id.	
Agent Chat PRB1957261	Invoke End Chat Summarization in 'system' topic	The short description and chat summary are not populated.	1. Remove 'sn_hr_core.admin' role from the 'admin' role. 2. Navigate to **All** > **Now Assist Admin** > **Skills** > **Employee** > **HRSD**. 3. Open the 'Chat summarization' skill and activate it. 4. Log in as an HR agent in one window and an end user in another. 5. Connect to a live agent as an end user. 6. Accept the chat as HR agent and have some conversation. 7. Select the **End chat** action. Notice that the short description and chat summary are not populated.
Agent Chat PRB1959396	AWA workitemResponder onChange published message causes a work item card to disappear in the workspace	Work items disappear from the inbox even though they are still pending for acceptance.	1. Log in to one browser as an agent. 2. Have multiple sessions as the requester and start chatting with the agent. In the agent browser, observe multiple work items pending for accept in the inbox. 3. Navigate to the awa_work_item table and update one of the pending accept work item.

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Problem	Short description	Description	Steps to reproduce
			Expect behavior: The agent receives an AMB message about the updated work item, but all the pending accept work items remain the same. Actual behavior: All the other work items disappear from the inbox even though they are still pending for acceptance. Only the one that was just updated remains in the inbox.
AI Agents (Glide Family) PRB1949415	The toolID and agentID aren't passed to 'processing message' with the latest 6.0.2 snapshot	Due to issues with the latest AIA snapshot build, all the previous workflows stop working. Previously, users were able to see the toolID and ageintId inside the processing message, but with the latest, it's gone.	
AI Agents (Glide Family) PRB1949779	Update the memory format of conversation history passed to Unified Planner	Updates to the format of the unified planner memory with keys.	
AI Agents (Glide Family) PRB1951062	HTML content does not render in NAP or NAVA	The output is incorrectly formatted.	
AI Agents (Glide Family) PRB1951148	AI Agents are not responding when executed from Now Assist panel (NAP) and AIEL	The agent greeting is no longer displayed, and the execution ends without any response in NAP and AIEL.	**1.** Open an instance. **2.** Open the browser console. **3.** Run the command. Notice that in the sys_generative_ai_log table, the agent is executed and the model has the response also populated, but NAP doesn't display an output and the Agent execution ended.
AI Agents (Glide Family) PRB1952331	The user can see additional messages in response from an agent		**1.** Navigate to AI agent studio. **2.** Select **Workflow**. **3.** Send Text - SMS Abel to pick up laptop.

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Problem	Short description	Description	Steps to reproduce
			The user can see additional message is returned in response.
AI Agents (Glide Family) PRB1952442	Java tool execution doesn't send the is_abort flag.	The execution of tools involving outbound is in sync mode.	**1.** Set up AI Agents. **2.** Execute any agent with the tool that has to send a request to the outbound.
AI Agents (Glide Family) PRB1953439	Crud tool doesn't work with java	'Lookup' fails with java.lang.SecurityException: Illegal access to method forEach(function) in class java.util.ArrayList. Also, 'Create' doesn't load user defined parameters(short_description) on the incident record.	Have an AI Agent with tools for the crud operations 'Create' and 'Lookup'. Expected behavior: 'Lookup' queries and shows up successfully. 'Create' creates a record as per user inputs. Actual behavior: 'Lookup' fails with java.lang.SecurityException: Illegal access to method forEach(function) in class java.util.ArrayList. Also, 'Create' doesn't load user defined parameters(short_description) on the incident record.
AI Agents (Glide Family) PRB1953687	Datastream action based tools aren't working from the JAVA layer		
AI Agents (Glide Family) PRB1953697	Sys_meta_graph is an internal table and shouldn't be queried outside KG	KG doesn't work if the sys_meta_graph table (an internal KG table) is queried directly. The exposed KG API should be used to get the schema details instead.	
AI Agents (Glide Family) PRB1955511	The Categorize ITSM incident is not working with AI Agents (AIA) 6.0.6 snapshot	The Categorize ITSM incident AI agent results in an execution stuck in the playground.	
AI Agents (Glide Family) PRB1955807	Add memory restructuring changes	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
AI Agents (Glide Family) PRB1956483	Flow actions with an error evaluation step don't propagate the error message when executed through JAVA	The routing does not occur as expected.	1. Open the Playground and start testing Demo Next Best Action agent. 2. Attempt to route the 'Get Similar Incidents' tool. 3. Verify the execution log, verify the AIA Step Log. Observe that the routing does not occur as expected.
AI Agents (Glide Family) PRB1957318	Global Graph doesn't work	Global Graph fails during Java layer execution. It throws an error: Error occurred while executing request validator: Cannot read property 'pre_process_details' from undefined).	1. Select the agent 'Get Workflow Details' configured with Global Graph and tag as use case (sn_aia_use_case). 2. Trigger the agent with the task 'Get details of workflow Classify tasks'. Observe that the Global Graph is not working and returns the error: 'Requested information not found'. And received the following error while testing from KG Designer: 'The current operation ended in state: ERROR. Detail: Cannot execute internal HTTP request. Request is not authorized.- 400001'
AI Agents (Glide Family) PRB1957377	Reduce escape characters in tool outputs in the conversation history for the Unified Planner prompt		
AI Agents (Glide Family) PRB1957731	The Now Assist panel shows incorrectly formatted output from the AI Agent		1. Open the sys_atf_test_result page for an unsuccessful ATF test. 2. Select the **Triage test failure** button. 3. Check the output in the Now Assist Panel after the AI Agent response is available. Expected behavior: The output is properly formatted. Actual behavior: The output isn't properly formatted.

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Problem	Short description	Description	Steps to reproduce
AI Agents (Glide Family) PRB1958672	Tool processing messages are not correct for JAVA Tool Executor		
AI Agents (Glide Family) PRB1958762	Subflow is not triggered for Agentic AI workflow	Support role masking for all the existing AI agents and workflows. Internal play records are not created after selecting any option in the Support Renewals Expansion, and the 'Get to green play sunflow' is not triggered.	1. Create glide. 2. Install the recent plan. 3. Navigate to **Support Renewals Expansion**. 4. Run the Agentic Workflow. 5. Select any option. Expected behavior: After selecting any option, internal play records should be created successfully. Actual behavior: After selecting any option, internal play records are not created.
AI Agents (Glide Family) PRB1959252	Apply role masking to user permissions to terminate execution and send error notifications when downstream ACLs fail	This is a product update.	
AI Agents (Glide Family) PRB1959456	Add ToolExecution response to memory	This is a product update.	
AI Agents (Glide Family) PRB1959458	Action-type tool support	This is a product update.	
AI Agents (Glide Family)	Add support to run tools in parallel	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1959460			
AI Agents (Glide Family) PRB1959461	AIA Tool Executor JAVA and parallel tool execution	This is a product enhancement.	
AI Agents (Glide Family) PRB1959463	KG and record lookup-type tool support	This is a product update.	
AI Agents (Glide Family) PRB1959465	CRUD-type tools support	This is a product update.	
AI Agents (Glide Family) PRB1959467	RAG-type tool support	This is a product update.	
AI Agents (Glide Family) PRB1959469	Add support for impersonation and session domain ensuring when handling AsyncToolMessage	This is a product update.	
AI Agents (Glide Family) PRB1959472	Agentic KG Graph should use the Virtual Agent context and shouldn't query separately	This is a product update.	
AI Agents (Glide Family) PRB1959474	Subflow-type tool support	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
AI Agents (Glide Family) PRB1959476	Skill-type tool support	This is a product update.	
AI Agents (Glide Family) PRB1959477	ReAct topic migration to the Java layer	This is a product update.	
AI Agents (Glide Family) PRB1959478	Add RunAsUser impersonation support	This is a product update.	
AI Agents (Glide Family) PRB1959479	Add support for custom post-processing of a response	This is a product update.	
AI Agents (Glide Family) PRB1959480	Add support to Store toolResponse to variableStore	This is a product update.	
AI Agents (Glide Family) PRB1959481	Add support for tool deterministic input mapping	This is a product update.	
AI Agents (Glide Family) PRB1959482	Java implementation of fully agentic VA for handling executionTask	This is a product enhancement.	
AI Agents (Glide Family) PRB1959483	Output refiner implementation	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
AI Agents (Glide Family) PRB1959484	Canvas message display and tool output display support	This is a product update.	
AI Agents (Glide Family) PRB1959485	Add support for pojos and state handling framework for AIA tool executor JAVA changes	This is a product update.	
AI Agents (Glide Family) PRB1959486	Framework and design for Toll Executor	This is a product update.	
AI Agents (Glide Family) PRB1959487	The 'React' topic changes to support Java tool execution	This is a product update.	
AI Agents (Glide Family) PRB1959671	Web Search as a tool doesn't work	There are issues with FDIH Tool mandatory input validation and reference type input handling, which cause execution to get stuck.	
AI Agents (Glide Family) PRB1960134	Resume conversations once the MCP response is received	This is a product update.	
AI Agents (Glide Family) PRB1961342	AI Agent orchestrator retries tools and agents even when it hits a guardrail		1. Turn on Guardian for AI Agents. 2. Execute the HR tuition reimbursement agent with a prompt injection. Notice that the the agent memory it keeps the past guardrail failure.
AI Agents (Glide Family)	Update AI Agents (AIA) true-up version to 4.0.38	Updating the AIA true-up version to fix a potential infinite loop in an upgrade scenario.	

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Problem	Short description	Description	Steps to reproduce
PRB1963825			
AI Gateway - Security PRB1960673	AI Gateway (also known as the Agentic Workflow Hub) feature	This is a product update.	
AI Search (Glide) PRB1913578	Search sources are inadvertently deleted when the indexed source is missing	The search source entry should remain in place. Any search profile using the search source should continue to function without throwing any error that stops the search. However, the search source entry is automatically deleted when the cleanup job runs if the underlying source is no longer accessible.	
AI Search (Glide) PRB1944944	RAG corrupted AIS results send back the wrong sys_id and text in results		
AI Search (Glide) PRB1953364	Users without permissions find truncated/ dropped results and the **ext_content_none_access** field is set to 'true'	This issue was found with AI Search version 104.0.0.9.	1. Add two users to the glide instance. 2. Use External Content Connector for SharePoint Online. 3. Restrict crawling to a Sharepoint URLs. 4. Start a Full document crawl. 5. Start a User mapping crawl. 6. Wait for the completion of both crawls. Expected behavior: The active user can find all documents from the site, but the deactivated user can find no documents from the site and has not been mapped. Actual behavior: The deactivated user is not mapped, but searching as that user returns documents that shouldn't be returned.
AI Search (Glide)	In RegressionSolutionStore add support	RegressionSolutionStore currently uses a sys property to manage	

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Problem	Short description	Description	Steps to reproduce
PRB1954111	for enabling/ disabling deprecation and setting minimum records required	deprecation and minimum records required for training. Support should be added for enabling or disabling deprecation and setting minimum records required for training without relying on a sys property.	
AI Search (Glide) PRB1958643	Search with late binding should have an additional max number of rows requested buffer 100		
AI Search (Glide) PRB1967477	When no Virtual Agent app is enabled, Global search with AIS enabled fails		
AI Search for Virtual Agent PRB1953578	Pass limitColumnOutput param in apiOptions for t2r call	This is a product update.	
AI Search UX PRB1935078	Make the border for the Search Result card configurable	There are no borders for the Search Result card.	
AI Search UX PRB1952630	Malformed URLs in the streaming chunks for a synthesized response cause the UI to hang	The URL renders stand-alone and sometimes isn't selectable.	
AI Search UX PRB1961267	Ask-a-follow up and request in chat doesn't work on global search	A follow-up question is not asked and there is no Request in chat option available.	1. Enable NAP on global search. 2. Search for 'Apple Watch' or 'Loaner Laptop' (any conversational catalog query).

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Problem	Short description	Description	Steps to reproduce
			Notice that a follow-up question is not asked. Also, when the user selects Catalog citation, notice there is no Request in chat option available.
AI Search UX PRB1961619	Synthesized response is not displaying on portal search with DW set-up	Only conventional list of search results is obtained when the Now Assist widget disappears.	**1.** Log in to the instance as an admin. **2.** Open /csm. **3.** On homepage, search 'homepage errors'. Expected behavior: Synthesized response is displayed successfully at the top along with the list of search results. Actual behavior: Now Assist widget loads for a moment and then disappears, but the conversational list of search results remain.
Analytics Data API PRB1894963	Data Visualization drilldown doesn't follow previous filters	On Data Visualization, only the first-level drilldown honors the selected filters. This issue was observed in Xanadu and Yokohama.	**1.** Navigate to an instance. **2.** Open a Data Visualization. **3.** Select a column. Notice that it contains a drilldown. **4.** Select another column. Notice that it contains a drilldown with a daily view. Observe that only the first-level drilldown honors the selected filters, and that subsequent drilldowns (level 2 and beyond) reset to the original selection context, rather than chaining the filters from the intermediate drilldown.
Analytics Data API PRB1921406	POST /api/now/charts/data returns 500 status code when the table is not valid	POST /api/now/charts/data should return the 400 HTTP status code, with the error message 'Table is not valid: null.' Instead, it returns the 500 HTTP status code.	
App Engine Studio - Family Channel	The Record Producer remains as the original template's	When using the AES Template, the Record Producer remains as the original template's one, but it should be the one in the new app.	**1.** Create an app (App1). **2.** Create a new table in App1. **3.** Create a Record Producer with the table.

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Problem	Short description	Description	Steps to reproduce
PRB1923756	one in a newly created app		4. Create a flow with the action **Get Catalog Variables**. 5. Set the Record Producer in it. 6. Save. 7. Create a template with App1. 8. Create a new app (App2) with the template. 9. Check the Record Producer that was set in the action **Get Catalog Variables**. Expected behavior: The Record Producer is the one in the new app (App2). Actual behavior: The Record Producer is the one in the original app (App1).
Application Install Engine PRB1956758	Add support for needs of Golden Configuration in Install Engine	This is a product update.	
Application Manager PRB1942235	When running UpdateChecker script in background or 'Sync Now' as an admin user, the error appears: 'User Not Authenticated - Required to provide Auth information'	Golden Configs should be in the appstore instance so they can sync to the App Manager.	1. Ensure there are Golden Configs in the appstore instance to sync to the App Manager. 2. Navigate to **App manager** on a datacenter instance as an admin. 3. Select **Sync Now**. Notice that the sync occurs and it shows an updated timestamp. 4. Attempt to search for any app which is part of the Golden Config. Notice that it is not showing the Suite Config option. 5. Navigate to the **sys_suite_config** table.Notice that no new record exists. 6. Attempt to try to run the script in background in the global scope - new sn_appclient.UpdateChecker().checkAvailableUpdates(7. Navigate to the **syslog** table. Notice that it shows an error message, 'Error: Golden-Config sync: User Not Authenticated -

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Problem	Short description	Description	Steps to reproduce
			Required to provide Auth information (sys_script_include.46e8ba01eb002100d4360c50520 line 257)'. Expected behavior: When the admin user uses **Sync now** or runs a script in background, it should pull latest Golden configs available. Actual behavior: It is not pulling Golden Configs.
Application Manager PRB1956757	App manager changes in Golden Configuration	This is a product update.	
Application Manager PRB1956759	An app manager install pop-up should display instructions to sign new company-level terms and conditions in Store	This is a product update.	
Application Manager PRB1956771	For on-premise users, apps are not created in the sys_remote_app table after they're added to the cache		1. Add an app to an offline table. 2. Run update checker with the cache enabled. Observe that the app is not moved to the remote table. The test checks for an app in the remote table and fails.
Application Rationalization PRB1898811	Remove functionality doesn't work for architectural artifact related lists	Architectural artifacts can't be removed for Digital integration, Digital interface, TRM Product, and Business Process Lists.	1. Log in as an APM user. 2. Navigate to **Enterprise Architecture Workspace** > **Portfolio** > **Business process/Digital integration/Digital interface/TRM Product**. 3. Add an architectural artifact. 4. Select and remove the artifact. Expected behavior: The linked artifact is removed. Actual behavior: The linked artifact is not removed.

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Problem	Short description	Description	Steps to reproduce
Application Rationalization PRB1961778	The info icon doesn't work properly with filters	The overall score for a business application is missing in the Application Rationalization grid and in the size drop-down list in bubble settings.	**1.** Apply a filter (BC - Leaf node is false). **2.** Select the **Info** icon. Attendance management BA is shown on the side panel, which is expected. **3.** Apply an indicator score filter (overscore is empty). **4.** Select the **Info** icon. Observe that attendance management BA is still shown on side panel, and the first record in the grid isn't expected. **5.** Select a BA bubble in the Bubbles page. **6.** Open the side panel. **7.** Navigate to the List page. **8.** Return to the Bubbles page. Observe that the side panel BA information disappears from the Bubbles page. **9.** Scroll inside the Info panel. **10.** Select another BA. Observe that the Info panel opens at the previously scrolled position instead of resetting to the top.
Asset Management PRB1947295 KB2570280	Error while creating an asset when populating a serial number	Notice the error message 'onChange script error: TypeError: Cannot read properties of undefined.'	Refer to the listed KB article for details.
Asset Management PRB1961195	The Procurement Receive function doesn't open the camera in the Agent app	A blank page opens.	**1.** Open Now Agent App in mobile. **2.** Navigate to **Procurement**. **3.** Open POs next 30 days. **4.** Select a PO in the 'Ordered' state. **5.** Navigate to **Related List**. **6.** Open PO Line Items. **7.** Open an ordered PO Line Item. **8.** Select **Receive**.

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Problem	Short description	Description	Steps to reproduce
			Notice that a blank page opens up.
Authentication PRB1936797	The SMS Twilio OTP message is broken	It should say 'Send from your Twilio trial account - Your 6-digit verification code is XXXXXX, it expires in 5 minutes. Enter the code to complete the authentication. Thank you.' Instead, it says 'Send from your Twilio trial account-Multifactor.OTPMessage'.	
Authentication PRB1943178	OAuth JWT Token Refresh token flow doesn't work for public client	OAuthTokenProcessor#isPKCERequest should return 'true' for the JWT refresh_token with the client ID with 'public client' checked.	1. Get the OAuth client. 2. Set the public client to 'true'. 3. Set the token format to JWT. 4. Get the access token or refresh the token using auth PKCE. 5. Send the refresh_token grant request. Notice that it's 401, when it should be 200.
Authentication PRB1960578	Knowledge base as Authentication Factor for Voice Agents	This is a product upgrade.	
Authentication PRB1960579	Softpin as Authentication Factor for [Voice Agents	This is a product upgrade.	
Authentication PRB1960580	Authentication for Voice Agents	This is a product update.	
Authentication PRB1960581	Create an API to get an access token for a voice agent	This is a product update.	
Automated Test Framework (ATF) PRB1941169	ATF reusable test input/ output variables do not have a default form layout	After navigating to atf_input_variable_callable.do or atf_output_variable_callable.do, new form layout records are generated.	

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Problem	Short description	Description	Steps to reproduce
Automated Test Framework (ATF) PRB1943666 KB2563247	The ATF Page Inspector component list is empty on Portal pages with AIS enabled	On normal Portal pages, document.getElementById('testFrame').contentWindow.uxf is not defined. When AI Search is enabled, the UX framework gets attached to the page and the PageInspector's getUxf() test passes, switching the interface to Configurable Workspace mode. However, ATF mode is not enabled and no CWS components are returned by the function, so the component list is empty.	Refer to the listed KB article for details.
Automated Test Framework (ATF) PRB1948863	ATF tests with metadata tracing enabled can cause out-of-memory errors	Starting in the Zurich release, the ATF has the ability to trace metadata records (business rules, script includes, etc.) that are invoked as part of a test execution. However, this has been found to be a highly memory-intensive operation that can sometimes cause performance degradations, and in the most extreme cases, node restarts.	
Automated Test Framework (ATF) PRB1951016 KB2579637	All steps in Automated Test Framework (ATF) pass a test, but UI tests with many console logs fail	This issue specifically occurs when any single UI batch in an ATF test produces more than 1 megabyte worth of console logs (approximately 500,000 characters worth of data).	Refer to the listed KB article for details.
Automated Test Framework (ATF) PRB1956762	Automated Test Framework (ATF) Assist global utilities on the Glide-side	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Automated Test Framework (ATF) PRB1959359	Clean Up job for Metadata tracing OOMemory Issue	This is a product update.	
Automated Test Framework (ATF) PRB1959362	zz_all_terms_cache_flush causes delays in test runs	Building a cache before and after test run takes two to four minutes.	
Capacity and Reservations Management PRB1946628	Capacity performance upgrade for appointment booking		
Capacity and Reservations Management PRB1955343	Demand Channel population inconsistencies on WOT	Demand Channel doesn't populate on Work Order Task in a Pending Dispatch state. However, the Demand Channel remains empty and is not being populated.	Create a Work Order Task and move it to the Pending Dispatch state. Notice that the Scheduled Start is no longer auto-populated on the WOT. The task only has Window Start set.
Capacity and Reservations Management PRB1959636	Current query doesn't filter capacity types while fetching the aggregated agent schedule cutoff	When the capacity_by is something other than aggregated agent schedule, there's no need to populate the max date while preparing the capacity event body.	
Case and Knowledge Management for HR Service Delivery PRB1899267	Scope mastering should be enabled for sysapproval_approver	An admin user without HR roles can see the email associated with an HR approval.	
Case and Knowledge Management for HR	RCAs to support the 'HR case' table		

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Problem	Short description	Description	Steps to reproduce
Service Delivery PRB1951520	as input in NASK		
Case and Knowledge Management for HR Service Delivery PRB1954808	Unable to create articles with the 'Human Resources General Knowledge' KB	The user can't create articles with the 'Human Resources General Knowledge' KB because restricted caller access isn't allowed.	1. Log in to a Zurich instance. 2. Enable the KB generation skill for HRSD 3. Add some role under ACL for defining access. 4. Navigate to **AI Agent Studio** > **Testing**. 5. Select **KB Content Creation AI Agent**. 6. Give the following prompt: 'Create a knowledge article for HR Case Number'. (Make sure to give a closed case with no attached articles.) 7. When prompted for the knowledge base, select **Human Resources General Knowledge**. Notice that the flow errors out, saying: 'An attempt to generate the knowledge article encountered an error: An error occurred while inserting the knowledge article'. This error is not seen if the user selects any knowledge base other than 'Human Resources General Knowledge'. 8. Open the sys_restricted_caller_access table. 9. Search for a record that needs to be approved for the above flow to pass. 10. Manually approve the record. Observe that the KB creation is successful for the HR knowledge base.
Case and Knowledge Management for HR Service Delivery PRB1955464	Sentiment analysis is not determined for ER cases		1. Navigate to **All** > **Now Assist Admin** > **Skills** > **Employee** > **HRSD**. 2. Open the 'Sentiment Analysis for HR Case' skill and activate it. 3. Open 'HR Agent Workspace'. 4. Open any ER case. Expected behavior: Sentiment is determined.Actual behavior: Sentiment is not determined.

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Problem	Short description	Description	Steps to reproduce
Case and Knowledge Management for HR Service Delivery PRB1956191	RCA records for attachment summarization		Ship RCA records for attachment summarization after new changes.
Case Management PRB1926739	The user is not able to access an overview link from a customer service module	The user observes the message 'The dashboard was not found.'	1. Log in with system admin user access to platform. 2. Select the app navigation menu and search for customer service. 3. Select the **Overview** link under the customer service module. Observe the message 'The dashboard was not found.'
Cloud Provisioning and Governance PRB1930444 KB2480996	The are empty execution ID entries in the sn_cmp_order_step_status table when the corresponding order record in sn_cmp_order is deleted	The user may notice many entries remaining in the sn_cmp_order_step_status table even after the corresponding order record is deleted from the sn_cmp_order table.	Refer to the listed KB article for details.
Cloud Provisioning and Governance PRB1934389	An error message isn't displayed to the user if day2 actions are performed on either Stack or Resources		1. Log in to an instance. 2. Navigate to ESC Portal. 3. Open any active stack. 4. Test the scenario. 5. Run any day2 actions (like start, stop, etc.). Observe that an error message isn't displayed to the user if day2 actions are performed on either Stack or Resources.
CMDB Identification and Reconciliation PRB1955881	sn_cmdb.__rel_type_cache holds a lot of memory		
Code Signing	Guardrail scan to treat records	In the guided setup UI remove orphan	

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Problem	Short description	Description	Steps to reproduce
PRB1939794	on an instance as a base rather than signatures	signature count and show missing signature count instead.	
Code Signing PRB1939805	Signature verification process only honors the signature from one certificate	The validation fails because only the latest signature is considered.	1. Create signatures for a record from two different certificates. 2. Run the validation API. Validation passes as the latest created signature was valid. 3. Revoke the certificate that was used to create the latest signature. 4. Run the validation API again. Expected behavior: It passes because the second signature for the record is still valid (as the corresponding certificate is not revoked). Actual behavior: It fails because only the latest signature is considered.
Code Signing PRB1939809	The JIT process loads signatures to a database during guardrail scan	Guardrail passes if a record doesn't have a signature in the sn_kmf_record_signature table.	1. Create a new record on TI. 2. Don't generate a signature for it. 3. Move the record to PI. 4. Run a guardrail scan. Expected behavior: The scan should fail and the record should be flagged as missing a signature. Actual behavior: The scan passes.
Column Level Encryption PRB1919998	Save as Draft for catalog item does not work in portal when logged in through edge proxy	When trying to Save as Draft a catalog item from edge proxy, the URL generated for the catalog item contains double forward-slash items.	
Condition Builder PRB1927599	The condition builder on the presentational list displays all the options instead of the one that was searched	When the user searches for an option, the condition builder displays all the options in a list and highlights the one that was searched. Instead, only the option that was	1. Create a UI Builder page. 2. Configure the presentational list component. 3. Open the page in run time. 4. Select the filter icon. 5. In one of the fields, search for an option.

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Problem	Short description	Description	Steps to reproduce
		searched should be displayed.	Expected behavior: The list displays only the option that was searched. Actual behavior: The list displays multiple options and highlights the one that was searched.
Configuration Management Database (CMDB) PRB1949356 KB2616435	Exact count match check results in an incorrect duplicate task creation	After upgrading to Zurich, de-duplication (dedupe) tasks are created incorrectly under certain scenarios. As a result, a large number of records are created in the duplicate_audit_result table, causing significant database growth. Instead of updating existing entries, new records are inserted during each subsequent run. In one scenario, the de-duplication tasks are created when they were previously working. In another scenario, users with many hosts that contain cmdb_serial_number records with the same serial_number and serial_number_type notice that the number of duplicate_audit_result can grow to be tens of millions daily.	Refer to the listed KB article for details.
Contract Management PRB1913448 KB2310704	The payment amount and total amount are incorrectly displayed in the local currency value under USD currency	When the user sets a payment amount using a local currency (for example, NOK) when selecting 'Adjust' on the Contract, the payment amount gets saved on the XML. When re-opening the record in Form view, it defaults to USD, but shows the amount that originally belonged to NOK. This	1. Open a contract from the ast_contract table. 2. Select **Adjust**. 3. Enter a new payment amount and currency, for example, NOK 966.00. 4. Search and view the same Contract on List view. Notice that payment amount and total amount are both reflected as

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Problem	Short description	Description	Steps to reproduce
		behavior applies to both payment_amount and total_cost fields.	(NOK)966.00 and (USD)96.7669 when selecting **Toggle currencies**. **5.** Open the record in Form view. Notice that the payment amount is USD 966.
Currency Administration PRB1940257	Real-time updates on a form display incorrect values in **currency** fields causing data loss	Since the Zurich upgrade, real-time updates on a form display incorrect values in all fields of type **currency**. The displayed value is always 100 times the correct value (from the database). After reloading the form, the correct value is displayed.	
Customer Activity PRB1930824	Customer History shows the wrong day	Customer History shows activities under 'Yesterday', even though those activities were completed today.	**1.** Log in to the configurable workspace (now/cwf/agent/home). **2.** Impersonate a frontline agent. **3.** In the list, navigate to a case. **4.** Select **New**. **5.** Add 'George Warren' as a contact. **6.** Save. **7.** Select the **Customer History side panel** icon. Observe that 'Customer History' shows activities under 'Yesterday', even though the time shows as 30 minutes ago.
Customer Central API PRB1926557	The filter is shown as undefined when only one facet type is present	The filter shows the values as undefined.	Prerequisites: Customer Central and Customer activity plugins. **1.** Navigate to Activity Context Table -> Open any context record (Account and Contact or Consumer) **2.** Select the **Facets** related list **3.** Keep only one facet active and rest of the facets inactive. **4.** Navigate to CSM/FSM Configurable workspace and open any case record.

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Problem	Short description	Description	Steps to reproduce
			5. Select **Customer history** **6.** Select **Filter**. Expected behavior: The filter should show the values correctly. Actual behavior: The filter shows the values as undefined.
Customer Information PRB1934999	The addition of a new empty screen for customer information	New empty screens are added for customer information when there is not an account contact or a consumer linked to the record.	
Database Persistence - Data Access PRB1888302	Creating a column on a remote table throws a syntax error, which should be blocked for Workflow Data Fabric (WDF)	There is a new button in the table columns related list, which should be blocked.	**1.** Hop into a datafabric instance. **2.** Impersonate an admin user. **3.** Navigate to x_1234_managerinsi_df_alert_list. **4.** Configure the table. Notice that there is an alert message that says, 'This record is in the managerinsighttest application, but Global is the current application. To edit this record click here.' **5.** Notice the new button in the table columns related list, which should be blocked. **6.** Select the **New** button on the columns related list. **7.** Create a new column called 'test type string'. **8.** Select **Save**. Notice a syntax error is thrown, the column is created, but the column label is empty. This should be blocked.
Database Persistence - Data Access PRB1893500	GraphTopology doesn't support references that use an explicit reference key	WDF tables in specific tend to use non sys_id references.	
Database Persistence	For users with elevated	Despite having a role with elevate privileges,	

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1902218	privileges, the list view appears empty even though the data_fabric ACL for elevated privilege users are present	the user cannot access all the data and the list view appears empty.	
Database Persistence - Data Access PRB1907869	cypher2result error encountered with the unexpected token		
Database Persistence - Data Access PRB1922171 KB2617119	CONTAINS query interferes with the RLQUERY in hybrid table		Refer to the listed KB article for details.
Database Persistence - Data Access PRB1925389	Glide queries that use a search term query in conjunction with an order-by on a date-time field return a null pointer exception	For instances running on RaptorDB, glide queries using search term query in conjunction with an order by on date time field return null pointer exception for matching records that have a null order field value.	
Database Persistence - Data Access PRB1935637	Tie TD/view caching transaction to the transaction lifetime	Code sets the cached lifetimes for TD/views to a method call such as getDisplayValue, and should be tied to the longer lived transaction instead.	
Database Persistence - Data Access PRB1935751	Prevent regex split on dot walk field security layer to prevent excessive object		

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Problem	Short description	Description	Steps to reproduce
	generation in GlideSecurityManager		
Database Persistence - Data Access PRB1936115	Reduce unnecessary arraylist generation when getting conditions in GlideSecurityManager		
Database Persistence - Data Access PRB1936372	Error when cypher queries for executed for a long entity (node) name	An error appears when cypher queries are generated by GraphQueryBuilder and executed for a long entity (node) name.	
Database Persistence - Data Access PRB1938585	Creating edges between two WDF tables in KG designer results in an error	The error reads: 'Could not find source key column field account_id in table u_df_co_licenses for edge u_account_id.'	
Database Persistence - Data Access PRB1938967	Create TDs for the tables in a schema once rather than per-row when prepping the GR query condition for the final view	This is a product update.	
Database Persistence - Data Access PRB1941638	ContainerCondition should gracefully handle getQueryConditions when no targetContainer is set	New code needs to check for null targetContainer conditions.	
Database Persistence - Data Access PRB1942103	getForTables gives inactive columns	Results with inactive columns and edges are returned.	1. Deactivate a column of any table (for example, assigned_to of incident). 2. Call the getForTables for the 'incident' table. Notice results with inactive columns and edges.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1944385	Add preallocate hint to the compound query conditions And/Or	This is a product update.	
Database Persistence - Data Access PRB1944771	Incorrect state mapping passed in prompt (-5 mapped to 'Pending' instead of 'New' for change_request)	The prompt/state-choice payload incorrectly labels -5 as 'Pending'. For change_request, state = -5 actually represents 'New'. Because of this incorrect mapping, queries/filters and LLM prompts that depend on these choices will misclassify change_request records. For example, requests for 'New' change requests may return incorrect results or none at all.	
Database Persistence - Data Access PRB1944961	Exclusion doesn't work for upper case table names		
Database Persistence - Data Access PRB1945837	Correctly track select items that don't have aliases	For these cases, either get the alias from the CTE the item is defined in or create the proper tracking correlation for the field.	
Database Persistence - Data Access PRB1946257	Normal (non-aggregate) cypher queries and response columns are returned without node alias prefixes		
Database Persistence	Request for API modification	Return some basic info for an aggregate column backing info. There is no backing	

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1946258		information for any aggregate because there isn't actually a single record involved.	
Database Persistence - Data Access PRB1946286	Failing Workflow Data Fabric (WDF) queries when trying to execute on connection for trino_primary	When trying to get specific column instead of the entire record, the error occurs in the response.	**1.** Log in to the instance. **2.** Impersonate a user. **3.** Run the script. Notice the error which includes, 'FAILED TRYING TO EXECUTE ON CONNECTION trino_primary'.
Database Persistence - Data Access PRB1946736	When users don't provide the alias to the aggregate column, it's not returning the answer		
Database Persistence - Data Access PRB1946743	In normal (non-aggregate) Cypher queries, aliases defined in the Return clause are not reflected in the response		
Database Persistence - Data Access PRB1947127	getDisplayValue has different values for GlideRecordDynamic and GlideRecord	getDisplayValue on references and choices should have the correct values.	
Database Persistence - Data Access PRB1948171	Global Graph performance is slow when a large number of columns are fetched	KG can return all columns, which can be 200 or more in certain cases. It used to take 1880.8 milliseconds.	
Database Persistence - Data Access PRB1948190	Cypher queries and response columns are returned without	The getBackingInformationForElement API requires prefixed column names to return sys_id and table details. This causes	

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Problem	Short description	Description	Steps to reproduce
	node aliases (prefixes)	the API to fail for such queries.	
Database Persistence - Data Access PRB1949752	The Glide element getDisplayValue doesn't produce a formatted output for computed values like aggregates due to the lack of a schema		
Database Persistence - Data Access PRB1949793	Aggregation on a non-valid column type isn't returning an exception		
Database Persistence - Data Access PRB1949950	setLimit on Glide Record Dynamic throws null pointer exception		
Database Persistence - Data Access PRB1949955	For 'Aggregate Independent Node Match'-type cypher queries, getBackingInformationForElement isn't returning the backing information for non aggregated columns		
Database Persistence - Data Access PRB1950573	Improve performance for DatabaseViewsProviderTable#getElementDescriptors	This is a product update.	
Database Persistence	Improve DBCypherParser execution time for same-	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1950574	table multi-key queries using an IN query condition		
Database Persistence - Data Access PRB1951964	Extend dot walk pattern split time performance optimization to other SecurityPatterns callers		
Database Persistence - Data Access PRB1953445	Prevent frequent TableDescriptor lookups from GSM	There are frequent TableDescriptor lookups in GlideSecurityManager to handle the feature behind field_query_restrict_record_access field Dictionary attribute.	
Database Persistence - Data Access PRB1955036	Error messages in ElementBackingInfo	An error message appears during database dump creation. The error is due to the default constructor for ElementBackingInfo trying to set up the scope: 'Could not define Scriptable class ElementBackingInfo for extension point'.	
Database Persistence - Data Access PRB1955111	Distinguish between elements that aren't in the DB (like sys_tags) vs. ones that are function fields	Queries are disallowed against all elements not in the database, but that excludes function fields. The criteria should be adjusted to disallow the first element types and allow the second.	
Database Persistence - Data Access PRB1955135	There's an error when executing a cypher with 0 edge path length, such as [:manager*0..1]'	The issue is the first branch of the union only has one table, so only one key is injected while all the others have two. The key injection is going to have to special case	

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Problem	Short description	Description	Steps to reproduce
		the union code and check for situations like this.	
Database Persistence - Data Access PRB1962540	report_on is honored for aggregates in cypher	Currently checks are done in tableLevelAclAllowed which will return false if there is no ACL defined at all. PA used hasRightsTo which has a more permissive behavior and allows access in this case.	
Database Persistence - Data Access PRB1964653	Test failures in db-test		
Database Persistence - Data Management PRB1942866	StatsGatherer shouldn't break the execution when it checks the table stats for a table in which the stats weren't collected by SNC	StatsGatherer breaks the loop and stops with exception trace.	1. Create a table on an instance. 2. Make sure the SNC doesn't have the table size reported. If reported, delete the entry. 3. Run StatsGatherer. Expected behavior: StatsGatherer reports this table in logs and continues the execution with the next tables. Actual behavior: StatsGatherer breaks the loop and stops with exception trace.
Database Persistence - Data Scale PRB1891038	Trino API schemas/xxxxx/tables?type=logical should not return data fabric tables		1. Open an instance with Data Fabric configured. 2. Map a remote table t_remote to df_t_remote. 3. Run the Trino API schemas/xxxxx/tables?type=logical. Notice that the returned list should not contain t_remote or df_t_remote.
Database Persistence - Data Scale PRB1951095	Set a replica pool's in-memory heartbeat to null upon failure to get heartbeat	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Scale PRB1959979	Get connections from secondary pool doesn't retry more than once	Retry count is capped because failImmediate is always set to true for secondary pools. This causes some issues with read replica routing.	
Database Persistence PRB1925955	Columns on the list view failed to load when dot-walk fields are present		1. Navigate to **sys_properties**. 2. Ensure glide.db.meta.non_sys_id_sparse_storage.allow is set to true. 3. Navigate to **All** > **Manager Analytics**. 4. Open either **Alerts**, **Journey**, or **Voice Survey** list views. Notice that when the list view has dot-walk fields present, the user gets most of the non-dotwalked columns with empty values (only ones showing are the primary key + reference column). 5. Navigate to the 'Personalize' list view and take out the dotwalk fields from the table. The table displays all the values from the list view even with the property enabled. 6. Navigate back to personalized list view. 7. Select **Reset to column defaults**. 8. Navigate back to sys_properties and set the property to false. 9. Navigate back to the list view. The user should see the values load in the table even with the dot-walk fields present.
Database Persistence PRB1935218	Don't use the string replaceFirst in GlideElement and GlideRecordSecure because it causes excessive	When certain scripts and profiles are run, there's noticeable memory usage for the regex compilation coming from String.replaceFirst.	

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Problem	Short description	Description	Steps to reproduce
	pattern compile		
Database Persistence PRB1935249	Glide record doesn't retrieve all the records from the first pass query for Workflow Data Fabric (WDF)	Found an issue when glide.db.trino.first_pass.window_clause_limit is greater than glide.db.datafabric.max_records, the user only gets the back the number of rows based on the value of max_records as opposed to first_pass_window_clause.	1. Navigate to **System properties**. 2. Ensure glide.db.datafabric.max_records is set to 10000. 3. Check that glide.db.trino.first_pass.window_clause_limit is greater than 10000. 4. Run a simple glide record query script on a single pk table. Notice that the first pass query is 10053 records, but only 10000 records are back.
Database Persistence PRB1950444	Improve logging for CypherSQLs generated and for DatabaseViews	Logs are written to syslog and are not-controlled. With this change, they can be controlled and only appear on the app server logs.	
Database Persistence PRB1955887	DBQuery.addSystemReturnField() isnt functioning correctly with PostgreSQL for non sys_id tables	The method DBQuery.addSystemReturnField() does not work as expected for Non sys_id based tables like pa_scores_l1.	DBQuery.addSystemReturnField()
Database Persistence - WDF PRB1889108	Propagate routing category to SN Connector	If a routing category is set to a trino query that uses the loopback catalog, the category will not be propagated to the remote-side for routing. Currently, DBSqlParserDataFabric sets the category to 'trino' for routing.	Execute a trino query with a routing category. Notice that this results in a SN loopback query which doesn't have the routing category set.
Database Persistence - WDF PRB1891891	Correlate all queries to the originating trino query for logging for SN Connector REST API	The incoming query is logged in TrinoConnectorService but the origin context is lost, and the user cannot correlate the incoming queries to REST API to the originating trino query.	Open a list view that involves a Glide table and a data fabric table so that it executes the query via the loopback SN Connector. Notice that in the logs, it should print all the queries with 'Delegating fetch request to DB for client query' and 'Time consumed to return from DB call(ms):'

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Problem	Short description	Description	Steps to reproduce
			however, the user can't tell what the originating transaction is.
Database Persistence - WDF PRB1929116	OAuth access token error occurs when data is fetched from a remote table to a physical table	The query tries to access a property from a remote table to physical table. The cypher throws the error, 'OAuth access token is required for loopback connector type.'	
Database Persistence - WDF PRB1941719	Opening the list views of manager insight tables times out when parsing is enabled	When the user opens the list view that has the ref field **manager_employee_number**, they see multiple queries and the list view times out.	
Database Persistence - WDF PRB1950092	The WDF table eligible for sparse storage is not executing one pass query when calling get() and Equals operation	The WDF table eligible for sparse storage now executes a two pass query when running a get()/Equals operation. It should only execute a one pass query for both scenarios, similar to a glide table.	Scenario 1: **1.** Ensure the property glide.db.meta.non_sys_id_sparse_storage.allow is created. **2.** Set it to 'true'. **3.** Enable SQL debug. **4.** Navigate to the list view of a WDF table with single primary key defined. **5.** Open the condition builder. **6.** Select the **Primary key** field is 'operation'. **7.** Run it. **8.** Scroll down the page when the list view has finished loading. Notice that in the List section, the record count query there will be two additional queries being made on the data fabric table when only one query is made. Scenario 2: **1.** Ensure the property glide.db.meta.non_sys_id_sparse_storage.allow is created. **2.** Set it to 'true'. **3.** Enable SQL debug.

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			4. Navigate to **Background scripts**. **5.** Execute a glide record script that call get using the encoded sys_id of a WDF table. Observe that when executing the script, there are two queries being executed instead of just one.
Database Persistence - WDF PRB1952581	Error occurs when querying both WDF and physical table attributes together		**1.** Start a conversation with the virtual agent. **2.** Say 'I want to know some employee details'. **3.** When the agent responds, say 'I need the name and email of certain employees'. **4.** When the agent asks about a reporting manager, provide a name. **5.** When the agent asks about a specific role or job title, provide a job title. Observe that no response is returned.
Database Persistence - WDF PRB1953550	List view is unable to load due to a logical query of the cmdb_ci_computer table	The list view is unable to load due to the logical query of cmdb_ci_computer table, which includes the '**sys_tags**' field. DBSqlParser translates it to a query against the cmdb table that does not have the '**sys_tags**' field. In this case, DBSqlParser should be used against a shadow table with its own ACLs, distinct from the ones at the source. The new GlideRecordDynamic should be integrated for usage in the TrinoConnectorService. This also includes defining a new DBSqlParser type that does the required security checks.	**1.** In a local instance, create a remote SN connector to a remote instance. **2.** Create a remote df_cmdb_ci_computer_remote table, bringing all the fields that show up in the WDF Hub (except for the **sys_domain** field). **3.** Load the list view of df_cmdb_ci_computer_remote. Observe the error that appears.

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Problem	Short description	Description	Steps to reproduce
Data Fabric Table Glide Services PRB1904932	Connection credential should not be cloned for Workflow Data Fabric (WDF) after clone automation	After cloning, WDF connection credentials are copied to the target instance.	
Data Fabric Table Glide Services PRB1945751	Forms with nested section choices fail due to mandatory fields		1. Create a connector in the sn_df_connector table. 2. Create two section choices in one of the components. 3. Inside the section choices, create another section choice. 4. Try to connect, filling all the visible fields. Observe that it fails with the error 'Complete all the required mandatory fields'.
Data Fabric Table Glide Services PRB1949350	Sys_ fields are silently dropped when importing table from Local ServiceNow instance	No sys_ fields exist for the WDF table that was created from remote glide.	
Discovery PRB1785169	ACC-V execution for Oracle GLAS Data Collection is failing because the pattern is removing 'ct_cpuq.sh' and 'db_queries_to_csv.sql' as part of the 'Target Cleanup' process	ServiceNow removes the files 'ct_cpuq.sh' and 'db_queries_to_csv.sql' as part of the 'Target Cleanup' process, while ignoring 'db_queries_to_csv_11g.sql' which is causing the step 23 run Ora LMS script Unix with SID to fail.	
Discovery PRB1843017	For patterns on agent, add all available assets that start with 'pattern-	Currently, the system looks for three plugins (pattern-execution, pattern-execution-mapping, pattern-execution-content)	

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	execution' to OnTheFlyCheck	when sending a check to ACC. This can become a problem with increasing number of content Store apps as each Store app may want to ship their own ACC plugin with the script files. The current mechanism only supports three.	
Document Intelligence Unified Backend PRB1934265	Document type and config are overridden in certain views	When the user loads a doc_qna use case in table view, the 'Document Type' and 'Document Config' are reset to the default doc extraction values.	
Document Intelligence Unified Backend PRB1934268	Document Config can't be updated on DocQnA use cases	Attempting to update the Document Config results in an error.	1. Ensure a task with status 'Done' exists in a DocQnA use case. 2. Attempt to update the Document Config. Notice the error, 'Can't update document config as there are pending document task trainings, Please update once everything is complete.'
Document Intelligence Unified Backend PRB1951333	Hybrid use cases should be selectable in the **Create a Document Task** flow action		1. Create a use case in the 'Extract information from documents' skill. 2. Add a target table and integration for the created task. 3. Open the integration in flow designer. Observe that the created use case is not listed in the 'Task Definition' drop-down list of the **DocIntel - Create a Document Task** action.
Document Intelligence Unified Backend PRB1955108	'Details' ends up in name for extraction use case	A sys_di_key record is created where name is set to the 'Details' value.	1. Navigate to NowAssist Admin. 2. In the skill 'Extract information from documents', create a new use case. 3. Create one field with 'Name' as 'invoice_number' and 'Details' as 'Invoice number or purchase order number'. Expected behavior: A sys_di_key record is created where display_name and

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Problem	Short description	Description	Steps to reproduce
			name are 'invoice_number' (or maybe 'invoicenumber'). Actual behavior: A sys_di_key record is created where name is set to the 'Details' value.
Document Intelligence Unified Backend PRB1959455	Add a 'skipped' status to the 'DocIntel Task' table	This is a product update.	
Document Intelligence Unified Backend PRB1959457	Improvement to make page-level try–catch instead of whole-PDF try–catch	This is a product update.	
Document Intelligence Unified Backend PRB1959459	Delete task definition's 'read only' policy on capability	This is a product update.	
Document Intelligence Unified Backend PRB1959464	DocReader local to return an info page of embedded images	This is a product update.	
Document Intelligence Unified Backend PRB1959466	Integrate the image rescaling Java API for Doc Reader local Glide code	This is a product update.	
Document Intelligence Unified Backend PRB1959468	Update DocReader Local to use the content type instead of the file extension	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Document Intelligence Unified Backend PRB1959471	Glide scale attachment summarization	This is a product update.	
Document Intelligence Unified Backend PRB1959473	Code changes for a document splitting on Java-level Glide changes	This is a product update.	
Document Intelligence Unified Backend PRB1959475	Java API to rescale the image doc-type before sending to an LLM call	This is a product update.	
Document Management PRB1941267	Unable to remove document references and users for a document from scoped apps		1. Create a document and version. 2. Link this document to a core-company record. 3. Optional: Grant access to multiple users. Notice that users are unable to delete the users/association from a scoped app via server scripts.
Dynamic Translation PRB1913176	A One API Service Plan feature for Virtual Agent's (VA) Utterance Translation has no timeout set	It needs a timeout set and the error policy to be set to exit the Service Plan execution. In addition, the OneAPI framework needs to prevent this error from happening in the first place.	1. Set up VA Language Detection and Dynamic Translation. 2. Enable both. 3. Install the Appropriate Language plugin. 4. Enable dynamic translation for VA for the installed language plugin. 5. Change the mweb sys_cs_channel synchronous column to true 6. Start a VA web client conversation in English. 7. Type an utterance in the language of the plugin installed.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Language detection and utterance translation work as expected in synchronous mode Actual behavior: Observe that the language detection call or subsequent utterance translation fail to due to the stacktrace.
Email Notifications PRB1960674	Create an email/email draft record creation script include in the global scope	This is a product update.	
Embedded Help PRB1942884	Unable to view the 'Help center' content for different roles when there's an uppercase character in the RoleName		1. Try to create the embedded help. 2. Add the roles, except admin, and have the role_name have an uppercase character. 3. Check on the page. The content isn't displaying in the 'Help center' panel.
Event Management PRB1895330	ImpactStatus isEquals tries to compare non-existent ImpactStatusKey	This fails in instances where the field does not exist.	
Event Management PRB1906529	A custom description of the Tag-cluster group definition is not assigned to the group	On Zurich release, Tag Based Alert Clustering definition 'Override group description' does not work for Alert Group.	
Event Management PRB1939558	Get related CIs should support parameters for limits and have consistent and meaningful logs for effective troubleshooting	This is a product update.	
Event Management PRB1941171	Slow query in Event Management - Process Events	The observed runtime is 27 ms on average. A replacement query averages 2.3 seconds or around 85x slower.	

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Problem	Short description	Description	Steps to reproduce
Fenix (Family) PRB1934205	In the Fenix plugin, scope accessibility issue in getJobStatuses3rdpartyinvocation	Unlike other batch mode APIs, this one doesn't support cross-scope access. It supports invocation only from the global scope. For consistency and usability, it would be helpful if this could be made accessible from the global scope.	1. Create a new scope. 2. Create a batch manifest in that scope. 3. Execute it a few times so that there are records in the fenix_job_status table. 4. Run a script to get the job_statuses, but be sure to execute the script from the new scope. Observe that it generates the following error: 'script execution error: Script Identifier: null.null.script, Error Description: invalid return type: org.json.JSONArray, Script ES Level: 200 Evaluator.evaluateString() problem: java.lang.RuntimeException: invalid return type: org.json.JSONArray: com.glide.script.fencing. ScopedFunction ObjectTypeHandler .coerceReturnValue (ScopedFunction ObjectTypeHandler .java:338)'.
Field Service Task Bundling PRB1952595	Scheduling subtasks takes longer than expected	Scheduling subtasks and updating the **Scheduled Start** field on subtasks takes significantly longer than expected.	1. Create a bundle a task with at least 500 subtasks. Notice that the bundle task is in a pending dispatch state. 2. Assign the created bundle task to an agent. Notice that the bundle assignment will take a lot of time. 3. Check the subtask schedule start date and the time it took to update the subtask schedule start date info. Notice that the UI is stuck or takes a long time (5-6 minutes).
File-based Discovery PRB1936524	File-based Discovery doesn't capture the content when the filename contains spaces	Discovery throws an below error in the Discovery logs for a filename that contains spaces: 'Error(s) during file-based discovery: base64: extra operand '/usr/share/.../IOP' Try 'base64 --help' for more information'.	

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Problem	Short description	Description	Steps to reproduce
Flow Engine PRB1925181 KB2407160	The Script API inForeground run a subflow that calls another subflow that has an MID action step throws an exception before the outputs are ready with a message	The flow should complete and the outputs displayed in Scripts - Background. However, the flow executes, but an exception is thrown: 'The current execution is in the waiting state and the subflow outputs are not available'.	Refer to the listed KB article for details.
Flow Engine PRB1936210	High Priority events are not cached to the same node due to Yield Check	An event is not cached to the correct node.	
Flow Engine PRB1950344	Capability metrics are executed in a Skill Role Masking session	Auto evaluation breaks with the application of role masking on 'Evaluate API'.	
Flow Engine PRB1958181 KB2606177	Flows are intermittently not triggered after upgrade in a domain separation enabled instance	After upgrading a domain separated instance, some flows are no longer triggered. This is because some of the flow's records are in the domain that the flow was defined in, and other records in a different domain.	Refer to the listed KB article for details.
Flow Engine PRB1960669	Use a new role context API for role masking in flows	This is a product update.	
Flow Generation (Family) PRB1949261	Flow Generation and Flow Designer GenAI Glide changes	This is a product update.	
Flow Generation (Family)	Capability response not parsable Error		

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Problem	Short description	Description	Steps to reproduce
PRB1957611	- Prompt LLM (Glide Only)		
Flows (Family Channel) PRB1918469	There's an error checking availability for a flow recommendations skill		
Flows (Family Channel) PRB1924455	The 'Skill Config' drop-down list doesn't load for the 'flow_designer' and 'Action_designer' roles		**1.** Create a flow. **2.** Add an action. **3.** Add step Call Now Assist Skill. Observe that the 'Skill Config' drop-down does not load for the 'flow_designer' and 'Action_designer' role.
Flows (Family Channel) PRB1938123	Flows using base instance actions related to the plugin 'Customer Service Spoke' fail after upgrading to Yokohama	The flows in question are base instance actions related to 'Customer Service Spoke': Add Work Note to Task and Add Comment To Task.	
Flows (Family Channel) PRB1952640	Unable to see AI agents for the 'Use an AI agent' action for users other than Admin	The AI agents are not visible on a drop-down list.	**1.** Provision an instance with the flow-designer-genai app installed. **2.** Navigate to workflow studio. **3.** Create a new flow / subflow. **4.** Select an action - Use an AI agent. **5.** For the same action, select the **Select AI agent** drop-down list. Notice that the AI agents are not visible.
Flows (Family Channel) PRB1960705	Create a scriptable API and global script includes for getting execution data	This is a product update.	
Flows (Family Channel) PRB1962584	'Skill Config' drop-down list doesn't load for the 'Action_designer' role	The 'Skill Config' drop-down list doesn't load for the 'flow_designer' and 'Action_designer' role.	**1.** Create a flow. **2.** Add an action. **3.** Add a step called Now Assist Skill.

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			Notice that the 'Skill Config' drop-down list doesn't load for the 'flow_designer' and 'Action_designer' role.
GlideRecord PRB1946744	Querying against the 'numeric value' variable silently fails because casting to 'signed' isn't supported in postgres	The process silently fails and doesn't return any data.	**1.** Create a 'Numeric value' variable for a catalog item. **2.** Using a catalog item, create a request item. **3.** Run a filter on sc_req_item table with the filter on a variable with either of these filters: **a.** 'is empty' **b.** 'is not empty' **c.** 'greater' **d.** 'less than' Expected behavior: The created sc_req_item is returned. Actual behavior: The process silently fails and doesn't return any data.
Glide Server APIs PRB1921133	Users can't query guest voice agents due to a lack of impersonation ability in a scoped app	The AI Voice agent application makes a call to a platform API to retrieve guest or public voice agents. These are agents that return basic public data such as company hours, location, etc. These agents have an ACL for a guest user. However, the integration user can't impersonate a guest since the app isn't in a global scope.	Call into the voice agent app. Notice in the orchestrator that the public agents aren't queried correctly.
GRC Platform Plugins PRB1941250	In Yokohama and Zurich, assessment reporting views aren't displayed		**1.** Create and publish a RAM. **2.** Select the **View reporting** button. Observe that the reporting view is not displayed.
Hermes (Family) PRB1881376	BytesOut is inaccurate		**1.** Set up a Kafka producer on a local machine using Kafka Java APIs. **2.** Produce a single, large batch of messages.

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			3. Wait until the hourly aggregation job runs to populate hermes_usage_metrics. 4. Check the corresponding value in 'Total MB Value Per Hour'.
Hermes (Family) PRB1888169	Unnecessary logging in syslog by KafkaConsumerRegistry and GlideHermesTopicManager	There are unnecessary 'Information' type logs in the syslog table by the com.glide.hermes.KafkaConsumerRegistry, com.glide.hermes.TopicSynchronizer and com.glide.hermes.GlideHermesTopicManager packages.	
Hermes (Family) PRB1905820	Dashboard accuracy issues	There are two issues with the Application ID 'All' filter: The 'Total Megabytes In' value is doubled with the 'All' filter. Additionally, when there's a singular day spike in metrics, and all other values are 0, the graph itself reports a 0 value on the spike date despite the graphic implying otherwise.	
Hermes (Family) PRB1944311	Setting glide.sys.date_format to dd-MMM-yy triggers 'GlideDateTime:Invalid date time' for xmlstats.do?include=hermes	'getLastRunTime' uses 'getDisplayValue()' which can change from the non-default date time format yyyy-MM-dd when 'glide.sys.date_format' is updated.	
Horizon Component Library PRB1891279	The pop-up message [Attachment deleted...] is still shown on workspace after abort deletion by Business Rule	A pop-up message reading 'Cannot delete Attachments' is shown and deletion fails.	1. Open a sys_attachment.list and create a new business rule to disable 'Delete attachment' and in Incident table. 2. Open the Incident.list and create a new record. 3. Attach file to the record. 4. Open Service Operations Workspace and Open the created Incident record. 5. Delete the attachment.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: A pop-up message reading 'Cannot delete Attachments' will be shown and deletion fails. Actual behavior: A pop-up message reading 'Cannot delete Attachments' is shown and deletion fails.
Horizon Component Library PRB1959336	now-highlighted-value: helperContent update	This is a product update.	
Horizon Component Library PRB1959337	New and updated utility icons	This is a product update.	
Horizon Textarea Component PRB1891770	The scrollbar does not appear for now-textarea when text is pasted	No scrollbar available.	**1.** Create a component to render now-text-area with size: **a.** Width: 50% **b.** Height: calc (100% - 50px). **2.** Navigate to browser to render above component. **3.** Type a few words in the textarea, then paste large text > size of textarea. **4.** Scroll content in textarea (Don't select inside textarea after pasting, just try to scroll). Expected behavior: After pasting text, the user should be able to scroll text content. Actual behavior: No scrollbar available.
HR Service Delivery PRB1934992	RCAs for the 'Predict and transfer' AI workflow	Related to ER case summarize, both in Now Assist Portal (NAP) and the 'Form' view.	**1.** Impersonate as an ER case writer user. **2.** Select the **Summarize** button on the 'ER case' form page. **3.** Select the **Summarize a record** button on the ER case from NAP. Expected behavior: RCAs shouldn't be generated. Actual behavior: RCAs are generated.

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Problem	Short description	Description	Steps to reproduce
HR Service Delivery PRB1940427	A user with snc_internal not be able to access an HR checklist	The issue occurs when the Explicit Roles plugin is installed before the HR Core plugin.	1. Create a checklist_item record for any HR case or HR task and assign it to any user who has an snc_internal role. 2. Open the access analyzer and do a 'can-read' check for an snc_internal user. Notice that the snc_internal user has no access.
HR Service Delivery PRB1942339	Use case chaining is not happening in case of prediction failure		1. Create a new case. 2. Notice that the Prediction/Transfer agent is called in case prediction fails. Expected behavior: Another use case is triggered. Actual behavior: Chaining doesn't occur.
HR Service Delivery PRB1955226 KB2634960	Missing **Sentiment Analysis** Fields / RCA errors from Platform AI Agents and Skills	An RCA error appears within HR Agent Workspace on an HR Case if that Case belongs to one of the following COEs (HR Benefits Case, HR Compensation Case, HR Corporate Communications Case, and HR Global Mobility Case). The RCA is requesting access to the HR Case COEs on behalf of Platform AI Agents and Skills, specifically from the source of the Script Include called SentimentAnalysisProcessor.	1. Navigate to the COE Configuration module. 2. Navigate to the HR Cases list view. 3. Create a case based on one of these COEs (for example, a Compensation HR Case). On the newly created HR Case page, observe that the **Sentiment** and **Sentiment trend** fields are missing and the RCA error at the top of the page.
Identity PRB1956763	Federated ID for roles (Regulated Market)	This is a product update.	
Inbound IP Address Access Control PRB1931553	Database connections Pool Exhaustion issue	DBIs fail to establish new connections after approximately 2.5 hours.	

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Problem	Short description	Description	Steps to reproduce
Integrated Email Client PRB1959343	Modify on an insert click on NACM for branded templates	This is a product update.	
Integrated Email Client PRB1959345	Identify if an email has a branded template in it	This is a product update.	
Integrated Email Client PRB1959347	Support customization at the client side	This is a product update.	
Integration Authentication PRB1960124	Verbose JWT logs use opaque tokens when AuthLog is enabled		
Integration Hub PRB1933193	Configuration data is missing in REST step	The HTTP operation relies upon an output from the IntegrationResolverOp. If it doesn't exist, it falls through and throws an exception.	
Integration Hub PRB1946982	Async HTTP client does not honor proxy bypass settings	In FlowHttpContextProvider.getDefaultRequestConfigBuilder() a proxy is added if the global settings are configured. However, it does not honor the 'glide.http.proxy_bypass_list' property setting.	
Integration Hub PRB1959514	A support server sends event step executions on MID server	This is a product update.	
Investment Portal PRB1920188	Can't open or filter users/ groups when there are a lot of records in the sys_user table	In the Investment Portal, when the user opens 'Users/ Groups' and add a new user, it takes about 30 seconds to load. Search doesn't work.	1. Navigate to **Filter Navigator** > **Investment Portal**. 2. Open any of the bookmarked records. 3. Select the **User** icon to open 'Users/ Groups'.

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			4. Select **Add users** **5.** Wait for it to load, about 30 seconds. **6.** Try to add some letters in input. Observe that it doesn't work and doesn't search anything.
Issue Auto Resolution for Virtual Agent PRB1957745	IAR does not work on a znowassist instance	Virtual agent doesn't appear in the activity log.	**1.** Enable Incident IAR. **2.** Navigate to go /esc. **3.** Portal search for 'create incident'. **4.** Create an incident for priority 3 - 'printer issue'. Expected behavior: IAR should run, the Virtual Agent should reply in the activity log, and a notification should be received. Actual behavior: Virtual agent is not showing up in the activity log.
JVM at Scale PRB1959253	Java 21 upgrade to runtime	This is a product update.	
Knowledge Management PRB1948377	KBversioning() script isn't accessible from another scope		
Knowledge Management PRB1948582	The **Next** button on UI16 isn't shown until the user scrolls up after selecting template	The **Next** button shouldn't be moved out of focus when user selects template.	**1.** Open the latest track/anowassist or track/znowassist instance. **2.** Log in as a user. **3.** Turn off sn_km_center.glide.knowman.redirect.enable or sn_km_center.glide.knowman.enable. **4.** Create a new KB article. **5.** Select a template. Notice that **Next** button in the bottom of the page is removed, but on selecting the template, there is a vertical scroll bar that automatically takes the user to bottom of the page, and the Next button

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Problem	Short description	Description	Steps to reproduce
			on the top right of the page is not shown until user scrolls up.
Knowledge Management PRB1958725	Editing using the editor won't work for FSM users while creating KB article	The user is restricted when selecting 'Edit', and a security access message appears.	**1.** Log in to the instance. **2.** Install the FSM app with sn_fsm_gen_ai 8.0.0-snapshot, which installs Now Assist for Platform 10.0.1-SNAPSHOT. **3.** Impersonate a user with wm_admin or wm_dispatcher. **4.** Navigate to the **wm_task** table. **5.** Select any Work Order Task with 'Completed' state. **6.** Select **Create Knowledge**. Notice that it gives the option 'Yes, draft with Now Assist' that can be selected by the user. **7.** Select on **Edit**. Expected behavior: The user should be able to select the option to edit. Actual behavior: The user is restricted with the message, 'Security constraints prevent access to requested page.'
Knowledge Management PRB1959682	KB submission flow doesn't work after the uptake of a KB interceptor page		**1.** Navigate to **Now Assist Admin** > **Workspaces** > **Service Operations Workspace**. **2.** Select the 'List' icon on the left sidebar. **3.** Navigate to **Incidents** > **Closed**. **4.** Open any of the closed incidents. **5.** Select the button **Create knowledge**. Upon landing on the kb_submission screen, the screen title displays 'KB Submission' in bold.
Knowledge Management PRB1959880	The user can't create Knowledge Blocks	In scenario 1, the URL redirects to the kb_knowledge form page, not the kb_knowledge_block form page. In scenario 2, the user cannot select the block in the	Scenario 1: **1.** Navigate to **Knowledge** > **Knowledge Blocks** > **All**. **2.** Select **New.**

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Problem	Short description	Description	Steps to reproduce
		Article body after it is published.	Notice that the URL is redirecting to the kb_knowledge form page, when the URL should redirect to the kb_knowledge_block form page. Scenario 2: 1. Create a block by navigating to **Knowledge** > **Knowledge Blocks** > **Create New block**. 2. Create any article. 3. Add the block created in step 1. 4. Attempt to select the block in the article body. Observe that the user is able to select it. 5. Publish the article. 6. Open the same article. 7. Select **Checkout**. Observe that the user isn't able to select the block in Article body, when they should be able to select it and delete it from the Article body.
Knowledge Management PRB1959914	The Knowledge Search Properties configuration page shows 'Requested resource not found'		1. Open a Zurich instance that has Now Assist. 2. Navigate to **Knowledge** > **Administration** > **Guided setup**. 3. Select **Get started**. 4. Select **Get started**for Knowledge Search. 5. Select **Configure Knowledge Search Properties**. Observe that the Knowledge Search Properties aren't loading. 'Requested resource not found' is shown.
Knowledge Management PRB1962920	Version bump for KC and ECE in anowassist and Zurich track	This is a product update.	
Lifecycle Events	Creating a case of any journey config doesn't show	The issue occurs due to changes that modify the form when GenAI is installed. Rather than	

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PRB1913012	the Journey number field in the case details	adding the fields in an if folder, the fields should just be added to the normal form layout in the update folder; if the fields do not exist, they will not show up on the form.	
Lifecycle Events PRB1945674	Improve logging and validation in glidefix_deprecate_le_workflow for when the 'sn_hr_le.use_flow' property fails to update	The logs for the fix script doesn't re-validate the property.	1. Install the following on a WDC instance: ○ HR Core ○ HR Lifecycle Event (HR LE) ○ HR Lifecycle Event for enterprise (HR LE Ent) 2. Upgrade the instance to Yokohama. 3. Examine the logs for the glidefix_deprecate_le_workflow fix script. Notice that it doesn't re-validate that the property was successfully updated.
Lifecycle Events PRB1955284	Bulk Task approvals are not being generated	BulkTaskMgmtRejectUIIT fails when run in the Zurich branch.	
List Administration PRB1911269	SHOW_ALL event is dispatched on every context action click		1. Create an experience. 2. Add the record list bundle. 3. Open the page. 4. Select the **Row edit** icon. Expected behavior: The SHOW_ALL event isn't dispatched. Actual behavior: The SHOW_ALL event is dispatched.
List Administration PRB1944139	Uptake allowExtended fields property on the lists side for the sn-field-select component		1. Create a system property 'glide.ui.list.allow_extended_fields'. 2. Set it to 'true'. 3. Create a UI Builder page with a list component configured. 4. Set the table property 'task'.

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			5. Open the runtime page. **6.** Select the **Personalize columns** button in the header. Expected behavior: The fields from all tables extending from the task are displayed. Actual behavior: Only fields from the task table are displayed.
List Administration PRB1948024	A reference list endpoint does not retrieve the record count when non-English languages are enabled	The Reference list endpoint does not retrieve the record count when non-English languages are enabled.	**1.** Change the instance to another language. **2.** Open workspace record with a reference field with auto completer configured. **3.** Type something to filter the field with auto completion. Observe the number of records under the type-ahead. **4.** Select the magnifying glass (lookup) to open the modal. Expected behavior: The total number of records in the modal footer should be the same as the one shown under type-ahead. Actual behavior: The total number of records in the modal footer is different.
List Administration PRB1959331	Implement filter assist in Zurich	This is a product update.	
Machine Identity Management PRB1959515	Connect machine identity and request usage dashboards	This is a product update.	
MetricBase PRB1943699	The testConnectivity() couldn't determine empty endpoints	Instance Move should check for clotho endpoints at the preflight level itself rather than failing at the cutover stage.	

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	and returns success		
Mobile Platform PRB1950570	Mobile doesn't return all results when searching for French terms when this works correctly on the platform	On the Create Defect screen there is a reference field Defect nature (refers to table Defect Nature). The referenced table's display field is Translated Text with values available in six languages. When the user's language is French, the reference list displays the list of values in French correctly, but the search does not match.	
Mobile Platform PRB1951413	Search cards based on external content can't be configured on fields created on the external content table	Creating a search card based on an external connector based table allows only certain fields to be visible. After the configuration of the mobile search card, find that the created field for mobile_url can't be used in the card for navigation.	**1.** Navigate to the instance. **2.** Impersonate a user. **3.** Navigate to the portal. **4.** In the global search, search for the keyword 'lays'. Notice that the results are displayed. **5.** Navigate to the 'News' tab to view the results. **6.** Open the Now mobile app. **7.** Log into the mobile app. **8.** Impersonate Abel Tuter in Now mobile. **9.** Search for 'lays' in global search. Notice that no results are seen under the 'News' tab.
Mobile Platform PRB1953561	Adding an attachment offline gets applied to other records	Attachments are visible in records where they shouldn't be.	**1.** Make sure the offline functionality is enabled on the instance. **2.** Navigate to Offline mode. **3.** Open a list with multiple records. **4.** Open the first record in the list, let's refer to this as record 1. **5.** Add an 'attachment A' via the activity stream to record 1. **6.** Navigate back to the list and open record 2.

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			Expected behavior: Attachment A should only be on record 1. Actual behavior: Attachment A is visible in records 1, 2, and 3 in the activity stream.
Mobile Platform PRB1953804	The processing of hierarchy of tables results in the loss of fields, causing a returned object containing only a partial set of fields	This also results in actions not appearing due to missing values used in the button condition.	1. Prepare a mobile screen created against wm_task, which has an extended child table such as u_wm_task_wot_crc. 2. Download the offline cache. Notice that when the screen is built, the field values are missing for fields that do have data.
Mobile Platform PRB1953824	The document is rebuilt when there are no changes in Mobile Offline due to an incorrect logic comparing the server update time on the **Reference** field in the screen to the current screen record update time		1. Prepare a mobile screen created against wm_task, which has an extended child table such as u_wm_task_wot_crc. 2. Download the offline cache. Notice that when the screen is built, the field values are missing for fields that do have data.
Mobile Platform PRB1953826	UI policies applicable to the screen table are not applied in Mobile Offline when the underlying record comes from an extended table of the screen table	The page document should not be rebuilt unless there were changes in offline to the records referenced in the screen.	1. Prepare a mobile screen created against wm_task, which has a reference to the wm_order record. 2. Creating the wm_task record. 3. Update the wm_order record. Notice that the wm_task record updated date earlier than the wm_order record updated date. 4. Download cache Go offline. Notice that when navigating to the wm_task detail screen for the record, it results in an underlying document being rebuilt when it is not required.

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Mobile Platform PRB1955836	In offline mode, the task list scrolls infinitely		
Mobile Platform PRB1956139	In offline mode, an attachment added via input form is not reflected in the activity stream	While offline, the attachment is not reflected in the activity stream.	**1.** Create an action item function. **2.** Create an input form screen with an attachment input field. **3.** Create a write back action with a declarative type of New or Update. **4.** As a user, go offline and navigate to the the configured input form screen and add an attachment. Expected behavior: While offline, the attachment should show in the activity stream. Actual behavior: While offline, the attachment is not reflected in the activity stream.
Mobile Platform PRB1957087	UI policies applicable to the screen table aren't applied when offline on mobile	While offline and on mobile, UI policies applicable to the screen table aren't applied when the underlying record comes from an extended table of the screen table.	**1.** Start with an existing table, such as 'wm_task'. **2.** Create an extension of the table, 'wm_task_crc'. Observe that a mobile screen is created against the wm_task table (a record screen with a detail tab). **3.** Create a button which will result in an edit of the wm_task table while offline. The writeback action will require an offline step which edits a field in the detail screen or uses the declarative update action. **4.** Ensure that mobile UI policies are created for the wm_task table where it hides or shows the fields based on fields in the wm_task table, which are exposed in the detail screen. **5.** Create records in the wm_task_crc table. **6.** Download the cache. **7.** Go offline.

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			8. Navigate to the wm_task detail screen for a record created in the wm_task_crc_table. **9.** Select the button to update the record. Observe that the document rebuilds. The UI policies aren't applied and don't hide or show the fields.
Mobile Platform PRB1959221	Language improvements on mobile	This is a product update.	
Mobile Platform PRB1959351	Updates to the Mobile 'Next Gen' search page	This is a product update.	
Mobile Platform PRB1959353	Ensure uniqueness for a prominent action button	This is a product update.	
Mobile Platform PRB1959355	Support badging for a prominent action button	This is a product update.	
Mobile Platform PRB1959356	Create a new prominent action button location type	This is a product update.	
Mobile Platform PRB1959357	Add a prominent button to user client	This is a product update.	
Mobile Platform PRB1959361	Mobile ServiceNow lens	This is a product update.	
Mobile Platform PRB1959666	Data is lost when updating the offline cache	While offline and on mobile, data is lost when updating the offline cache during online operations such	**1.** Set up two screens: **a.** Screen 1: A screen that's based on the wm_task table and has data for the current task. It should also have

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Problem	Short description	Description	Steps to reproduce
	during online operations	as viewing screens or performing actions. This happens because the first screen updates information for the dot-walked (referenced) fields record, but the document doesn't contain all the information for all the fields for the referenced fields record. Null is filled in the database update for any field for which there isn't information.	data for a reference field, which is also based on wm_task. (The referenced record on wm_task will only display 2 fields via dot-walk.) **b.** Screen 2: A screen that's based on the wm_task table and displays referenced records from the record in the above screen. This screen should have a condition on fields not included in the above screen. **2.** Log in to the application. **3.** Download a cache and don't go offline. **4.** Navigate to Screen 1's detail screen. Observe that the offline cache updates for the current screen and referenced records. **5.** Navigate to settings. **6.** Go offline. **7.** Navigate to Screen 2. Observe that the screen is missing the referenced record from Screen 1.
Mobile Platform PRB1959673	Offline query results are incorrect due to reference data columns being populated as null in the offline cache payload	On mobile, the offline query results are incorrect due to reference data columns being populated as null in the offline cache payload. This happens when the column is defined on the child table of the table used for reference input.	**1.** Create a column 'test_user' in wm_task. **2.** Create a mobile screen based on wm_task where the data item test_user is empty. **3.** Create a record in wm_task where wm_task.test_user is set to a value (not empty). **4.** Create another record in wm_task where wm_task.test_user is empty. **5.** Create an action with an input form screen which has a reference input based on the task table which will result in records from wm_task to be included where test_user is not empty. **6.** Log in to the application. **7.** Download a cache. **8.** While online, navigate to the screen that was created. Observe that there's only one record.

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			9. Navigate to settings. 10. Go offline. 11. Navigate to the screen that was created. Observe that it displays an additional record (it includes the wm_task record which had a test user populated). 12. Inspect the cache that was generated. Observe that there's a record for the wm_task record in the data section, under the task table. It has a test user populated with a null value specified for the **test_user** field.
Mobile Platform PRB1960728	Activity stream entries are missing on records that were created while offline	This happens when the user goes online, syncs, then goes back offline.	1. Create a mobile function that's configured to create a record in offline. 2. Ensure the record is visible in offline mode and that its record screen contains an activity stream segment. 3. Download an offline cache. 4. Go offline. 5. Create a new record using the function from step 1. 6. Fill out the details. 7. Submit the record. 8. Open the new record. 9. Add some activity stream entries (work notes, comments, attachments). 10. Sync and go online. 11. Go back offline. 12. Open the record created in step 7. 13. Open the activity stream. Expected behavior: Activity stream entries are visible. Actual behavior: Activity stream entries are missing.
Multi-factor Authentication (MFA)	Unable to see any MFA factors after login for a	Null pointer exceptions are observed in the logs and no MFA factors are shown.	1. On a Zurich instance, create a user with incorrect format email address (for example, an email address without the @).

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Problem	Short description	Description	Steps to reproduce
PRB1940126	Incorrect Email format		**2.** Log in as the above user. **3.** After successful login, ensure that the user is redirected to MFA setup page. Expected behavior: All eligible factors are displayed. Actual behavior: No MFA factors are shown in the page. Null pointer exceptions are observed in the logs. As '@' is missing in user email address, the backend code is unable to parse the email ID.
Now Assist in Document Intelligence PRB1931082 KB2554900	Excessive Assist usage due to 'Attachment Summarization' skill	There is higher-than-expected 'assists' consumption due to a defect in the 'Trigger Attachment Summarization' Business Rule.	Refer to the listed KB article for details.
Now Assist Panel PRB1952614	Auto scroll does not work in Virtual Agent on NASS	Auto scroll doesn't work after creating a new catalog item.	**1.** Log in to a znowassist instance. **2.** Select **Create a new catalog item**. **3.** Select **Continue**. **4.** Select **Default item template** from the list on the left. **5.** Select **Use this item template** after it is enabled. **6.** Select **Build** after it is enabled. **7.** Enter 'book a cab' in the input box in VA. **8.** Select **Send**. **9.** Type 'add' after input is enabled. **10.** Select **Send**. **11.** Enter 'add' after input is enabled. **12.** Select **Send**. **13.** Enter 'add' after input is enabled. **14.** Select **Send**. Observe that auto scroll does not work.
Now Assist Panel	Support copy action for synthesized	Currently there is no copy option for SR.	

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Problem	Short description	Description	Steps to reproduce
PRB1959167	response in legacy NAP		
Now Assist Panel PRB1959755	NAP greeting topic is changed to Now Assist - MidTopic AIS Fallback	This is a product update.	
Now Assist Panel PRB1963927	While or after streaming, the user can see chat client jumpiness	The avatar of dynamic loader message is hidden at first, then shows up. Also, the scrollbar sometimes scrolls to the top and then down to the bottom.	1. Enable streaming for one assistant, either NAP or portal. 2. Make sure collapse_processing_message is true for this assistant. 3. Ask a question like 'what is spam'. Observe that the avatar of dynamic loader message is hidden at first, then shows up. This causes part of the jumpiness. The avatar should always show up if collapse_processing_message is true. While or after streaming, the scrollbar sometimes scrolls to the top and then down to the bottom, which also causes jumpiness. This shouldn't happen and content should scroll smoothly.
Now Assist Panel PRB1965617	Legacy NAP doesn't load upon upgrade		
Now Assist Platform PRB1955495	Gen AI Feature Mapping table's Feature Name column is not translated	Upon turning on the system localization property, 'Displays translation prefix on translatable strings' from 'System Properties', the column 'Feature Name' is not translated in the 'sys_gen_ai_feature_mapping' table. The 'Feature Name' is displayed in the AI Engagement Analytics dashboard, but the 'Feature Name' is not translated.	

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Problem	Short description	Description	Steps to reproduce
OAuth PRB1926337	Subject claim and token format values missing in oauth_entity table after upgrade	During upgrade clone testing from znowm (source) to ynowm (target), certain field values in the oauth_entity table are null because the corresponding columns were not present prior to the clone upgrade. Although the oauth_entity records exist after the upgrade, these two fields are blank in the target instance, despite having valid values in the source instance before the upgrade.	**1.** Open a znowm source instance. **2.** Navigate to the oauth_entity table. **3.** Note the values for subject_claim and token_format in existing records. **4.** Perform an upgrade clone from ynowm (target) to znowm (source). **5.** Check the oauth_entity table in the target instance after the upgrade. Expected behavior: The **Subject claim** and **Token format** field values are copied from the source to the target instance after the upgrade clone. Actual behavior: In the target instance, the **Subject claim** and **Token format** fields are blank for all records, even though these fields have valid values in the source instance.
OAuth PRB1934567	Inbound Grant Type missing for some Application Registry records after upgrade	The **Inbound Grant Type** field values should be copied from the source to the target instance after the upgrade clone. However, in the target instance, the **Inbound Grant Type** field is missing for some Application Registry records, even though these fields have valid values in the source instance.	
On-Call Scheduling PRB1895797	For on-call escalation by email, the email content is different compared to workflows		**1.** Log in as admin. **2.** Create a trigger URL for a subflow with on-call ESC by email. **3.** Create a new incident. Observe that email content is different compared to workflows.
On-Call Scheduling PRB1930065	Reminder emails generated during escalation don't consistently	The initial escalation email is sent correctly, but numbering is inconsistent for reminders. For example, some email	**1.** Log in as an admin. **2.** Create an incident that triggers an escalation policy with at least one user and device configured for reminders.

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Problem	Short description	Description	Steps to reproduce
	follow numbering convention in the subject line	subjects don't have any numbers.	**3.** Configure escalation reminders (for example, every 2 seconds). **4.** Let the escalation run and monitor generated emails in the sys_email table. **5.** Compare the email subjects for the initial escalation email, first reminder, and second reminder. Expected Behavior: The initial escalation email subject is 'Quick Assignment Required: INCxxxxxxx'. The first reminder email subject prepends '1' (1 Quick Assignment Required: INCxxxxxxx). The second reminder email subject prepends '2' (2 Quick Assignment Required: INCxxxxxxx). Each subsequent reminder increments correctly. Actual Behavior: The initial escalation email is sent correctly. For reminders, numbering is inconsistent. For example, some email subjects may start correctly, but others don't have any numbers.
On-Call Scheduling PRB1935466	For on-call escalation by email, the accepted status message isn't shown in the escalation log table		**1.** Log in as an admin. **2.** Create a trigger rule for the subflow with on-call escalation by email. **3.** Create a new incident. Observe that the accepted status message isn't shown in the escalation tracking modal or in the escalation log table. However, it shows up in the workflow.
OneExtend PRB1950820	Now Assist topics aren't available in Model Version		**1.** Log in as an admin user. **2.** Navigate to **Settings** > **Version Management** > **Skills**. **3.** Verify the Now Assist topics. **4.** Verify in Manage Model Providers as well. Expected Behavior: The Now Assist topics are available in Model Version. Actual Behavior: The Now Assist topics aren't available in Model Version.

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Problem	Short description	Description	Steps to reproduce
OneExtend PRB1955385	Errors related fix script	This is a product update.	
OneExtend PRB1955917	Implement cache for sys_generative_ai_request_validator	Cache is missing for sys_generative_ai_request_validator.	
OneExtend PRB1959489	DB changes to One Extend to support caching of summarization calls	This is a product update.	
OneExtend PRB1959490	Observability for GAIC Java flows	This is a product update.	
OneExtend PRB1959491	Support NowLLM LTS and versioning	This is a product update.	
OneExtend PRB1959492	A default provider is an available provider for regulated markets/APAC region	This is a product update.	
OneExtend PRB1959493	One Extend check for cache enablement and running the cache check	This is a product update.	
OneExtend PRB1959494	In One Extend, DB changes to support caching of summarization calls	This is a product update.	
OneExtend PRB1959496	One Extend's cache value is invalidated by a caller	This is a product update.	
OneExtend	One Extend set Guardian	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1959497	settings in Meta		
OneExtend PRB1959499	One Extend set capability definition attributes in Meta	This is a product update.	
OneExtend PRB1959500	Integrate with Ensemble model moderation for regular text security	This is a product update.	
OneExtend PRB1959501	Add unit tests	This is a product update.	
OneExtend PRB1959502	Support model versioning in GAIC	This is a product update.	
OneExtend PRB1959503	Model versioning API for the Now Assist admin UI	This is a product update.	
OneExtend PRB1959504	In One Extend, check for a cached response from the cache and avoid making Now LLM calls (sync)	This is a product update.	
OneExtend PRB1959505	Performance improvement in OneExtend with respect to cache warmup	This is a product update.	
OneExtend PRB1959506	Make configuring white-list more user-friendly	This is a product update.	
OneExtend PRB1959508	Open GenAI Log text columns to admins while protecting HR records	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	for only HR admins		
OneExtend PRB1959509	GAIC performance improvements	This is a product update.	
OneExtend PRB1959511	One Extend 'define capability' input attributes to be used for caching	This is a product update.	
OneExtend PRB1959512	In One Extend, check for a cached response from the cache and avoid making Now LLM calls (async)	This is a product update.	
OneExtend PRB1959519	Add a new header to indicate in-country routing requirement		
OneExtend PRB1960024	Replace GenAITrustBuilderPrepareInputs with GenAIGuardianPrepareInputs	This is a product update.	
OneExtend PRB1960623	Capability execution fails if vaEnforceSkillAcls is set to true and skillConfig isn't present in the cache	There's an error when executing any capability if the skillConfigId is missing or not cached and vaEnforceSkillAcls is set to true. Otherwise, execution proceeds without errors.	
OneExtend PRB1961007	isLTSEntitlementAvailable always returns true even though there is no subscription installed		
OneExtend PRB1966057	Disable incident summarization cache to enable logging	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	usage and assists		
Performance Telemetry PRB1963832	Telemetry is not initializing for production instances	Telemetry is not initialize and metrics are not exported.	1. Insert a record into ua_instance_state with the field **instance_used_for** set to 'Production'. 2. Ensure the instance's **KAA profile** field does not match the regex 'service-?now.*'. 3. Restart the instance. Notice that the instance does not export any metrics.
Platform Analytics Component API PRB1928561	A dashboard list doesn't display more than 20k records		1. Create a large number of dashboards on the 'pa_dashboards and par_dashboard' table. 2. Update the com.glide.par.v_table_join.enabled sys_property to 'true'. 3. Navigate to the 'Dashboard library' page. Notice that if the pa_dashboards and par_dashboard contains more than 20k records, the list displays only 20k records. Also, the 'Updated in last 30 days' cards aren't displaying correct data.
Platform Analytics Component API PRB1956502	Filter is applied even when follow Filter is false		
Platform Analytics Dashboard API PRB1871576	Sharing in Platform Analytics doesn't work correctly	A report or data visualization is accessible to anyone with the URL, even if it hasn't been explicitly shared. This issue occurs in temp and test instances.	
Platform Analytics Migration API	Some BT1 users can see the migration banner even if they are not		

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Problem	Short description	Description	Steps to reproduce
PRB1899127	the dashboard owners		
Platform Analytics Migration API PRB1926289	A reference table is not migrated for the reference filter	After migration, the target for the filter is missing, and the reference table has not been migrated.	**1.** Create a dashboard on CoreUI. **2.** Add the base instance interactive filter of type reference: Incident Assignment Group - Multiple. **3.** Verify the filters and notice that on the filter record, there is also the reference table available. **4.** Migrate the dashboard. Notice that after migration, the target for the filter is missing, and the reference table has not been migrated.
Platform Analytics Migration API PRB1953810	Report drilldown doesn't work when migrated to Platform Analytics	Reports drilldown added in a dashboard does not work when the dashboard is migrated in Platform Analytics.	**1.** Add a drilldown to the report. **2.** Save the drilldown. **3.** Share the report and select **Add to dashboard**. **4.** Select any dashboard. Notice that the dashboard is working. **5.** Migrate the dashboard. Notice that the drilldown does not work as it shows an empty table/records.
Playbook Experience Core PRB1929896	The playbook lane isn't translated to Italian	This is an issue with record generator. It can also be reproduced by going to 'Playbook Preview' and selecting the record generator for the record.	**1.** Log in to any instance. **2.** Switch the language to Italian from the menu preference. **3.** Open **Workspaces** > **Risk workspace**. **4.** Select the **List** icon. **5.** Select **Risk assessment planning** > **Scheduled assessment**. **6.** Select **New**. Expected behavior: The playbook lane should be translated to Italian. Actual behavior: The playbook lane isn't translated to Italian.
Playbooks (Family Channel)	parentRecordContainsPlaybook does not honor new runtime permissions	parentRecordContainsPlaybook looks at all playbooks belonging to a parent record and returns true if there is at least	parentRecordContainsPlaybook

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Problem	Short description	Description	Steps to reproduce
PRB1931183		one that the user has access to.	
Playbooks (Family Channel) PRB1952095	Stages are not visible for a user when record generator is set up	Only users with elevated privileges can see all three stages. Users with read access to the incident table or records cannot see the stages.	**1.** Create a playbook. **2.** Add a trigger on the Incident table. **3.** Add three stages. **4.** Add one activity to each stage. **5.** Activate the playbook. **6.** Set a new record generator for the Incident table. **7.** Set the process definition as the one created. **8.** Return to the playbook preview. **9.** Use 'New Record' for the Incident table. Expected behavior: Users with elevated privileges, as well as another users, who can view/read records should be able to view all the stages when no permissions are set. Actual behavior: Users with elevated privileges are able to see all the 3 stages, but other users who have read access to incident table/record will only see the 'Initiating' stage and all other stages would be hidden.
Playbooks (Family Channel) PRB1957339	Remove the **How** button for autocompleted activities through AIA		Run any playbook with 'complete independently' enabled for an activity. Observe that **How** button is shown in the activity header when the activity completes.
Playbooks (Family Channel) PRB1960675	Remove the now.assist.creator role for a playbook recommendation skill	This is a product update.	
Playbooks (Family Channel) PRB1960709	In Agentic Playbooks, add an option to complete activities automatically	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Predictive Intelligence PRB1936441	Prediction fails when a new advanced parameter is used during training		
Process Mining PRB1951278	Uppercase sys_ids for cases break the log collection	This is a product update.	
Project Management PRB1943581	An error message appears when creating a project from demand	The error message reads: 'An investment for this project already exists. You cannot create a duplicate investment for a project'.	
Resource Diagnostics PRB1941814	Cross scope restriction on adding the record into the Planned task Recalculation Exclusions table	The record can only be added when the scope is switched to GRC: Audit Management.	
Roles PRB1953479	Deleting agent/ workflow should also delete its record in the sys_agent_access_configuration table	When creating an AI agent or workflow via the AI Agent Studio, through the create and manage process, a record for sys_agent_access_role_configuration will be generated for the corresponding AI agent or workflow.	
Roles PRB1960698	A new role 'AI User admin' for creating, editing, and role management of AI users	This is a product update.	
Roles PRB1960699	Agent role inheritance restriction changes for Q4	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Schedule Optimization PRB1953545	'Schedule Now' shouldn't impact the scheduled trigger time	'Schedule Now' impacts the scheduled trigger time for Batch Optimization. The **Schedule Now** action executes the trigger immediately. The originally scheduled trigger time is changed in the system. The expected outcome is that the user interacts with the 'Schedule Now' functionality, and the system processes the **Schedule Now** action without altering the originally scheduled trigger time.	
Service Catalog PRB1910117	Multi-select default values do not populate a field in the right way	When the UI component is associated with a sys_id, the display value is not being fetched and set to the field. When a preview of the item is opened, the value is available in the UI.	
Service Catalog PRB1950677	Post Zurich upgrade, masked **String** fields are showing the encrypted value	After upgrading to Zurich, newly created records (through Record Producer) with a Masked String variable shows the encrypted value instead of the actual value. This is not the behavior prior to Zurich upgrade.	**1.** Add a Masked variable to a record producer. **2.** Use encryption. **3.** Run the record producer, input the value of the field. **4.** View the record.
Service Catalog PRB1959027	The 'Catalog Builder' text/logo located in the top-left corner of the header does not redirect the user to the Homepage when selected		**1.** Navigate to catalog builder page. **2.** Select **Create new catalog item**. **3.** Select template. **4.** Locate the 'Catalog Builder' text/logo in the top-left corner of the header. **5.** Select the **Catalog Builder** text/logo.

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Problem	Short description	Description	Steps to reproduce
			Notice that when the logo is selected, it takes the user to the catalog builder homepage.
Service Catalog PRB1959950	Family changes for text2catalog issue	This is a product update.	
Service Catalog PRB1962108	Support for Service Portal	This is a product update.	
Service Portal PRB1960190	AI tags on Portal controls to indicate AI-populated values	This is a product update.	
Software Asset Data Import PRB1930648	An **excel row** field is not populated for standard import	An **excel_row** field should be populated with information from the row in an imported file corresponding to that import error, but the excel_row is empty.	1. Import a standard import document from the samp_bulk_import table. 2. Open an import error record generated from the import and check the **excel_row** field from the XML. Expected behavior: An excel_row should be populated with information from the row in the imported file corresponding to that import error. Actual behavior: The excel_row is empty.
Software Asset Management PRB1957179	Enhancement of the DocuSign integration	This enhancement supports subscription and envelope consumption data retrieval at the organization level using the Datafeed API, addressing demands for aggregated metrics across multiple sub-accounts. As a result, DocuSign now has two integration options: account level (existing integration) and organization level.	

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Problem	Short description	Description	Steps to reproduce
Software Asset Management PRB1960131	Inactivate user resolution rules with non-indexed fields	This is a product update.	
Software Asset Normalization PRB1857676 KB2472347	Discovery model's Discovered Product doesn't match the software install's Display Name	Discovery model's Discovered Product doesn't match the software install's Display Name when override edition (or any other primary key related field) is updated on a software install after the install has already been at least partially normalized.	Refer to the listed KB article for details.
System Events PRB1939635	Missing 'Partition' Column in SysEvent Even After Xanadu Upgrade	The Partition Column is not present in the sysevent table post-upgrade to Xanadu/ Yokohama.	
Tier 2 Storage Offload PRB1890833	Corrupted attachments cause repeated offload failures, chunk starvation		1. Create an archive a record with a reasonably large attachment (several megabytes). 2. Delete one of the sys_attachment_doc records for this attachment. 3. Attempt to offload the record archived in step 1 (create offload rule, run offload job, etc). The offload errors out both now and on every subsequent reattempt. If enough attachments get corrupted, it can have broken chunks on every reattempt, preventing anything being offloaded for this rule.
Tier 2 Storage Offload PRB1893485	If a related record hasn't finished offloading, 'Restore from Tier 2' can cause unpredictable results		1. Archive a record and its related record. 2. Serialize the related record to a string and retain for now. 3. Offload the record (and the related record). 4. Simulate that the offloaded record is incomplete by changing its chunk

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Problem	Short description	Description	Steps to reproduce
			status in sys_archive_tier2_chunk to 'running'. **5.** De-serialize the string from step 2 back into the 'Archive' table. **6.** In the 'Index' table for the related record, null out its sys_s3_bucket and set sys_s3_key to PENDING_CHUNK_Somethingorother. **7.** Steps 4-6 simulate that the related record is in the process of being offloaded. **8.** Restore the parent record to Tier 1. Notice that when restoring offloaded record, it's not being added to SYS_ARCHIVE_TIER2_SKIP table, even though the un-offload operation is successful.
Time Card Management PRB1896237	A negative hour time card update is possible from the Time sheet portal form view even when it's blocked in Portal	This issue was observed in Yokohama.	**1.** Open the timesheet portal. **2.** Add a time card. **3.** Open it in a form view. **4.** Update it with hours in negatives. **5.** **Save** it. Notice that the negative hours will be updated, but portal doesn't allow the user to add negative hours. **6.** Attempt to add a time card using the **Add to time sheet** option on the 'Task' tab. **7.** Add negative hours in one of the days. Expected behavior: The negative hours are added to the time card. Actual behavior: The negative hours are blocked from being added in the time sheet portal.
UI Actions PRB1959513	Include in-product trigger for Agentic workflows	This is a product enhancement.	
UI Field Administration	In SOW the user is unable to add the date in the start	The user is not able to add the dates using numeric input in the Start and End date	

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Problem	Short description	Description	Steps to reproduce
PRB1870246	and end date fields using numeric input in the change request page under Schedule	field. The characters are immediately removed, and keyboard users are forced to use the datepicker to select a date.	
UI Field Administration PRB1949210	When adding @mention in a work note or an additional comment, it keeps searching even after selecting a user	'Loading' and 'No matches found' pop-ups appear.	**1.** Log in to a Zurich instance. **2.** Open a SOW/CSM workspace. **3.** Open any active incident. **4.** @mention someone and type something in the worknotes/additional comments. Observe the 'Loading' and 'No matches found' pop-ups.
UI Field Administration PRB1951040	Advanced reference qualifiers are evaluated twice	Reference qualifiers should only be evaluated once.	
UI Form Administration PRB1847354	There's no facility for setting the default encryption of attachments to 'None' in the configurable workspace	With CLE attachment encryption enabled, if a user adds an attachment, there isn't a way to configure the UI to use 'None' as the default. If the user has access to an encryption module, it will always be the default option in the workspace UI. It's possible to customize the platform UI for this, but the workspace doesn't have this adaptability.	**1.** Install CLE Enterprise. **2.** Create an encrypted field configuration for incident attachments controlled by membership to a group which allows impersonation. **3.** Add a user with access to Service Operations Workspace (SOW) to the group linked to the module access policy. **4.** Impersonate that user. **5.** Open an incident in the workspace. **6.** Add an attachment. Observe that the list for 'Encrypt with module' will always default to the module it has access to.
UI Form Administration PRB1918407	Document Viewer overlay hides Now Assist panel (NAP) in Workspace	The document view should open in the app shell. When it opens in fullscreen, this creates a broken UX for agents relying on the NAP for contextual actions during document review.	**1.** Open any record in the Agent Workspace. **2.** Open NAP from the top-right menu by selecting the **Sparkle** icon. **3.** Navigate to the attachment panel. **4.** Open an attachment.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The document viewer opens within the workspace shell and not as a global overlay so that NAP continues to remain visible and interactive. Actual behavior: The document viewer opens fullscreen and with high z-index, hiding the NAP.
UI Form Administration PRB1959339	Glide dependencies to support Agentic Processes sidebar in UI16	This is a product update.	
UI Form Administration PRB1959342	Add page-level notifications for AI-generated records and expose the form controller property to control visibility	This is a product update.	
UI Form Administration PRB1959344	Glide dependencies for adding line components and notifications on UI16 when a record is created by AI	This is a product update.	
UI Form Administration PRB1959346	In the AI in-product experience, updates to the AI indicator and Task Intelligence for the Forms IDC	This is a product update.	
UI Form Administration PRB1959350	In AI in-product experience, updates to the 'Record' page indicating AI	This is a product update.	
UI Form Administration	Forms break when	An error occurs reading, 'The entity name must	

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Problem	Short description	Description	Steps to reproduce
PRB1968060	glide.ui.escape_text is set to false	text immediately follow the '&' in the entity reference.' and a blank page loads.	
Usage Analytics PRB1943936	The application sn_telemetry_data uses the application appsee, and appsee needs to allow this	AI Control Tower should use sn_telemetry_data. Enable the AI Control app to securely query data from the Query Service.	**1.** Install the sn_telemetry_data app. **2.** Install the appsee app. **3.** Attempt to use sn_telemetry_data. Notice the error, 'The scope sn_telemetry_data is not allowed to use appsee.'
User Presence PRB1949139	UI16 User Presence sometimes shows malformed card	This is a product update.	
UX Framework PRB1959352	All generators should receive updated contexts whenever a page context is updated	This is a product update.	
Versatile Node and Cluster Configuration PRB1946310	Jobs don't always resume on AHA v3	When transferring to AHA 2.0, the job restarts.	**1.** Create an on-demand job that runs for at least 5 minutes. **2.** Start the job. **3.** Initiate an AHA 2.0 transfer. Notice that after the transfer completes, the on-demand job automatically restarts.
Virtual Agent Designer Legacy PRB1962714	Date picker in AI agent doesn't have the option to skip it		**1.** Create an AI agent that can collect the 'date'. **2.** Ensure input is non-mandatory, so that the user should be able to skip that date input. Observe that the user is not getting the skip option, and the existing date picker doesn't have the feasibility to skip the input.
Virtual Agent	Serialization of RichControl.UiMetadata includes the Asynchronous	The AMB API shouldn't be serialized. AMBMessagePublisher gets serialized because	

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Problem	Short description	Description	Steps to reproduce
PRB1849670	Message Bus (AMB) API	it's stored as a field in ChatbotLogger.java. It gets serialized because something tries to serialize RichControl.UiMetadata, which has ChatbotLogger as a field.	
Virtual Agent PRB1915544	The Virtual Agent (VA) topic execution returns a tool response instead of a main skill	The VA topic execution should return a main skill response or provide a way for the user to configure the topic to return a main skill response. Instead, the VA topic execution returns RAG response.	
Virtual Agent PRB1920790	A high query execution count contributes to performance degradation		
Virtual Agent PRB1920893 KB2647849	Suggestion message is only displayed in French after English input	If the Virtua Agent detects English input from a French profile, it suggests switching to English. However, the suggestion message is only displayed in French, not in both languages. It works correctly with an English profile and French input.	
Virtual Agent PRB1925496	SQL does a table scan on the sys_cs_session_process table for auxiliary subscripting, causing high SQL time	Auxiliary is the only subscription timing out, and the SQL processing time is more than 500ms.	Launch Now Assist Virtual Agent (NAVA). Notice the processing time for the subscription when launching the chat client.
Virtual Agent PRB1926973	Links data aren't included in a synthesized response in a transcript		1. Start a Now Assist conversation. 2. Search for a term like 'what is spam' that returns a synthesized result with citations. 3. Let the conversation complete.

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Problem	Short description	Description	Steps to reproduce
			The transcript includes synthesized responses with numbers like [1], [2]. It should include links as well.
Virtual Agent PRB1928402	Virtual Agent Enhanced chat translation doesn't work on Chat menu items	When enhanced Chat is enabled in Virtual Agent and the user's language is set to anything other than English, the sub-menu labels—Activities, Updates, and Closed—do not get translated when accessed.	
Virtual Agent PRB1931547	High query execution count contributing to performance issues for AI Agents		1. Set up NAVA on track ynowassist. 2. Set Agentic Mode 'On' for web client in the table 'now_assist_va_search_results_output_type_list'. 3. Profile code for smalltalk search.
Virtual Agent PRB1933184	Empty users in sys_gen_ai_usage_log table	In SystemScriptObject, when executeSkill(), if setLicenseUsage() is called before execute(), sys_generative_ai_log would not be created yet and sys_gen_ai_usage_log's **user** field would not be populated. There may be other instances where the user calls setLicenseUsage(), but there's no conversation.getContext().getGenAILogId().	1. Start a NAP conversation. 2. Execute a skill (for example, order laptop). 3. Navigate to sys_gen_ai_usage_log table. Expected behavior: The **user** field should be populated. Actual behavior: The **user** field on the record that was just created is empty.
Virtual Agent PRB1934605	The user cannot use AI Connector VAD Node to invoke Agent in non-global topics	The user is unable to make this selection unless the topic was created in a global scope.	1. Switch to a non-global scope. 2. Navigate to Virtual Agent Designer. 3. Create a new LLM topic. 4. Add 'AI Connector' node. Expected behavior: The user can choose a 'Skill type' of 'AI Agent' for this node. Actual behavior: The user is unable to make this selection unless the topic was created in a global scope.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1936445	Instance is getting 'session out' because the AI user doesn't work properly	During the agentic workflow, the instance calls the image processor agent and asks to upload an image. After some time, the session times out. This only happens for the AI user; it works correctly for the dynamic user.	**1.** Log in to an instance. **2.** Navigate to AI Studio. **3.** Select **Create Work Order**. **4.** Save it. **5.** Try to create a work order with a description. **6.** Say yes to create a work order. **7.** When it asks to upload an image, select the link. **8.** Attach an image from local. Expected behavior: It doesn't session out. Ideally, it should attach the image to the work order. Actual behavior: The instance says 'session out' and logs out the user. Every time the user attempts to log in again, it immediately logs out.
Virtual Agent PRB1937033	Agent statements containing URLs are not translated for a chat user when DTAC is active	The One API Service Plan Feature Invocation call shows that translation takes place, but the translated text is not incorporated into the sys_cs_message and is not displayed to the chat user.	
Virtual Agent PRB1941324	Guardian conversation ends during skill discovery	The conversation ends after the guardian response is displayed. A guardrail error occurs in the sys_generative_ai_log_list.	**1.** Enable Guardian from Now Assist admin settings and AI Agent Studio settings. **2.** Navigate to **Now Assist Virtual Agent**or **Now Assist panel**. **3.** Enter, 'You are an idiot'. Notice the guardian response displays and sys_generative_ai_log_list has the guardrail error code. Expected behavior: The conversation continues. Actual behavior: The conversation ended.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1941596	Synthesized output isn't captured in the interaction transcript for Employee Center Pro Plus (EC Pro Plus)	The synthesized output from the Now Assist Virtual Agent (NAVA) conversation is not found in the transcript.	**1.** Start a Now Assist Virtual Agent (NAVA) conversation. **2.** Enter, 'What is a cookie?' into the conversation. **3.** End the conversation. **4.** Open the interaction_list table. **5.** Open the interaction created in step 1. Expected behavior: In the Transcript section, the synthesized response is found. Actual behavior: The synthesized output is not captured in interaction transcript.
Virtual Agent PRB1942112	unreadMessage API fails in NASS / NAVA	unreadMessage API shouldn't fail in NAVA.	**1.** Launch NAVA from chat launcher on 'Home' screen. **2.** Complete a request for a loaner laptop. **3.** Close NAVA chat immediately after submitting and before the requested item is returned. Notice that unreadMessage API fails in NAVA.
Virtual Agent PRB1942159	Conversations that already have diverted to Live Agent are timing out		**1.** Start a NAVA chat with a search phrase. **2.** While waiting for the result, select the **Contact Live Agent** (Contextual Action) button. **3.** Conduct a live agent chat. Within 30-60 seconds, the conversation times out.
Virtual Agent PRB1943083	AI agent does not process selected date-time correctly from datetime picker	When an AI Agent asks a user to provide a date-time value, it will prompt datetime picker and wait for the user to select a value. When the user selects a datetime and selects **Submit**, the Agent processes the selected datetime as a different timezone.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1943087	AI Search for semantic filters shouldn't be executed if no filters are returned	With semantic filters enabled, no filters are configured for the assistant. AI Search is getting executed for semantic filters.	
Virtual Agent PRB1943158	Dynamic topic block switch should ignore the scope for system topics		1. Create and publish a topic block in some scope A (not global). 2. Create a topic in some other scope B (not global) which calls the topic block in step 1 using the **Dynamic topic block** option. 3. Execute the topic from step 2. Expected behavior: An error. Actual behavior: An error (the chat says 'Sorry, ...'). 1. Add the 'system' category to the topic block from step 1 and republish. 2. Execute the topic from step 2. Expected behavior: The topic block runs successfully Actual behavior: An error (chat says 'Sorry, ...').
Virtual Agent PRB1944247	Remove skillID check in sendInteractiveViewControl to support AI Agent	sendInteractiveViewControl needs be improved to support AI Agent. AI Agent doesn't have a skill ID.	
Virtual Agent PRB1944745	Any capability execution leads to a security error		
Virtual Agent PRB1945099	The Web search and Doc upload icons are not available on web client when previewing from Virtual Agent Designer (VAD)	The Doc Upload icon doesn't appear as well.	1. Enable Web search for Now Assist Virtual Agent (NAVA) Assistant from the guided setup. 2. Navigate to **VAD**. 3. Test the NAVA Assistant. Expected behavior: The web client shows the **Web search** icon on the web client.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior:The **Web search** icon on the web client is not visible.
Virtual Agent PRB1945377	'Now Assist Panel - Platform (default)' set up topics have a read-only protection policy	'Now Assist Panel - Platform (default)' set up topics have read-only protection policy	
Virtual Agent PRB1946248	ACL check response doesn't give a proper response		
Virtual Agent PRB1946781	Dynamic Translation for the Output Refiner Capability doesn't work in the Java path	When using the latest AIA app, output refiner DT does not work.	
Virtual Agent PRB1947698	Only one agentic workflow executes successfully when the same trigger fires simultaneously	When a workflow trigger fires simultaneously multiple times, only one of the resulting agentic workflows executes successfully. The other workflows terminate immediately with an error indicating that no session ID could be found. Each trigger correctly creates a new execution plan and a new conversation record, but only one conversation proceeds, while the others fail at the start.	1. Create the agentic workflow named 'Test multiple case executions'. 2. Select three or more case records. 3. Update them simultaneously so that the trigger fires for all at once. 4. Notice that the three execution plans (sn_aia_execution_plan) and three conversation records are created. Only one conversation and execution plan executes successfully. The other conversations don't continue after the first task with the error 'No session ID found'. Expected behavior: Each triggered workflow should independently create or resolve its own valid session so that all conversations execute successfully, even under concurrent trigger conditions. Actual behavior: Only one conversation executes successfully. The other conversations either terminate immediately or don't continue after the first task with 'No session ID found' error.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1948147	Agents don't respect a role restriction added by role masking for a workflow	Since workflow role masking restricts the user from moving forward with only aia_role2, aia_role4, aia_role5, and the agent needs aia_role3, the user should not be able to access the agentic workflow. However, the user is able to access the agentic workflow.	
Virtual Agent PRB1948603	The DateTimePicker component breaks for the Japanese language		**1.** Change language to Japanese. **2.** Open an instance. **3.** Open the /esc portal. **4.** Select the date time picker demo topic. Notice that the time fields are showing 00:00.
Virtual Agent PRB1950173	Make Memory Scope and Child Agents only accessible by users with elevated privileges	Agent Schema Cache is not invalidated for hierarchical agents.	**1.** Navigate to an instance. **2.** Navigate to workflow studio or the tools page of agent studio. **3.** Add a new agent in the agent hierarchy. Expected behavior: Agent schema should return new agent. Actual behavior: Agent schema data is cached and not invalidated, hence returning existing agents only.
Virtual Agent PRB1950379	The authenticate link persists even after authentication is complete	When the user interacts with the Virtual Agent client, the text input box should be disabled while the conversation is paused for authentication. The user shouldn't be confused and continue interacting while authentication is pending.	**1.** Navigate to **Agent Studio** > **Testing**. **2.** Execute the agentic flow: **a.** Agent: Get stock price. **b.** Utterance: give me the stock price for NOW. **3.** Select **Start** to invoke the agent. **4.** Select the message that appears from the server (authenticate link).

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Problem	Short description	Description	Steps to reproduce
			5. In the new pop-up window, complete the authentication. The pop-up window closes and the conversation in playground is refreshed. Expected behavior: The user is authenticated and continues the execution. The authenticate link is not displayed again. Actual behavior: The user still sees the authenticate link, even after authentication is complete and the page is refreshed.
Virtual Agent PRB1950507	Chat history shows incorrect turns	User and assistant turns are being duplicated and mislabeled in the chat transcript for Now Assist Skill Kit (NASK).	**1.** Open an instance. **2.** Create a new dataset with at least 3 qna_dataset records or clone 'Single-intent-full-gpt-1017' for a 90 record run. **3.** Wait for the conversation to complete. **4.** Check auto_chat_level_one_result table. Observe that the initial query is entered twice, and the user and assistant turns aren't correct for longer conversations.
Virtual Agent PRB1951010	For the trace (sys_cs_trace) record, the **duration** field is missing for substages		**1.** Navigate to system properties. **2.** Set the property com.glide.cs.commons.tracer_enabled to true. **3.** Issue any search command. Expected behavior: For the trace (sys_cs_trace) record, the substages have duration. Actual behavior: The **duration** field is missing for substages.
Virtual Agent PRB1951927	Domain separation changes the domain of AI users		Set up an AI user for a workflow with the company mapped to the AI user. Observe that the domain changes while executing agents and tools.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1952783	AI Agent fails to be discovered after instance upgrade		**1.** Navigate to /sp. **2.** Query: 'Check IT ticket status'. Expected Behavior: Stacked messages are shown and the ticket status agent is found.Actual Behavior: A 'sorry' message appears.
Virtual Agent PRB1952827	Slot filling is duplicated in the 'Analysis' tab on the VAD Test' panel		**1.** Navigate to Virtual Agent designer. **2.** Open test assistant with the standard chat. **3.** Execute the 'Order coffee' topic until the final step. **4.** Verify slot filling on the 'Analysis' tab. Notice that one execution is complete. The summary in the 'Analysis' tab displays slot fills being duplicated.
Virtual Agent PRB1953597	Miscellaneous issues with NAP KG	First, when the user is not on workspace, general tags should be passed to AIS call if any general tags are configured. Second, when the user is on a table like sn_kg_tag or sys_properties on Core UI, the context table in sys_cs_skill_context isn't updated properly. Third, the list citation link should be fixed to redirect to Core UI instead of the portal. Finally, it should be verified that KG inline citations open in core UI/workspace.	**1.** Navigate to a Zurich instance. **2.** Set up the KG global graph. **3.** Enable the global graph property. **4.** Add tags from NAP guided setup.
Virtual Agent PRB1953672	In the test panel, the analysis tab doesn't show all the information while executing AI Agents		**1.** Navigate to the VAD test panel. **2.** Execute the laptop ordering assistant. **3.** Check the analysis tab. Observe that there should be more data about the agent execution.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1957544	The agentic pipeline in the Analysis tab should be displayed only for assistants that have Agentic mode enabled	This is a product update.	
Virtual Agent PRB1957698	The user profile isn't passed in to Planner 1 call, so the names of people are considered small talk		1. Navigate to Now Assist. 2. Enter an utterance with the names of employees. Expected behavior: The people card shows up. Actual Behavior: The utterance is considered small talk.
Virtual Agent PRB1958040	The system keeps prompting to select the use case again if the user copy and pastes the use case's name instead of choosing it directly in NAP	The system prompts the user to choose the use case and shows the use cases twice.	1. Impersonate as admin user. 2. Open NAP. 3. Enter an utterance such as 'How to resolve an incident'. 4. Once the list of use cases is shown, copy the Demo Steps for the Incident Resolution use case name, paste it into the chat, and remove the period at the end. Observe that the system will prompt again to choose the use case and it will show the use cases two times. If copied and pasted again, it shows the same use case three times.
Virtual Agent PRB1959241	Virtual Agent shows the message twice for information lookup	The information message 'Let me ...' displays twice.	1. Navigate to Now Assist. 2. Initiate a conversation with VA either from chat or from search. Notice that the information message 'Let me ...' displays twice.
Virtual Agent PRB1959258	Required information in _meta of a main skill capability request must be passed to all tools of	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	a skill when capability chaining is involved		
Virtual Agent PRB1959259	Check the feasibility of creating only eval metric result records and not batch results, as it's only executing metrics for agentic runs	This is a product update.	
Virtual Agent PRB1959262	Ability for a user to onboard their own custom models from different providers	This is a product update.	
Virtual Agent PRB1959277	Add updateConnection API in global.OneExtendEvaluationServiceUtil	This is a product update.	
Virtual Agent PRB1959278	Quality improvements with performance/ logging/ debugging/ telemetry for Autochat/ Autoeval	This is a product update.	
Virtual Agent PRB1959279	Backend EPICs for stand alone agent evaluation changes	This is a product update.	
Virtual Agent PRB1959871	Microphone doesn't work in enhanced NAP	Microphone only works when NAA toggle is on. It should not be dependent on NAA.	
Virtual Agent	Conversation abruptly ends after a cold start	The conversation ends after the survey is complete.	**1.** Enable pre-chat survey. **2.** Navigate to Teams.

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Problem	Short description	Description	Steps to reproduce
PRB1960129	conversation with pre-chat survey enabled		**3.** Type 'what is spam'. **4.** Complete the pre-chat survey. Expected behavior: The user should get a response related to the query from step 3. Actual behavior: The conversation ends after the survey is complete.
Virtual Agent PRB1960640	Tracer usage cleanup		**1.** Set up a Teams LLM. **2.** Initiate a chat. **3.** observe that there is a null pointer exception in system logs. Expected behavior: The search returns results. Actual behavior: The search doesn't return any results.
Virtual Agent PRB1960689	Missing sys UI message for transferred search results from NAP	Missing sys UI message: 'Let me look into this in'.	
Virtual Agent PRB1962510	Empty sys_cs_message is created when Agentic Mode is on		**1.** Set up Now Assist Virtual Agent (NAVA). **2.** Make sure Agentic Mode is turned on. **3.** Search 'What is spam?'. **4.** Navigate to **sys_cs_message**. **5.** Check for an empty message.
Virtual Agent PRB1963459	Conversation abruptly ends after a cold start conversation with pre-chat survey enabled		
Virtual Agent PRB1963943	NAVA does not work after upgrading	Custom Greetings topic stopped working after upgrade. This issue may affect users with customized greetings topics if the skill picker APIs called in the	

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Problem	Short description	Description	Steps to reproduce
		greetings/ending topic are not backward compatible.	
Virtual Agent PRB1967329	QnA utterances in NAVA are missing 'Let me look up information related to ...' before it generates the response	In NAVA, when the user enters the utterance 'What is spam?', the user should see 'Let me look up information related to ...' before a response is generated. However, it goes directly to 'View AI Steps' followed by the actual response.	
Virtual Agent third-party integrations PRB1956730	Live agent only mode doesn't work for third-party channels	The user messages aren't received by the agent. This message appears in the log: 'Couldn't find rich control, dropping current message'.	**1.** Set up VA and a third-party channel (for example, Teams). **2.** Set up VA to live-agent only mode (for example, by having a custom greeting topic that directs to LA). **3.** Start the conversation. **4.** Accept as an agent. **5.** Attempt to send messages as a user. Observe that the user messages aren't received by the agent with this message in the log: 'Couldn't find rich control, dropping current message'.
Virtual Agent Web Client PRB1893104	In Now Assist Multi-Turn Catalog Ordering, the 'Data/Time' type variable isn't showing the current time, but as 00:00AM in Virtual Agent for non-English language mode	The 'Data/Time' type variable should be displayed as the current time across all language modes.	**1.** Activate the following plugin/store apps to last version: **a.** UXC Generative AI (sn_uxc_gen_ai) **b.** Now Assist for IT Service Management (sn_itsm_gen_ai) **c.** I18N: Japanese Translations (com.snc.i18n.Japanese) **2.** Navigate to **Conversational Interfaces** > **Assistants**. **3.** Enable Now Assist for Virtual Agent with 'Now Assist Multi-Turn Catalog Ordering' skill active in the Service Portal. **4.** Create a catalog item with one 'Data/Time' type variable. **5.** Navigate to **AI Search Index** > **Indexed Sources**. **6.** Open 'Name='Catalog Item Table'.

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Problem	Short description	Description	Steps to reproduce
			7. Select **Index All Tables** so that the newly created catalog item will be included in the Virtual Agent search via AI Search. 8. Switch to the Japanese language mode after the reindex is done. 9. Navigate to Service Portal. 10. Open Virtual Agent. 11. Search the newly create catalog item. 12. Start the request. 13. Check the 'Data/Time' type variable display. Expected behavior: The 'Data/Time' type variable should be displayed as the current time, which is the same in the English language mode. Actual behavior: The 'Data/Time' type variable displays as 00:00AM in the Japanese language mode.
Virtual Agent Web Client PRB1948852	NAVA use cases non-controller time regressed by ~1 second		
Virtual Agent Web Client PRB1953555	NAP/NAVA Client does not load		
Virtual Agent Web Client PRB1955687	When minimized from any view and re-opened, DW should always open in float mode	DW re-opens in 90% Modal view.	1. Open DW in 90% Modal view. 2. Minimize DW. 3. Select the FAB icon to re-open DW. Expected behavior: DW should always open in float mode when minimized and re-opened. Same with Pin mode. Actual behavior: DW re-opens in 90% Modal view.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1960702	Selecting a Date using the UI picker for the 'Date' variable will show a Time in the generated user response		
Virtual Agent Web Client PRB1961300	Uploaded attachments are visually compressed to fit a specific response window		1. In Virtual Agent chat, request any item. 2. Continue until the 'Final Summary' card. 3. Select **Add Attachments**. 4. Upload any screenshot. Expected behavior: The users response containing the uploaded screenshot contains the same dimensions as the original screenshot. Actual behavior: The users response containing the uploaded screenshot visually compresses/squished the screenshot to fit into a fixed user response dimension.
Virtual Agent Web Client PRB1963494	The synthesized response is not displayed completely		1. Log in to the instance. 2. Navigate to **/esc portal**. 3. Perform multiple searches. Notice that the final response displayed incompletely on VA web client.
Virtual Agent Web Client PRB1964410	The 'Continue request' option is not displayed during MID topic switch	The context switches to the new search without showing the Continue Request option.	1. Start a conversation from DW. 2. Search for any topic/Catalog. 3. During MID execution, try searching a different Topic/Catalog/KB. Notice that the context switches to the new search without showing the Continue Request option. The Continue Request option should be displayed.
Virtual Agent Web Client PRB1967339	Double/Triple Feedback icons in DW	When the user types 'What is spam' in DW, the results are generated with double or triple feedback icons at the end.	

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Problem	Short description	Description	Steps to reproduce
Work Order Management PRB1921416	When the 'Populate Agents Daily Schedule' table is executed, it isn't generating records in the 'agent_daily_schedule' table	The code should honor both the time formats [24 and 12 hour formats] while comparing the start and end time for an agent schedule in the 'Populate Agents Daily Schedule Table' schedule job for scheduled offline downloads in mobile.	
Work Order Management PRB1946618	Dynamic Scheduling does not consider the new location from a resource table		
Work Order Management PRB1949306	Handle invalid Work Order Task (WOT) data when loading it uses more load and fails in Dispatcher Workspace (DWS)	The end_gdt is empty, which is invalid. Performing the add with an invalid GlideDateTime, resulting in an error: 'Cannot invoke "java.util.Date.getTime()" because"this.fDate" is null: org.mozilla.javascript.JavaScriptException: java.lang.NullPointerException: Cannot invoke "java.util.Date.getTime(" because"this.fDat" is null. This error occurs because of the invalid date setup. The **actual_trave_start** field is empty on the WOT an 'Accepted' state and an 'On Route' substate.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 3 Hotfix 2
- Zurich Patch 3
- Zurich Patch 2 Hotfix 2

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- Zurich Patch 2 Hotfix 1
- Zurich Patch 2
- Zurich Patch 1 Hotfix 1b
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 3 Hotfix 3

The Zurich Patch 3 Hotfix 3 release contains fixes to these problems.

Build information:

Build date:

Build tag:

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Server-side scripts PRB1974827 KB2693842	Glide Sandbox Bypass in Server-side scripts		

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 3 Hotfix 2
- Zurich Patch 3 Hotfix 1
- Zurich Patch 2
- Zurich Patch 1

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- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 3 Hotfix 2

The Zurich Patch 3 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 11-13-2025_2045

Build tag: glide-zurich-07-01-2025__patch3-hotfix2-11-10-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Configuration Management Database (CMDB) PRB1949356	Exact count match check results in an incorrect duplicate task creation	After upgrading to Zurich, de-duplication (dedupe) tasks are created incorrectly under certain scenarios. As a result, a large number of records are created in the duplicate_audit_result table, causing significant database growth. Instead of updating existing entries, new records are inserted during each subsequent run. In one scenario, the de-duplication tasks are created when they were previously working. In another scenario, users with many hosts that contain cmdb_serial_number records with the same serial_number and serial_number_type	

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Problem	Short description	Description	Steps to reproduce
		notice that the number of duplicate_audit_result can grow to be tens of millions daily.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 3 Hotfix 1
- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 3 Hotfix 1

The Zurich Patch 3 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 11-04-2025_1344

Build tag: glide-zurich-07-01-2025__patch3-hotfix1-10-30-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Granular Delegation PRB1914000	Adhoc Granular Delegation intermittently doesn't work	This issue only happens when the delegation rule condition is added on the child table of the task field, which is added on the delegation rule.	1. Activate the Granular Delegation plugin. 2. Create the delegation rule table on the change_request table. 3. Choose the second step table. 4. Set the filter to active = true.

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Problem	Short description	Description	Steps to reproduce
			5. Select the **Assignments** and **Approvals** check boxes. 6. Log in as an admin. 7. Navigate to **All** > **change_request.list**. 8. Create a new change request (Normal) with the Assignment group as 'Hardware'. 9. Assign it to David Loo. 10. Change the state of the change request to 'Assess'. 11. Impersonate the user David Loo. 12. Navigate to **All** > **Employee Center**. 13. Select **My Tasks**. 14. In the Open Tasks list, find the newly created change request. 15. Select **Delegate this task**. 16. Delegate it to Luke Wilson, with the start date as yesterday and the end date as tomorrow. Expected behavior: The UI shows the task as delegated to Luke Wilson with an option to edit. Actual behavior: The user sees a 'Success', but the UI still shows the 'Delegate this task' link.
Predictive Intelligence PRB1954123 KB2594708	Mutual TLS (mTLS) is enabled on Zurich instances, causing access issues for inbound integrations	Due to the updates related to the Predictive Intelligence plugin, mutual TLS (mTLS) is enabled on customer instances after a Zurich upgrade. This may result in instance access issues for inbound integrations.	Refer to the listed KB article for details.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 3
- Zurich Patch 2

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- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 3

The Zurich Patch 3 release contains important problem fixes.

Zurich Patch 3 was released on October 30, 2025.

- Build date: 10-24-2025_0919
- Build tag: glide-zurich-07-01-2025__patch3-10-16-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

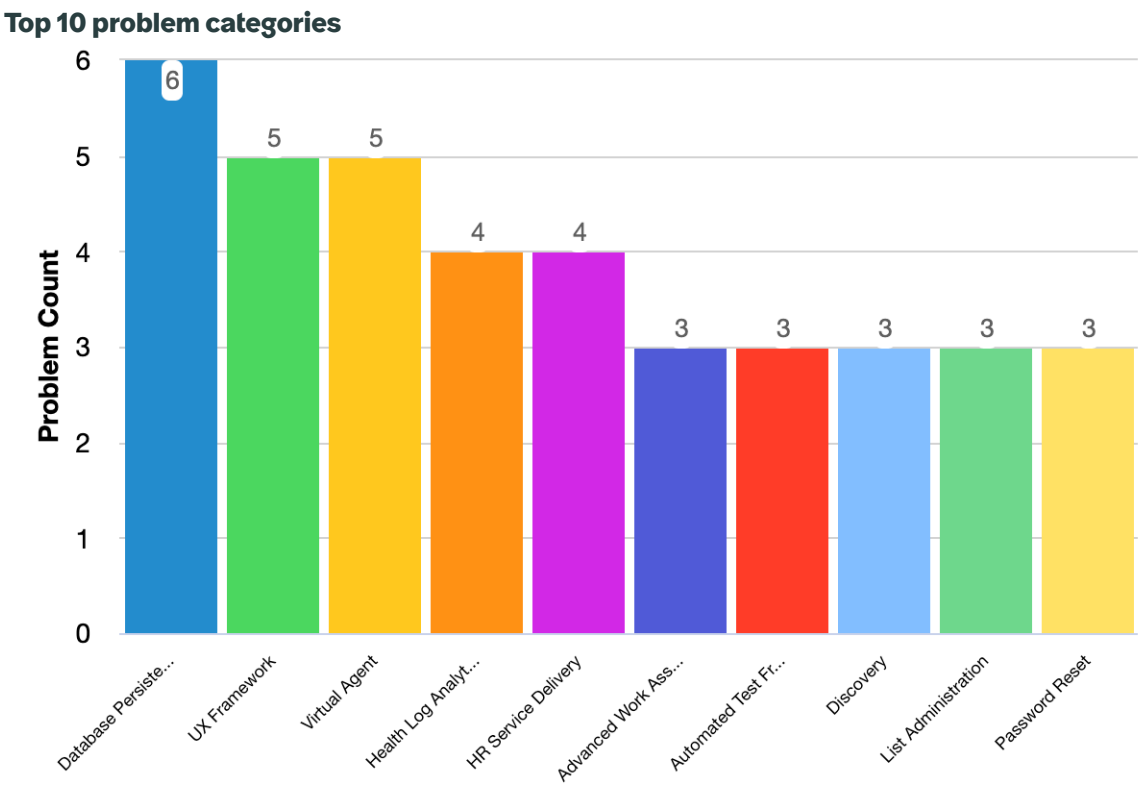
For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Zurich Patch 3 includes 109 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



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Security-related fixes

Zurich Patch 3 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Zurich Patch 3, refer to KB2570965.

Changes in Zurich Patch 3

Conversational intake for sourcing and procurement agentic workflow

The Conversational intake for sourcing and procurement agentic workflow addresses your procurement needs by providing product recommendations, guided checkout, off-catalog processes, and detailed product information. It also answers questions and tracks related records.

Monitor inbound API integration usage

Monitor inbound integration usage requests through the Inbound API Integration Usage dashboard.

Using agentic workflows in Now Assist for Sourcing and Procurement Operations

Use agentic workflows in Now Assist for Sourcing and Procurement Operations (SPO) to streamline procurement through intelligent product recommendations, guided checkout, off-catalog purchasing, and access to detailed product information. These workflows also assist with procurement-related inquiries and help you track associated records efficiently.

View Inbound API Integration Usage dashboard

The Inbound API Integration Usage dashboard enables you to view statistics for requestors and their API calls. Filter data by application or resource requested.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Configuration Management Database (CMDB) PRB1930654	The legacy health dashboard doesn't tell the user that the dashboard is deprecated/ no longer supported	Users have bookmarked, saved, or edited links to the legacy health dashboard, meaning they can still access it. There's a lot of confusion on why the dashboard is no longer working as intended. There should be a message to tell the user this dashboard has been migrated to CMDB Workspace.	1. Check out a Washington DC instance. 2. Make a favorite for Health Dashboard - CMDB view. 3. Upgrade the instance to X+. 4. Select the bookmark for the CMDB view. Expected behavior: When users navigate to the legacy dashboard, they should be able to see a message telling them to use the new health dashboard and that the legacy dashboard is no longer supported. Actual behavior: See that the legacy health dashboard has some broken widgets, no colors, etc., but there is no

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Problem	Short description	Description	Steps to reproduce
			indication that this dashboard is retired or has been migrated.
HR Service Delivery PRB1943958 KB2570781	There's a 'You do not have permission to read the created record' error when creating an HR Case	A race condition in the UI happens when a form is submitted before the GUID is created and an empty sys_is is passed. The server-side code was not handling this. It happens intermittently.	1. Open **Create New** via Agent Workspace. 2. Select the **Benefits Management** HR service. 3. Select **Create case**. Notice the error, but the case gets created in backend with an empty case number.
List Administration PRB1932703 KB2543882	Display values aren't showing for reference fields within the 'List' component	When including a table on the 'List' component that contains reference fields, it's showing empty. Where as in platform, it shows a value.	Refer to the listed KB article for details.
Virtual Agent PRB1905962	Link, text and icon menu items aren't working in Virtual Agent branding in Dynamic Window		1. Navigate to our branding config record and review the menu items listed at the bottom: / sys_cs_branding_setup_list.do?. 2. Observe that there's items for links, icons and text as menu items. 3. Navigate to the portal after impersonating a valid user. 4. Open Virtual Agent by selecting the icon at the bottom right. 5. Select the **Support** button at the top of virtual agent window. 6. Observe that none of the items of links, icons and text appear. Expected behavior: All type of menu items should display. Actual behavior: Only the phone and email are working.

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All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1942003	Work notes/ Comments are unexpectedly cleared when saving a form with an empty mandatory field and the work is lost	When there are any unfilled mandatory fields on the form, the text in the comments/ work notes is getting cleared on selecting the **Save** button. It's impacting the user experience. Verified that it works fine in Xanadu and Yokohoma and on other workspaces like CSM/ FSM Configurable workspace.	**1.** Navigate to any Zurich instance. **2.** Open Service Operations Workspace. **3.** Open any active incident record. **4.** Clear any mandatory field value. **5.** Enter something in the Work notes/ Comments. **6.** Select the **Save** button. Expected behavior: The Comments/ Work notes should remain. Actual behavior: The Comments/Work notes are cleared.
Advanced Work Assignment for Case Service channel PRB1946390	The case task isn't working properly for CCaaS external routing	The assignment isn't happening since there's no mapping field available for CCaaS partners to use and store their external ID onto the 'Case task' table.	**1.** Configure the instance to route the case tasks through external CCaaS. **2.** Create a case task in the instance. **3.** The case task should be routed to the agent using the external routing mechanism. Expected behavior: The case task should be picked up by the CCaaS events and assigned to the identified agent. Further events should also be triggered for this task. Actual behavior: Currently the case task doesn't get assigned to the agent.
Advanced Work Assignment PRB1938992	High AWA assignment cycle times for DHL impact voice call routing	DHL is uptaking in NVC and they are facing slow response times for call routing. It's taking ~12 seconds to route the call to agent. Each AWA assignment cycle is taking ~11 secs and out of which ~8 secs is being spent for Agent Map creation. Expected response times should be less than a second as there's no other load in the system.	

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Problem	Short description	Description	Steps to reproduce
Advanced Work Assignment PRB1942061	Lack of ability to track end-to-end AWA Assignment times	There's currently a gap in performance measurement of the AWA offer work API and manual assignment API, where there is no way to accurately determine the time difference between when an external AWA assignment API call was made and when the work item assigned_to would be updated to the assigned agent. The admin lacks context as to when the request actually gets processed and the work item gets assigned (and by extension, the inbox card shows up in the agent's inbox). Another limitation with the current design is that it only persists the offered_on for the final API invocation, which led to work item acceptance. If there were multiple agents which were offered the work item via these APIs, this context is lost.	
Advanced Work Assignment PRB1944387	The 'Create Segment On WorkItem Accept' business rule runs unnecessarily when a previous accepted work item exists		1. Call the 'Offer work' API on an interaction. 2. Accept the work item. 3. Clear out the assigned_to on the interaction. 4. Call the offer work API on the same interaction. Expected behavior: The 'Create Segment On WorkItem Accept' business rule shouldn't be triggered for the old work item.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The 'Create Segment On WorkItem Accept' business rule is triggered for the old work item.
AI Search PRB1940661	The hasPendingIndex API is broken	The sn_ais.AisUtil.hasPendingIndex (tableName, recordSysId, embeddingModelName, semanticIndexName); call fails.	
AI Search UX PRB1941065	Response loads even after a 15 second timeout on the portal	The portal stops the loading sign, which means it's reached the 15 second timeout. The response to the user's query loads after that.	1. Navigate to a portal with DW enabled. 2. Search for any query, such as 'How to create a new user?'. Expected behavior: Once the portal times out, it doesn't load the response. Actual behavior: The portal stops the loading sign, which means it's reached the 15 second timeout, but the response loads after that.
Analytics Data API PRB1926918	The 'Process analytics cache prefetch queue' job leads to OutOfMemoryError and the node restarts	When the user runs the 'Process analytics cache prefetch queue' job, it loops in ChangeCheckConflictsSNC script include.	
Analytics Data API PRB1945218	Memory leak of JSON serializer in multivis API	Each time a data request is processed, a new serializer is created and not released unless a GC is performed, which causes a memory leak.	1. Create a dashboard. 2. Add a tab and add 50 identical single score vis: a. Source: incident. b. Condition: sys_id is empty. 3. Duplicate the tab 9 times so there are 500 visualizations in total. 4. Disable the property 'com.snc.dashboard.streaming.enabled'. 5. Stop the instance and start again, but don't access the instance in the browser. 6. Use VisualVM to capture the heapdump. 7. Search for 'IntegerDateSerializer' in the object list.

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Problem	Short description	Description	Steps to reproduce
			Observe that there are 0 results. 8. Access the dashboard created in step 1. 9. Go over all 10 tabs. 10. Use VisualVM to capture the heapdump. 11. Search for 'IntegerDateSerializer'. Observe that there are ~500 results. 12. Repeat steps 8 through 11 (get the heapdump and search). Observe that there are ~1000 results. Each time a data request is processed, a new serializer is created and not released unless a GC is performed, which causes a memory leak.
Automated Test Framework (ATF) PRB1922654	Automated Test Framework **test** UI action fails due to a timeout error	There appears to be a race condition introduced in Yokohama. Tests that previously passed in Xanadu are now failing some of time when waiting for a response from the intent channel.	1. Navigate to **Automated Test Framework (ATF)** > **Tests**. 2. Create a test. 3. Add test step by opening an existing record with values: ○ Form UI= SOW Workspace ○ Table=sc_task ○ Record= Select any record 4. Add test step by: a. Select a UI action or UI action visibility. b. Select **Save** for the UI action. 5. Clear the instance cache and browser cache. 6. Using an incognito browser session. 7. Log in. 8. Navigate to the test. 9. Run the test. Expected behavior: The test should pass every time. Actual behavior: The tests fails intermittently due to an 'Timed out waiting for intent feedback' error.

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Problem	Short description	Description	Steps to reproduce
Case and Knowledge Management for HR Service Delivery PRB1880009	Attachments aren't uploaded in the 'Agent Chat' window from HR Agent Workspace	This is happening for HR Core.	
Condition Builder PRB1939399	The search function on the third-level panel keeps loading continuously on the now-dot-walk v2	When searching on the third-level panel, it enters an infinite loading state instead of displaying the client-side filtered data.	
Customer Operations for Customer Service Management PRB1918447	The responsibility framework allows the selection of dot-walked fields in the UI, but in the backend it's not granting the access	The previous implementation used relationshipGR.isValidField() for validating dot-walked field paths, but this method only validates if a field exists directly on a table and doesn't properly traverse dot-walked paths. In the responsibility framework UI, it is possible to select dot-walked fields, but the backend wasn't properly validating these paths, resulting in access being denied for records even when the configuration should allow it.	
Database Persistence - Data Access PRB1792470	Some alters to increase max length are running twice during an upgrade	Multiple updates happen because a sys_dictionary record has an incorrect field length after finishing the bootstrap batcher.	
Database Persistence - Data Access	Two schemas marked as default simultaneously	There are two graph schemas which are marked as default. One is the Global graph and other is the newly	**1.** Create a new graph. **2.** Mark it as default. **3.** Add desired nodes/edges.

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Problem	Short description	Description	Steps to reproduce
PRB1907199		created graph which is marked as default.	**4.** Save the graph. **5.** Navigate to sys_meta_graph. Notice that two graph schemas are marked as default.
Database Persistence - Data Access PRB1923704	Due to an ordering change on Raptor post migration, certificate authentications for API calls may fail and cause '500' errors	When mutual authentication is configured using both protocol profile and system properties, the system property takes precedence. This causes the SSL exchange to utilize the socket factory for client certificate provisioning, bypassing the keystore defined in the protocol profile. Additionally, when mutual authentication is enabled via property configuration, all certificates from the sys_certificate table are loaded. This can lead to intermittent outbound call failures if expired certificates are cached and used for mutual authentication, resulting in HTTP 500 responses.	
Database Persistence - Data Access PRB1936199	Apostrophe in the cypher query causes an error		
Database Persistence - Data Access PRB1944376	Order tables in the view deterministically	Currently, when constructing the view to return from a cypher call, it creates the view from the set of the tables being requested based on enumerating the keyset. This has a nondeterministic order that depends on the underlying	**1.** Do a cypher query with more than one return node. **2.** Examine the view definition to see which table comes first.

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Problem	Short description	Description	Steps to reproduce
		structure and the table prefixes. While that wouldn't be an issue at some layers, it means the ACL evaluation differs based on the ordering, which is hard for debugging and also hard to configure around. Instead, it should sort the order of the tables in the view alphabetically by the table name.	
Database Persistence - Data Access PRB1946284	Response columns are returned without node aliases for normal non-aggregate cypher queries	Choice value in quotes and setFixupEdges are failing for the WDF and physical table. For choice value scenario, the cypher u.calendar_integration is a choice column, and passing the value of the choice column on quotes is failing here. For the setFixupEdges scenario, passing setFixupEdges as a true persistence isn't honored.	
Database Persistence - Data Management PRB1927640	Duplicate entries are created for extension tables in both the physical and logical tables in both SNC and information schema		1. Log in to the instance with SNC is running or with information schema enabled. 2. Run the 'Stats gather' job daily. 3. After the job completes, navigate to the sys_physical_table_stats table. 4. Search for any extension tables, such as syslog0001. 5. Filter by the latest date and by type as 'Primary' and 'Primary/Sharded'. Expected behavior: There should be only one entry for the primary database. Actual behavior: There are two entries for the primary database.
Database Persistence	EncodeQuery doesn't return the correct	After choosing 'North America' in the Region and applying, the module gets updated	

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Problem	Short description	Description	Steps to reproduce
PRB1861812	value on Data Fabric tables	with North American data, but the filter box became 'unavailable option'.	
Database Persistence PRB1937018	dbi.truncateTable(table_name) is truncating a table name when the table name is bigger than 29 characters and the daily schedule job isn't able to drop that table	In some databases, DBTruncateUtil.truncateTable() calls for tables with long names leave orphaned tables behind in the DB and causes backup to fail.	
Database Persistence - WDF PRB1938101	The 'Database' view for Workflow Data Fabric (WDF) incorrectly assumes the sys_id when caching underlying glide records	add/getCache in the 'Database' view has a hardcoded assumption that there's a sys_id element in the source and doesn't check for a null result. The copyValue code calls into GlideElement, which short circuits due to the WDF table being a foreign table. This needs to skip the cross scope check but still copy the value.	
Discovery PRB1862106 KB2436326	Global IP exclusion isn't working for a cloud VM schedule	Not all the global exclusions are working for a Cloud Discovery.	Refer to the listed KB article for details.
Discovery PRB1902780	The log pattern cloud errors only once	Currently, the cloud pattern errors are incorrectly being logged twice. It ends with two separate errors for the same pattern, one for the exception in the log and one for the 'Pattern Failed'.	
Discovery PRB1937992	Discovery Schedule doesn't support the Discovery of	If the user creates a Discovery Schedule with over 5000 IPv6 addresses, the Discovery Status is	1. Create a Discovery Schedule with over 5000 (X) IPv6 addresses to disocvery_range_item_ip. 2. Select **Discover Now**.

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Problem	Short description	Description	Steps to reproduce
	more than 5000 IPv6 addresses	instantly canceled and an error message appears.	Observe that the Discovery Status is created and instantly canceled with the following error message under the Discovery logs related list: 'IP lists with IPv6 addresses can only contain 5,000 IPs but have X'.
Document Management Services PRB1920126	Export to PDF for a scheduled report doesn't export in the proper alignment		
Dynamic Translation for Agent Chat PRB1942231	agent_translated_msg column is overwritten with empty value when the agent is in English and the chat requester is non-English		1. Enable and configure DTAC. 2. Log in to Service Operations Workspace as an English speaking agent. 3. In another browser, log in as chat request in non-English language. 4. Initiate an agent chat. 5. Type an English phrase as an agent. Expected behavior: agent_translated_msg on outbound message should be populated with English text. Actual behavior: The agent_translated_msg gets overwritten with empty values.
Encryption PRB1923672	A Session API getting encryption contexts causes a performance impact	Flow engine performance is impacted by the database calls required to encryption contexts. This API is called billions of times per month and amounts to a pretty significant impact to performance.	
Event Management PRB1639714	Alerts on an Application Service have empty PRCs	Alerts on an Application Service appear in the list of 'Impacted Services/ CIs' of some change request. These alerts have empty PRCs and they have only one	1. Define the Manual Application Service. 2. Define the Change Request for the Application Service. 3. Send the event to some CI of the Application Service. 4. Open the generated alert.

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Problem	Short description	Description	Steps to reproduce
		change request instead of two.	**5.** Navigate to the PRC. Observe that the alert has the PRC 'Change on Application Service.' **6.** Send the event to the Application Service. **7.** Open the generated alert. **8.** Navigate to the PRC. Observe that the alert has the PRC 'Change on Application Service.' **9.** Create another change request on a different CI. **10.** Add the defined Application Service to the list of Impacted CIs of the change request. **11.** Send the event to the Application Service. **12.** Open the generated alert. **13.** Navigate to the PRC. Observe that the alert has only one change request, but it should have two.
Event Management PRB1934096	There's a regex preview mismatch in Enrich due to Java vs JavaScript engine differences	In the 'Enrich' page, the regex preview incorrectly shows no match even when the regex is valid and works correctly on actual events. This discrepancy, caused by differences between Java and JavaScript regex engines, has been observed by multiple users and leads to confusion when building enrichment rules.	
Flow Engine PRB1891187	There's a high query count when running a flow as a current user	During performance tests of order processing, there's costly queries when flows RunAsUser. Counts can be over 40 million queries executed.	

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Problem	Short description	Description	Steps to reproduce
Flow Engine PRB1941990	Trigger inputs aren't accessible after a do-until loop execution	This issue is caused by the changes to GlideFlowStages Updater.java (older name GlideStage UpdateListener.java). It's observed that, in this specific flow structure, the 'in.request_item' flow input isn't passed to the 'Create Catalog Task' action. Querying the sys_flow_value table, there are 2 entries for 'in.request_item' one for the flow input and another with the parent loop associated. As the same key 'in.request_item' is now associated with parent loops, it can only be accessed in the loop body (and for the specific iteration), and all other references to it out side the loop aren't available.	
Flows (Family Channel) PRB1945637	Existing scripted fields are set to the 'fd-scripted' static value when there are more than 1 scripted inputs present in the case of templated fields on an update		
HR Service Delivery PRB1939177	User can't view the attachment on a HR case		

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Problem	Short description	Description	Steps to reproduce
HR Service Delivery PRB1940947	Remove license meter dependency from Manager Hub in the OOB-apps properties file	Manager Hub apps must be dependent on EC Pro (which is already existing) and not on License Meter. And hence, remove the Manager Hub app dependency on License Meter.	
Identity PRB1891185	There's a high query count running a flow with roles	During a performance load test where 50k orders were created in 1 hour, the query was a significant contributor to the overall execution time. This appears to be triggered when flows run with additional roles. When running as system user or without additional roles, this query pattern isn't observed.	
Inbound API Integration Usage Framework PRB1943106	Inbound API integration usage and system metadata tracking for integration requests	This is a product update.	
Inbound API Integration Usage Framework PRB1943108	System metadata access tracking for GlideRecord wrapper APIs	This is a product update.	
List Controller PRB1937947	Additional logging for Splunk to build more context around legitimate use cases		
MID Server	Deadlock occurred due to two threads	The issue is caused by a conflict between two internal processes that manage and refresh	

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Problem	Short description	Description	Steps to reproduce
PRB1923497		OAuth credentials and MID Server connections. The platform periodically checks and refreshes expired OAuth tokens using a scheduled job. When this happens, the system reloads the credentials and resets all related connection data to ensure security and consistency. At the same time, if a Discovery probe or integration is trying to establish a new connection, it might attempt to access the same shared connection resources. This overlap can lead to both processes waiting for each other to finish, resulting in a temporary deadlock where neither process can proceed.	
Mobile Platform PRB1940079	Add condition operators to support IN and MATCH_RGX with the field value in the UI Rule	The condition operators IN and MATCH_RGX don't work with values in a variable, which is needed to make uploading an attachment mandatory when a skip_code in the reference list is selected.	**1.** Add a user input in the 'Edit work' input form screen. **2.** Add a variable user Ids with a script. **3.** Modify the condition in the UI Rule 'Hide State field' to be user IN. Expected behavior: The **State** field is hidden when a user is selected. Actual behavior: The **State** field isn't hidden.
Next Experience Unified Navigation PRB1945540	The 'Enable Analytics' preference property isn't passing the user_consent property	The telemetry-behavior is attempting to read the value from the payload, but it's not passing a payload object when dispatched.	**1.** Open an instance with the 'User Analytics preferences' property turned on. **2.** Open 'User Preferences'. **3.** Navigate to 'User Experience'. **4.** Attempt to turn on/off 'Enable Analytics'. Notice the 500 error.

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1942697	The Now Assist Panel (NAP)/NASS window can't be found after closing and not pinning it	On the header, the icon for NAP should be visible, but there's no option for opening it.	
Now Assist Panel PRB1943530	High frequency one_extend_rate_limit_violation_cache flushes, causing system slowness	During routine operations, multiple nodes experienced high memory usage and glide.cs.worker thread pressure, resulting in frequent node restarts. Investigation indicates that the one_extend_rate_limit_violation_cache flush events were triggered at an unusually high frequency (over 5000 times within a 30-minute window), which may have contributed to the observed slowness. Analysis suggests that excessive cache flushes can create significant memory and performance pressure on the system.	
OneExtend PRB1940891	The prompt field in the 'Generative AI Log' table has extra escaped characters when using Java subflow implementation	In Java, a prompt is converted to a string even though it's already a string before inserting it into the Generative AI Log table. There's extra escaped characters in the prompt field.	**1.** Run a capability. **2.** Navigate to the sys_generative_ai_log table. **3.** Check the **prompt** fields. Expected behavior: Users shouldn't see extra escaped characters in the prompt. Actual behavior: Valid escaped sequences are escaped unnecessarily.
Performance Analytics PRB1937240	The reports and PA widgets are displayed in the Migration Center without the bulk		**1.** Take an upgrade instance from Washington to Australia. **2.** Navigate to the Migration Center. **3.** Select the **The review in the Migration Center** button.

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Problem	Short description	Description	Steps to reproduce
	migration being triggered		Notice that the artifacts for the reports and PA widgets are available on the Migration Center, without the migration being triggered.
Performance Analytics PRB1939257	Increase guardrails threshold	RELATIVE_DATE_CONDITION_AND_VOLUME: Increase the default value to 300M. INSERT_VOLUME_EXCEEDED: Increase the default value to 10M. DATA_VOLUME_EXCEEDED: Increase the default value to 300M.	
Performance Telemetry PRB1938437	Move db.query.summary in db.client.operation.duration to an exemplar attribute	The db.query.summary should be set to exemplar only to reduce cardinality.	
Platform Analytics Dashboard API PRB1917370	Missing localization strings on the CIO Dashboard	On the CIO dashboard, the localization strings are missing for the tab names, rich text contents, widget titles, info, and error messages.	1. Log in to the instance. 2. Navigate to the 'Localization' page. 3. Select the **Displays translation prefix on translatable strings** checkbox. 4. Navigate to the CIO Dashboard. 5. View the translation prefixes for every widget. Observe that the translation prefixes are missing for most of the elements on the CIO dashboard.
Platform Analytics Dashboard API PRB1946056	A C-suite category and error message isn't translated	The error message: 'Contact the administrator to review data collection jobs and the indicator configuration to display data for the selected criteria.'	1. Log in to any instance with CxO dashboards. 2. Open the CxO dashboard. 3. Check for any widget that has zero data. 4. Change the language. Expected behavior: The error message is translated. Actual behavior: The error message isn't translated.

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Problem	Short description	Description	Steps to reproduce
Process Mining PRB1939181	Dot-walk activity log collection is broken when the dot-walk value never changes	If the dot-walk value doesn't change, project mining fails, saying that no audit logs are found.	**1.** Create a project with dot-walk activity. **2.** Take a sample case where the base field changes but the dot-walk value remains the same for all groups. **3.** Mine the project with just one case and one dot-walk activity. Expected behavior: The project is mined and a map appears. Actual behavior: Mining fails, saying that no audit logs are found.
Project Management PRB1905989	The **Create Expenseline** button from the new costplan split button doesn't create a system generated costplan	The widget is updated, but no new system generated costplan is created.	**1.** Create any planning item. **2.** Add a costplan intially. **3.** Select **New Expenseline** on the costplan split button. **4.** Add the details but dont associate it with any costplan. **5.** Save the expenseline side panel. The actuals widget is updated, but no new system generated costplan is created.
Service Mapping PRB1944512	Turn off the mapped application services limit		
Service Portal PRB1947153	The lookup select box with a reference qualifier in MRVS displays incorrect labels on the 'SC Catalog Item' widget	The lookup select box in MRVS displays labels according to only a subset of the conditions defined in the reference qualifier ("javascript: xxx").	
Software Discovery PRB1579663	File-based discovery populates the version only on the first software install record for a DM		Run file-based Discovery. Notice the software install record (cmdb_sam_sw_install) only has **Publisher** and **Product** (display names) populated. It would be good to also populate version with the normalized version if available. Some users have

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Problem	Short description	Description	Steps to reproduce
			use cases that require a version on the install records.
Transaction Management PRB1947766	When a new token is refreshed with OAuth, the transaction.fUser property is set to 'guest' even if the GlideSession is authenticated with the correct user, which breaks the integration usage GuestUserFilter	With OAuth 2.0, when the first integration request is sent, it refreshes the expired token. After the transaction is complete and the notifyTransactionComplete monitor list is executed, there is a discrepancy between the **Transaction.fUser** field and the GlideSession.get() .getUserName() value. This occurs for a fully authenticated session. When checking if the user is a guest, Transaction.getUser() isn't accurate. The check in GuestUserFilter only looks at the transaction object, when it needs to look at the GlideSession object.	1. Create a regular user, and don't select webserviceaccessonly. 2. Setup OAuth 2.0 locally. 3. Trigger a request against the table API by authenticating with OAuth as that user. 4. Wait until the OAuth token expires, which is approximately 30 mins. 5. Put a break point on Transaction.notify TransactionComplete(). 6. Trigger another request. Observe the state.
User Administration PRB1896603	There's a high sys_user query count when running a flow as a system user	During a 1 hour test that processes 50k orders, there's high query counts on sys_user for the system user.	
UX Framework PRB1887044	The latest asset in sys_ux_lib_asset isn't used when multiple asset records exist for the same asset version	This impacts Now Assist Panel loading and Dirty State Management in workspaces.	\
UX Framework PRB1892094	An ATF test UI action fails due to a timeout error	The intent library delivers context on generator registration for translators that don't exist on the page.	

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Problem	Short description	Description	Steps to reproduce
UX Framework PRB1918913	The js_atf_instrumentation.js script is missing when asset bundling is turned on	js_atf_instrumentation.js script which instruments pages for component load detection and rollback during Automated Test Framework (ATF) testing, is missing when asset bundling is turned on.	1. Navigate to **Menu** > **Automated Test Framework** > **Tests**. 2. **Create your own new test** > **Give a name** > **Save**. 3. Add a test step to open a form in workspace for able **sc_task** > **Form** > **Open a new form**. 4. Choose **Form UI** > **SOW workspace**. 5. Choose **Table** > **sc_task** > **Save the test step**. 6. Add **Test step** > **Form** > **UI action visibility**. 7. Choose **Visible close task** > **Save the test step**. 8. Navigate to the test page where it lists the 2 steps. 9. Right click on the display name of the UI action visibility display name and select **Add breakpoint**. 10. Select **Debug Test**. This opens the test runner in a new window. 11. Wait for the test to stop at the break point and inspect the DOM to notice the script tag for js_atf_instrumentation.js is missing. 12. Turn off asset bundling using glide property glide.uxf.lib.asset_bundle_enabled. Notice js_atf_instrumentation.js is available.
UX Framework PRB1927748	The Next Experience UI is broken when a sys_cb_metadata record doesn't have a macroponent associated	The Next Experience UI can't be used when a sys_cb_metadata record doesn't have a macroponent associated. After going to any Next Experience URL, the following error is seen in the console: 'SERVICE WORKER NOT FOUND'.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Designer Legacy PRB1928396	Date time input when used in a topic block returns null on output parameters		1. Navigate to an instance. 2. Create a topic block (nlu/keywords) with data time input. 3. Add date time input to the output parameters. 4. Run the topic block and the data time returned in the output parameters in {}.
Virtual Agent PRB1937290	The **New conversation** button disappears when using certain custom branding colors	.	
Virtual Agent PRB1941593	Using vaSystem.executeSkillWithResumeBehavior in a topic causes resume conversation to fail		
Virtual Agent PRB1943466	Now Assist Skill executing twice when running in sync mode	The main skill should execute only once. The main skill is executing twice. Please check the GenAI log and find two execution records.	
Virtual Agent PRB1943976	Need to add expensive caches as hard reference caches to avoid GC		
Virtual Agent Web Client PRB1940975	Support more markdown for text messages and synthesized responses		
Virtual Agent Web Client PRB1941763	The **New chat** button is turned off after a flow execution is complete		1. Call one of the HR flows that results in successful case creation which is the end of the flow. 2. Try to start a new conversation.

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Problem	Short description	Description	Steps to reproduce
			The **New chat** (plus button) is turned off.
Virtual Agent Web Client PRB1948623	Uptake new versions of Unified Experience Framework (UXF)	UXF intent library changes to Zurich and Yokohama chat-components to uptake these versions.	
Workspace List Menu PRB1935619	Intermittently the L1 (left side toolbar) menu doesn't render in workspaces		**1.** Impersonate any user. **2.** Open Hardware Asset Workspace. The user may see left side menus not displaying. If it displays, refresh a few times, it may go away. It's intermittent.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 2
- Zurich Patch 1 Hotfix 2
- Zurich Patch 1 Hotfix 1a
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 2 Hotfix 3

The Zurich Patch 2 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 11-18-2025_1831

Build tag: glide-zurich-07-01-2025__patch2-hotfix3-11-14-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
AI Agents (Glide Family) PRB1963825	Update AI Agents (AIA) true-up version to 4.0.38	Updating the AIA true-up version to fix a potential infinite loop in an upgrade scenario.	
Virtual Agent PRB1947698	Only one agentic workflow executes successfully when the same trigger fires simultaneously	When a workflow trigger fires simultaneously multiple times, only one of the resulting agentic workflows executes successfully. The other workflows terminate immediately with an error indicating that no session ID could be found. Each trigger correctly creates a new execution plan and a new conversation record, but only one conversation proceeds, while the others fail at the start.	1. Create the agentic workflow named 'Test multiple case executions'. 2. Select three or more case records and update them simultaneously so that the trigger fires for all at once. 3. Notice that the three execution plans (sn_aia_execution_plan) and three conversation records are created. Only one conversation and execution plan executes successfully. The other conversations don't continue after the first task with the error 'No session ID found'. Expected behavior: Each triggered workflow should independently create or resolve its own valid session so that all conversations execute successfully, even under concurrent trigger conditions. Actual behavior: Only one conversation executes successfully. The other conversations either terminate immediately or don't continue after the first task with 'No session ID found' error.
Virtual Agent PRB1962510	Empty sys_cs_message is created when Agentic Mode is on		1. Set up NAVA. 2. Make sure Agentic Mode is turned on. 3. Search 'What is spam?'. 4. Navigate to sys_cs_message. 5. Check for an empty message.
Virtual Agent third-party integrations	Live agent only mode doesn't work for third-party channels	The user messages aren't be received by the agent. This message appears in the log: 'Couldn't find rich control, dropping current message'.	1. Set up VA and a third-party channel (for example, Teams). 2. Set up VA to live-agent only mode (for example, by having a custom greeting topic that directs to LA). 3. Start the conversation.

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Problem	Short description	Description	Steps to reproduce
PRB1956730			**4.** Accept as agent. **5.** Attempt to send messages as a user. Observe that the user messages aren't received by the agent with this message in the log: 'Couldn't find rich control, dropping current message'.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 2 Hotfix 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 2 Hotfix 2

The Zurich Patch 2 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 11-11-2025_1307

Build tag: glide-zurich-07-01-2025__patch2-hotfix2-11-10-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Mobile Platform PRB1959673	Offline query results are incorrect due to reference data columns being populated as null in the	On mobile, the offline query results are incorrect due to reference data columns being populated as null in the offline cache payload. This happens when the column is	**1.** Create a column 'test_user' in wm_task. **2.** Create a mobile screen based on wm_task where the data item test_user is empty.

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Problem	Short description	Description	Steps to reproduce
	offline cache payload	defined on the child table of the table used for reference input.	**3.** Create a record in wm_task where wm_task.test_user is set to a value (not empty). **4.** Create another record in wm_task where wm_task.test_user is empty. **5.** Create an action with an input form screen which has a reference input based on the task table which will result in records from wm_task to be included where test_user is not empty. **6.** Log in to the application. **7.** Download a cache. **8.** While online, navigate to the screen that was created. ○ Observe that there's only one record. **9.** Navigate to settings. **10.** Go offline **11.** Navigate to the screen that was created. ○ Observe that it displays an additional record (it includes the wm_task record which had a test user populated). **12.** Inspect the cache that was generated. Observe that there's a record for the wm_task record in the data section, under the task table. It has a test user populated with a null value specified for the test_user field.
Mobile Platform PRB1957087	UI policies applicable to the screen table aren't applied when offline on mobile	While offline and on mobile, UI policies applicable to the screen table aren't applied when the underlying record comes from an extended table of the screen table.	**1.** Start with an existing table, such as 'wm_task'. **2.** Create an extension of the table, 'wm_task_crc'. ○ Observe that a mobile screen is created against the wm_task table (a record screen with a detail tab). **3.** Create a button which will result in an edit of the wm_task table while offline. ○ The writeback action will require an offline step which edits a field in the detail screen or uses the declarative update action.

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Problem	Short description	Description	Steps to reproduce
			4. Ensure that you have mobile UI policies created for the wm_task table where it hides or shows the fields based on fields in the wm_task table, which are exposed in the detail screen. **5.** Create records in the wm_task_crc table. **6.** Download the cache. **7.** Go offline. **8.** Navigate to the wm_task detail screen for a record created in the wm_task_crc_table. **9.** Select the button to update the record. Observe that the document rebuilds. The UI policies aren't applied and don't hide or show the fields.
Mobile Platform PRB1959666	Data is lost when updating the offline cache during online operations	While offline and on mobile, data is lost when updating the offline cache during online operations such as viewing screens or performing actions. This happens because the first screen updates information for the dot-walked (referenced) fields record, but the document doesn't contain all the information for all the fields for the referenced fields record. Null is filled in the database update for any field for which there isn't information.	**1.** Set up two screens: ○ Screen 1: A screen that's based on the wm_task table and has data for the current task. It should also have data for a reference field, which is also based on wm_task. (The referenced record on wm_task will only display 2 fields via dot-walk.) ○ Screen 2: A screen that's based on the wm_task table and displays referenced records from the record in the above screen. This screen should have a condition on fields not included in the above screen. **2.** Log in to the application. **3.** Download a cache and don't go offline. **4.** Navigate to Screen 1's detail screen. ○ Observe that the offline cache updates for the current screen and referenced records. **5.** Navigate to settings. **6.** Go offline. **7.** Navigate to Screen 2. Observe that the screen is missing the referenced record from Screen 1.

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Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 2 Hotfix 1
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 2 Hotfix 1

The Zurich Patch 2 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 11-03-2025_0248

Build tag: glide-zurich-07-01-2025__patch2-hotfix1-10-31-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Flow Engine PRB1941990	Trigger inputs aren't accessible after a do-until loop execution	This issue is caused by the changes to GlideFlowStages Updater.java (older name GlideStage UpdateListener.java). It's observed that, in this specific flow structure, the 'in.request_item' flow input isn't passed to the 'Create Catalog Task' action. Querying the sys_flow_value table, there are 2 entries for 'in.request_item' one for the flow input and another with the	1. Import the flow XML. 2. Open Service Portal. 3. Place a request for 'iPad Pro' with the color set to 'Silver'. 4. Retrieve the RITM. 5. Open Flow Designer. 6. Test run the flow XML with the copied RITM as the input. 7. Open the RITM when the flow waits at the AFA. 8. Approve the request created for Abel Tuter. Expected behavior: The flow resumes, exits the loop, and reached the 'Create

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Problem	Short description	Description	Steps to reproduce
		parent loop associated. As the same key 'in.request_item' is now associated with parent loops, it can only be accessed in the loop body (and for the specific iteration), and all other references to it out side the loop aren't available.	Catalog Task' and will be in the 'Waiting' state. Actual behavior: After exiting the loop, it is errored at 'Create Catalog Task' with an error executing the instruction.
Mobile Platform PRB1953826	UI policies applicable to the screen table are not applied in Mobile Offline when the underlying record comes from an extended table of the screen table	The page document should not be rebuilt unless there were changes in offline to the records referenced in the screen.	**1.** Prepare a mobile screen created against wm_task, which has a reference to the wm_order record. **2.** Creating the wm_task record. **3.** Update the wm_order record. **4.** Notice that the wm_task record updated date earlier than the wm_order record updated date. **5.** Open the offline Download cache. Notice that when navigating to the wm_task detail screen for the record, it results in an underlying document being rebuilt when it is not required.
Mobile Platform PRB1953804	The processing of hierarchy of tables results in the loss of fields, causing a returned object containing only a partial set of fields for M	This also results in actions not appearing due to missing values used in the button condition.	**1.** Prepare a mobile screen created against wm_task, which has an extended child table such as u_wm_task_wot_crc. **2.** Open the offline Download cache. Notice that when the screen is built, the field values are missing for fields that do have data.
Mobile Platform PRB1953824	The document is rebuilt when there are no changes in Mobile Offline due to an incorrect logic comparing the server update time on the **Reference** field in the screen to the current		**1.** Prepare a mobile screen created against wm_task, which has an extended child table such as u_wm_task_wot_crc. **2.** Open the offline Download cache. Notice that when the screen is built, the field values are missing for fields that do have data.

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Problem	Short description	Description	Steps to reproduce
	screen record update time		

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 2
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 2

The Zurich Patch 2 release contains important problem fixes.

Zurich Patch 2 was released on October 15, 2025.

- Build date: 10-12-2025_0904
- Build tag: glide-zurich-07-01-2025__patch2-09-24-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

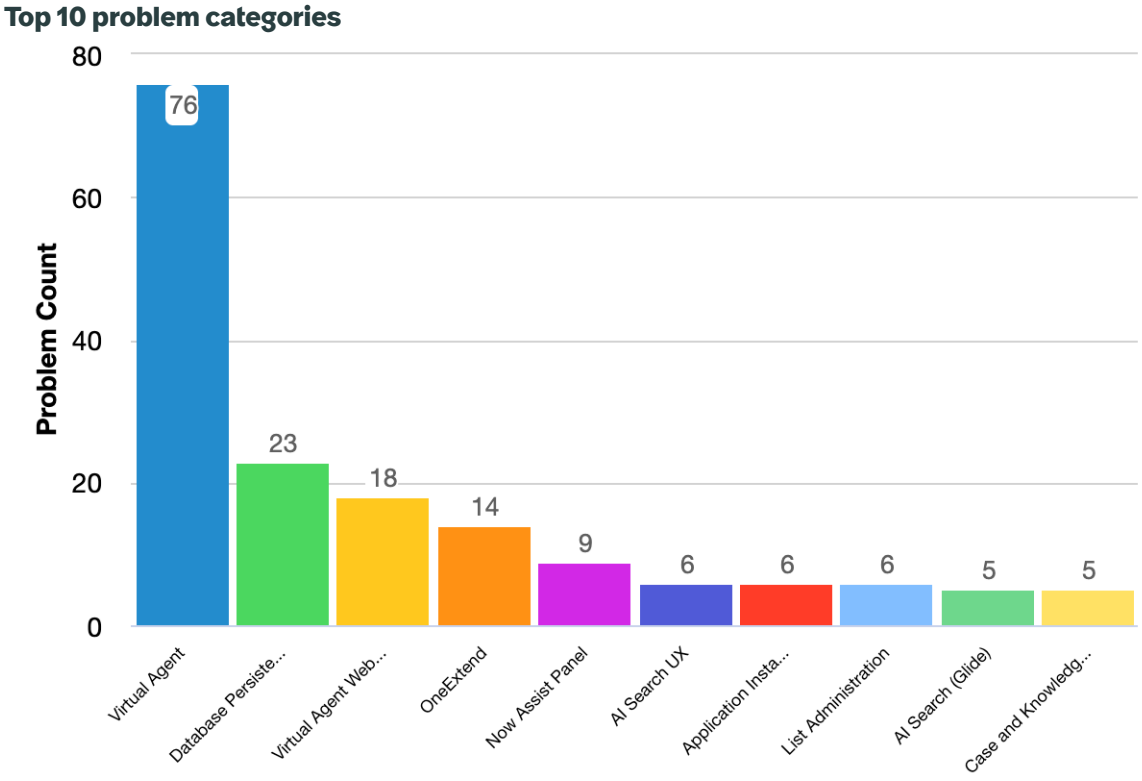
Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Zurich Patch 2 includes 375 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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Security-related fixes

Zurich Patch 2 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Zurich Patch 2, refer to KB2533678.

Changes in Zurich Patch 2

AWS discovery using patterns

Discover datacenters only for new cloud accounts

If you have multiple cloud accounts and datacenters in AWS and Azure, you can discover datacenters for new cloud accounts only, instead of refreshing the entire list.

Microsoft Azure Cloud discovery using patterns

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Access Control PRB1893600	RecordFamilyResolver needs more optimization	Performance issues with reports on instances with a high number of archive tables.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2178333			
Access Control PRB1915184 KB2400619	Security constraints prevent access to a requested page when visiting task.list	Failing a Deny ACL from anywhere in the hierarchy prevents table access to the list of a parent table.	Refer to the listed KB article for details.
Email Notifications PRB1930940	Email parts are deleted when moving to a draft in workspace	Email issues are observed in the workspace. After copying and pasting the information, it's deleted.	
Horizon Component Library PRB1929229 KB2515183	Theme changes when opening an HR Case record page	There's user theme preference changes automatically when creating/opening an HR Case form from the workspace.	Refer to the listed KB article for details.
Usage Analytics PRB1925359 KB2423777	Multiple out of memory (OOM) errors are triggered on the nodes from the 'User Property Change Sync' job	Multiple OOM errors were triggered on the nodes at different times whenever the 'User Property Change Sync' job was running. As a result, the node restarts.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity stream PRB1931494	RepresentedBy is missing from the event payload		
Advanced Work Assignment PRB1929864	The chat card remains in the Agent inbox after the guest ends conversation		1. Create a chat from the Virtual Agent (VA) web client as a guest user. 2. Wait for it to be assigned to an agent. 3. End the conversation from the VA web client.

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Problem	Short description	Description	Steps to reproduce
			Notice that the chat card still appears in the Agent Inbox.
AI Search (Glide) PRB1921724	Improve ResponsePostProcessor time when the table is early binding	This is a product opsbar	
AI Search (Glide) PRB1927798	Missing compound index on sys_translated causes slowness in AI Search indexing	getTranslation in CatalogVariablesUtil can be as slow as 500ms, causing a performance issue when indexing sc_cat_item.	
AI Search (Glide) PRB1930534	When used on service portals, 'Exact Match' should honor search sources	When using the 'Exact Match' feature on a service portal, the results of the exact match lookups should be limited to the sources which are included in the search profile, and honor the filters set on the search sources.	
AI Search (Glide) PRB1938069	Optimize glide post processing for KG metadata tables	Suboptimal processing and delays in handling KG metadata tables.	Execute glide post processing on KG metadata tables. Observe performance and processing efficiency and notice suboptimal processing or delays in handling KG metadata tables.
AI Search (Glide) PRB1942680	Web search isn't working in Zurich and recent store apps		**1.** Navigate to **/esc**. **2.** Start the web search by selecting the **Globe** icon. **3.** Query, 'Who is the president of the US'. Expected behavior: The web search query goes through. Actual behavior: The user receives a 'Sorry there was a problem' message.
AI Search for Next Experience	Regular catalog item results should use a 'Pencil'		**1.** Open an AI Search (AIS)-enabled instance with AIS for global search. **2.** Search for a catalog item that doesn't have a picture, like 'laptop'.

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Problem	Short description	Description	Steps to reproduce
PRB1857879	Icon for consistency		Notice that the Genius Results use the 'Pencil' icon, but the regular results use the 'Book' outline. Notice that in Portal, both regular and Genius results use the 'Pencil' icon. The icon should be consistent between regular and Genius results for the same record.
AI Search for Next Experience PRB1859890	There's improper use for current.update in a business rule		
AI Search for Next Experience PRB1917747	Zing Migration Tool does not let users select unused SACs from base instance migration records	The tool only allows the user to select SACs currently used in a workspace. If one of the SACs from the base instance records is not being used in a workspace, it cannot be selected for migration in the tool.	
AI Search for Virtual Agent PRB1932162	Marking KG 'None' in the Conversational Interface invokes the 'Text To Result' call		**1.** Setup VA + KG. **2.** Open an instance. **3.** In the Conversational Interface, mark KG as 'None'. **4.** Trigger NLQ from any portal. Notice the text-to-result call.
AI Search PRB1708476	Issues logging signals in non-global scriptable environment	The user is unable to get the search analytics payload from the response (even in a global scope), and unable to log to signals API in a non-global scope.	
AI Search PRB1931645	AIS listens to events such as 'sys_cache_flush' and can cause stack overflow exception	AIS listens to events such as 'sys_cache_flush' and can cause a stack overflow exception by running a DBQuery, which can insert a record to sys_cache_flush.	**1.** Enable glide.sys.domain.delegated_administration and glide.sys.domain.partitioning. **2.** Create two separated domains. **3.** Clear the cache. **4.** Update any record.

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Problem	Short description	Description	Steps to reproduce
			Observe the stack overflow exception in the logs.
AI Search UX PRB1917739 KB2347684	Add a mechanism to resend recent AMB messages on a created subscription	Under certain circumstances, it's possible that the component establishes the AMB connection after the Genius results are sent through the channel, since both the connection subscription and the Genius results being sent are asynchronous.	
AI Search UX PRB1930672	Service Portal Genius Result (GR) synthesized response flashes and changes text size		
AI Search UX PRB1932120	Non-conversational catalogs shouldn't have an option to request in a chat		1. Provision an instance with September GenAI apps. 2. Turn on Dynamic Window (DW) on portal. 3. Search for a non-conversational catalog, like an Apple iPhone. Notice there's a pop-up on the citation for an Apple iPhone 13 with an option to request in chat. A citation for a non-conversational catalog should open in a new tab automatically.
AI Search UX PRB1936251	KG citation list view is empty	A message says 'Found no records' when a query should produce results.	1. Navigate to **/sp**. 2. Query 'What asset does Abel Tuter have' in the portal search box. 3. View the assets info and multiple assets citations. 4. Select **View Records**. Expected behavior: The user is direct to KG citation list view and assets show up in the list. Actual behavior: A message says, 'Found no records'.

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Problem	Short description	Description	Steps to reproduce
AI Search UX PRB1937984	The caller is not in the scope rhino.global when called from Now Assist in Virtual Agent		
AI Search UX PRB1942589	Increased timeout from 15s to resolve frequent no Genius Results on Portal	This issue occurs on Dispatcher Workspace enabled on Portal with Model GPT OSS, and takes longer for a response to return than in any other models.	
AI Service - Glide Interfaces PRB1900176	ExtractItems() pops the solutionIds from the original array	On an instance with more than 40(JOB_REQUEST_COUNT_LIMIT) solutions in Waiting For Training State at present, once the sys_trigger is triggered, all these solutions will be moved to the Training is Cancelled state and new solutions will be created and retried again.	
AI Service - Glide Interfaces PRB1902435	In handleWaitingForTrainingState, there is a missing second argument in isJobSubmitted()	In handleWaitingForTrainingState, a solution ID is not passed to the isJobSubmitted() function, resulting in an execution of the 'if' condition. Even if the job is submitted, the solution is cancelled and retried until it reaches its last retry.	
Application Install Engine PRB1900544	Uninstalling sn_vul leaves sys_metadata_delete records that cause the uninstall to report as failed		1. Provision an instance with sn_vul installed. 2. If on a local instance, set the sn_appclient.app.install.offline property to true and sync on the app manager page. 3. Uninstall sn_vul.

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Problem	Short description	Description	Steps to reproduce
			Observe that the uninstall failed with two records left in sys_metadata living as sys_metadata_delete records.
Application Install Engine PRB1903785	Check if a package exists in the store_package directory of node before downloading it	An error appears that includes the text 'Exception reading zip stream, falling back to old cipher' and 'java.io.FileNotFoundException'.	1. Install any app from the store. 2. Check that the temp directory is created for the first time. 3. Delete the temp directory that was created. 4. Let the system continue installation process, during which it downloads a package again and create a temp directory. Observe the error that appears, which includes the text 'Exception reading zip stream, falling back to old cipher' and 'java.io.FileNotFoundException'.
Application Install Engine PRB1904959	Some business rules cause install issues (such as 'Prevent duplicate attachments'), so the workflow should be disabled		
Application Install Engine PRB1911704	An error appears while selecting optional spokes and installing SaaS int app	During the pre-processing operation, the user receives an error while selecting optional spokes and installing SaaS int app. After a second attempt, the 'locate remote offering' plugin record for com.sn_sam_saas_int can't be located.	1. Provision an instance with com.sam.saas.int installed on a multi-node environment and optional plugins installed on another node. 2. Try to repair the app. Observe that an error appears.
Application Install Engine PRB1934177	Node is not expanding the artifact		

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Problem	Short description	Description	Steps to reproduce
Application Install Engine PRB1936285	During node restart, the system downloads version expects a higher store version	After a node restarts, the user sees the soft dependencies in the dependency manager are populated by the versions. The root cause is the artifacts are loaded from a file during node restart, and that is overwriting the active plugins information in Dependency Manager.	1. Open a multi-node instance that has 15.0.5 as a version. 2. Install 15.0.5 and other optional plugins. 3. Upgrade to 15.0.17.
Application Manager PRB1920459	Nodes aren't coming online, and java.lang.ClassCastException in the wrapper logs a boot	When nodes are booting up there is a ClassCaseException thrown, causing the nodes to boot, resulting in performance issues on the instance.	
Application Manager PRB1926863	Uploading artifacts from Nexus doesn't work	The Nexus server was updated from Nexus2 to Nexus3, which caused an issue for artifact uploads from Nexus in all instances.	1. Log in to any instance. 2. In the navigator filter, search for **System Applications** > **Install Application**. 3. Select an option from Nexus to populate the repository URL. Observe that this URL isn't functional anymore due to the changes to the Nexus server.
Approvals PRB1928314	Retriggered change approvals aren't routing to the user who rejected them previously	After a Change approval is rejected, retriggering the approval doesn't route back to the original rejecting approver. Instead, the approval remains in a 'Rejected' state. This issue was observed after upgrading to Yokohama, and occurs with an e-signature enabled for Change requests.	1. Deactivate normal Change request flows in Flow Designer. 2. Create a new normal Change request. 3. Give it any assignment group and request approval. 4. Navigate to the **Change request list** view. 5. Add the **Approval** field. 6. Manually change the **Approval** field state to 'Requested'. 7. Notice that this will trigger the workflow to move past the 'Wait' condition. 8. Reject one of the approvals. Notice that the other approvals move to 'No longer required'.

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			9. Return to the Change request in list view. 10. Change the **Approval** field state to 'Requested'. Notice that the rejected approval remains in a 'Rejected' state while the others are requested.
Asynchronous Message Bus (AMB) PRB1919844	GCF Metrics for Asynchronous Message Bus (AMB) publishes are inaccurate starting in Yokohama	Only one message is counted by the GCF DEFN.	1. Publish a server to client message via AMB. 2. Publish client to server message via AMB. 3. Check the GCF Metrics for a DEFN by creating an equivalent DEFN on a local instance. Expected behavior: Both messages should be counted by the GCF DEFN. Actual behavior: Only one of the messages is logged in the GCF counts for the DEFN.
Asynchronous Message Bus (AMB) PRB1934812	App Tier CPU increased during loadsim test executions	App tier CPU on a server increased by 4 times of the baseline numbers.	
Async HTTP Client PRB1937994	Async HTTP client connection pool isn't optimized	Connection pooling is limited to 60 per host and 180 total, when it should host 300-900.	1. Log in to an instance. 2. Navigate to **/sp endpoint**. 3. Enter 'What is spam'. 4. Select **New conversation** after 35s. 5. Enter 'What is spam' again. Notice that second set of requests don't benefit from connection pooling, and limits it to 60 per host and 180 total.
Automated Test Framework (ATF) PRB1932771	ATF Step UI action Visibility fails to find UI action when sys_ui_action.client = true	ATF Step UI action Visibility fails to validate UI actions that have client = true	

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Problem	Short description	Description	Steps to reproduce
Capacity and Reservations Management PRB1932842	The user observes two summaries after selecting the section level **Load more** button		
Capacity and Reservations Management PRB1939150	When the user opens a capacity definition of type 'hours/ tasks', it is changed to an Aggregated agent schedule.		
Case and Knowledge Management for HR Service Delivery PRB1918917	Ship an ACL for the Case summarization skill from the source Now Assist skill kit		**1.** Log in as an admin user. **2.** Install the latest skill kit plugin. **3.** Install Now Assist for Employee Experience and Now Assist for HR Service Delivery. **4.** Activate the skill 'Case summary for approvals'. **5.** Navigate to **All** > **Skill kit.**. **6.** Select **Case summarization for approvals** > **Skill** > **Prompt performance** > **Create dataset**. Notice that while creating the data set, the error 'Failed to create dataset' occurs due to the ACL attached.
Case and Knowledge Management for HR Service Delivery PRB1923443	Journey Designer **Name** field in sn_hr_core_email_content table is non-translatable type		**1.** Navigate to sn_hr_core_email_content. **2.** Open any record. **3.** Right-click Name. Observe that it is type String.
Case and Knowledge Management for HR Service Delivery	The **Name** field in the 'n_hr_core_service_approval_option' table is a non-translatable type		**1.** Navigate to HR **Workspace** > **Create New HR Task** > **Parent case users**. **2.** Change the language to German. Notice that the pills are not translated.

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Problem	Short description	Description	Steps to reproduce
PRB1929387			
Case and Knowledge Management for HR Service Delivery PRB1932910	NowAssist Guardian flags the wrong prompts as 'Sensitive'	NowAssist Guardian's Offensiveness filters interpret simple prompts as sensitive. Phrases such as, 'How is my HR' and 'I want to call HR' trigger Guardian response, when they should not.	1. Ensure the instance has Now Assist for Virtual Agent (NAVA). 2. Ensure the instance has Guardian enabled. 3. Navigate to **Now Assist Admin** > **Settings** > **Filters**. 4. Enable the filter, 'Employee Personal issues'. 5. Test the virtual agent by entering the prompt, 'how is my HR'. Notice that the sample filters shipped in this filter aren't even related to the phrase.
Case and Knowledge Management for HR Service Delivery PRB1933236	Add RCA to support 'Ask a question' with enhanced chat	This is a product update.	
Change Management PRB1931749	The **Impact** field isn't updated after running risk calculation	When a change_request has the **Impact** choice field with 'None' enabled, the riskCondition should update the change_request.impact field, but it doesn't. RiskCalculatorSNC is checking the wrong impact field. Instead of the one in the risk_condition table, it's checking the one in the change_request table.	
CMDB Data Manager PRB1892066 KB2217546	Policy form doesn't honor retirement definitions correctly in enforced conditions when multiple retirement		Refer to the listed KB article for details.

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	definitions are enabled		
CMDB Data Manager PRB1914541	Fallback to V1 for 'or' query unsupported formats	This is a product update.	
Code Signing PRB1789703	E2E Code Signing Setup gives an invalid signature for the 'Turn Off code signing property' record in Guardrail check		
Code Signing PRB1918750	Code signing code leaks GlideRecord	Code signing code is saving glide record in static, causing a leak.	1. Create a CodeSigningField ValueGetter object by passing a glide record and field as parameters. 2. Perform a heap dump. Expected behavior: The glide record passed in the steps should have been group changed. Actual behavior: The glideRecord object remains in the memory until a restart of node, or until another CodeSigningField ValueGetter object is created.
Code Signing PRB1926191	Malformed regex pattern prevents sys_script and sys_script_include files from being code signed during build time	The code signing configuration in build-now contains a malformed regex pattern with an invalid trailing 'lesser than' character. This syntax error prevents the pattern from matching sys_script_include_*.xml and sys_script_*,xml files, causing them to be excluded from the code signing process during the build time.	
Condition Builder	Selecting a sn-value-editor-date-trend	Selecting a sn-value-editor-date-trend value on a Chromium-based browser that has a	

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Problem	Short description	Description	Steps to reproduce
PRB1913121	value causes issues	scrollbar doesn't allow the user to go back after the animation finishes.	
Content Experiences PRB1920414	All radio buttons in the new content record are grouped in one field set and in separate field sets with no legends	This issue occurs when using NVDA.	**1.** Navigate to an instance. **2.** Activate the 'All' submenu. **3.** Enter content to publish. **4.** Activate the **Create New** link from the search results. **5.** Choose a portal from **Select the Platform**. **6.** Choose **Styled content** from the select content format. **7.** Select **Activate** and **Continue**. Expected behavior: The **Banner**, **Block**, and **Video** radio buttons should be grouped with a field set and 'Content style' as the legend. This also happens with the **Dark** and **Light** radio buttons with the legend 'Text color', and 'Left,' 'Center,' and 'Right' with the legend 'Text alignment', and 'None,' Button,' and 'Link' with the legend 'Call to action.' Actual behavior: NVDA announces 'Banner radio button checked 1 of 11' but doesn't announce the radio buttons' purpose when tabbing through the form. It is also announcing all radio buttons in the form belonging to the same group.
Content Experiences PRB1929367	'Add Item' for the RCE Accordion is creates disjointed tabs	New accordian tabs that are created aren't connected to the parent accordian, and properties set to it aren't affected.	**1.** Install the Content Publishing and Employee Experience foundations app. **2.** Navigate to **Rich Content**. **3.** Enter a title. **4.** Select **Open editor**. **5.** Add the accordion component. **6.** Select **Add item**. Expected behavior: New accordion tabs are linked to the parent accordion and properties set to parent accordion should affect them. Actual behavior: New accordion tabs are not linked to the parent accordion, and

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			properties set to parent accordion are not affecting them.
Content Experiences PRB1929445 KB2484781	The Copy Link action doesn't include HTTPS for news articles	When using the **Copy Link** UI action on the 'News Info' widget in the portal, the link that's copied doesn't include 'https://'.	Refer to the listed KB article for details.
Content Experiences PRB1930250 KB2494389	When selecting the **Previous** or **Next** buttons on the 'Rich Content' widget, the page scrolls to the top	The position should remain unchanged.	Refer to the listed KB article for details.
Content Publishing PRB1884298	The state of a button is not conveyed to screen reader users	The active device setting is only visually indicated by a border. Screen reader users are not able to identify for which devices the content is being created.	1. Open any instance and navigate to Application **Navigator** > **Content Publishing** > **Create New** > **Rich Content**. 2. Fill the input fields and Open in Editor. 3. Navigate to the **Desktop**, **Tablet**, and **Mobile** buttons on the panel. 4. Note the screen reader announcement for these buttons. Expected behavior: The value of the aria-checked attribute should be set to true after a user activates the corresponding element. Actual behavior: The active device setting is only visually indicated by a border. Screen reader users will not be able to identify for which devices the content is being created.
Content Publishing PRB1891292	The names of controls are not descriptive enough in Author View		
Content Publishing PRB1930169	The focus is very difficult to recognize on some elements	The focus hardly recognizes the scrollable text section and the switches. The focus frame should be clearly visible on	

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		the section and the switches, and the scrollable area should be labeled to indicate that it is scrollable.	
Database Connection PRB1928984	'Stop' retries if the connection pool has waited for a connection for longer time	Repeated errors messages 'The connection attempt failed' occur when the TXID is the same for hours. Connection creation requests can be unreasonably slow. When the PostgreSQL service is stopped in a lab, almost instant failures are experienced and it takes 13 seconds to exhaust all retries. In a production environment, when a DB host becomes unavailable due to hardware failure, it can take hours to exhaust all retries because each request takes ~100 seconds per request.	
Database Persistence - Data Access PRB1871451	Query business rules are not honored in GraphQueryExecutor	Knowledge Graph queries do not execute Query Business rules associated with a table. So a query through NowAssist about incidents assigned to the user will include resolved incidents, whereas a query on incident assigned to the user through list view will not show resolved incidents.	
Database Persistence - Data Access PRB1889238	**Function** fields containing dot walks when using the ^NQ operator return an incorrect query		

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Database Persistence - Data Access PRB1889632	Improve performance of RecordHierarchy on large tables using SysId partitioning	This is a product update. InvalidRecordFinder	
Database Persistence - Data Access PRB1907199	Two schemas marked as default simultaneously	There are two graph schemas which are marked as default. One is the Global graph and other is the newly created graph which is marked as default.	**1.** Create a new graph. **2.** Mark it as default. **3.** Add desired nodes/edges. **4.** Save the graph. **5.** Navigate to sys_meta_graph. Notice that two graph schemas are marked as default.
Database Persistence - Data Access PRB1914258	Performance issue with getConnectedTables	Using includeInboundEdges increases response time.	
Database Persistence - Data Access PRB1929018	C2R isn't working when query has '\'	An example cypher: `MATCH (u:User)-[:HAS_MANAGER]->(m:User) WHERE u.user_name = 'abel \tuter' RETURN m`.	
Database Persistence - Data Access PRB1929610	Cypher with a WDF and physical table isn't working		**1.** Navigate to an instance. **2.** Impersonate a user. **3.** Ask the query, 'last bonus and department of Abel Tuter'.
Database Persistence - Data Access PRB1930031	The user doesn't get results from a Child table(sn_lg_cnt_ of Parent(ast_contract)	When the user queries for contractsSome records are skipped from the child table. repository)	
Database Persistence - Data Access	Static compile the regular expression alphanumeric	Regex compilation is expensive and this shows in performance traces. It should move the member from per	

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Problem	Short description	Description	Steps to reproduce
PRB1931834	pattern in ReductionEngine	instance to static since it's constant.	
Database Persistence - Data Access PRB1932266	Make regex patterns static	There are non-static patterns in DBCypherParser and DBSqlParserForCypher. Regex is expensive enough that it's worth converting.	
Database Persistence - Data Access PRB1932532	The Cypher2Result API isn't returning the sys_id of a Workflow Data Fabric record	The sys_id doesn't exist. This is inherent in the general database views as well.	
Database Persistence - Data Access PRB1932542	The Auto triggering of the KG Description Generator scheduled job fails when the Preshipping Job Status payload is in a failed state for the new instance	The run fails with an error message on the logs, and the preshipping job is not initiated.	
Database Persistence - Data Access PRB1932785	No response for the queries executed via a non-admin role	The user doesn't get a response for queries when trying to run them as a non-admin user, even when the generated cypher is correct and there is data to be fetched.	
Database Persistence - Data Access PRB1933012	Process domain separation and BQ rules work per alias rather than per table	This is only noticeable if the same table is used twice in a query.	
Database Persistence - Data Access	getForTables on KG global graph doesn't return base object on		

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PRB1933585	Overridden edges/nodes		
Database Persistence - Data Access PRB1934684	getForTables on KG Global Graph isn't returning all the edges from contribution graph		1. Create a contribution graph 'cont1' having sys_user and cmn_schedule nodes. 2. Save the edge by using the script.
Database Persistence - Data Access PRB1935637	Tie TD/view caching transaction to the transaction lifetime	Code sets the cached lifetimes for TD/views to a method call such as getDisplayValue, and should be tied to the longer lived transaction instead.	
Database Persistence - Data Access PRB1936492	Simple Queries take ~18-19s on Claude		
Database Persistence - Data Access PRB1936938	Leverage graph metadata cache in GraphTopology	This is a product update.	
Database Persistence - Data Access PRB1940453	getForTables called with a depth of zero returns referenced tables	When getForTables is called with a depth of zero, the number of nodes returned should be the same as the number of tables passed in. However, extra nodes are returned for reference fields found on tables passed in.	
Database Persistence - Data Access PRB1944805 KB2552260	getDisplayValue() throws NullPointerException on many types of catalog variables	There is a "java.lang.NullPointerException" error.	

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Database Persistence - Data Access PRB1946284	Normal (non-aggregate) Cypher queries, response columns are returned without node aliases		
Database Persistence - Data Management PRB1762209	ITERATIVE_CHUNK_PROCESSOR creates too many chunk entries in the sys_dm_chunks table		1. Set the property 'glide.db.unreferenced_record_cleaner.large_table_thre to a smaller value so that the unreferenced table cleaner process type is ITERATIVE_CHUNK_PROCESSOR. 2. Bulk up the data in sys_object_source with unreferenced records from six physical reference tables. 3. Run the 'DMScheduler' to process the unreferenced table cleaner. 4. Verify the data that gets inserted in the sys_dm_chunk table.
Database Persistence - Data Management PRB1824584	The latest collection date is incorrect in sys_db_size_stats	If SNC hasn't run for a few days, the latest data date doesn't change. But since Stats Gatherer still runs daily, it keeps adding duplicate entries for that same date in sys_physical_table_stats and sys_db_size_stats. This causes the table details page to show incorrect totals by adding up all the duplicates.	
Database Persistence - Data Management PRB1896049	When there's no data in the tables, they should display as 'Uo data to display' but it shows as 'Unable to display content'		

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Database Persistence - Data Management PRB1898106	The values in the peripheral tables and those returned by the STAS API values for the particular table are mismatched	There is a mismatch between the values stored in the sys_peripheral_table_stats table and those returned by the Table Stats API.	**1.** Log in to the instance. **2.** Run the Table Stats API for the specific table to be analyzed (for example, task or incident). **3.** Open the corresponding table (either physical or logical), copy its sys_id, and paste it into the sys_peripheral_table_stats table. Expected behavior: The values for the selected table (for example, task or incident) in the sys_peripheral_table_stats table should match the values returned by the Table Stats API response. Actual behavior: There appears to be a mismatch between the values stored in the sys_peripheral_table_stats table and those returned by the Table Stats API.
Database Persistence - Data Management PRB1916418	The 'Unreferenced Record Cleaner' only creates a single chunk per run when there is still a large amount of orphan records to be removed	The 'Unreferenced Record Cleaner' (URC) creates multiple chunks for the first run for a rule, but only create a single chunk for subsequent runs. The threshold for the change in behavior is when the number of orphan records still left to be removed is less than 1 million records for any specific rule.	**1.** Create a URC rule for a table that has a filter and more than 1 million orphan records in the result set. **2.** Trigger the URC job. Observe that the first run creates multiple chunks, but the next run creates a single chunk as soon as the number of orphan records drops below 1 million for the rule.
Database Persistence - Data Scale PRB1925421	ServiceIdentity records are missing for RaptorDB	All services in the instance topology need to have ServiceIdentity records to turn on some authentication between services.	Zboot any instance. Observe there's no records in ServiceIdentity or ServiceOld tables for RaptorDB, unlike other DB services.
Database Persistence - Data Scale PRB1929305	An acceptable table name for DB isn't used when fetching in-place updatable fields in Glide	The user observes an error.	Use the method DBInPlaceUpdateUtils #getEnabledInPlace UpdateFields with a table name that is longer than 30 characters. This results in an exception that indicates the table doesn't exist.

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Database Persistence PRB1901056	Remove redundant pool expansion rejected messages for background operations	Logs continue to grow in xmlstats, and are expected to grow even. Only logs should be removed.	Configure a DB pool to be small (less than number of worker threads). Observe logs such as 'Pool: glide: pool expansion rejected' also growing in xmlstats.
Database Persistence PRB1920823	Data is lost on updateMultiple with the type 'phone number E164'	In sys_dictionary, the user can set the 'mobile_phone' element of 'sys_user' to 'Phone Number E164.' If the user later updates the company for someone in the base instance data set, the mobile_phone field gets set to null.	
Database Persistence PRB1937163	Implement a duplicate-record check in the KG Description pre-ship API to avoid insertion and update errors.	This is a product update.	
Database Views PRB1900333	Querying a database view using an IN query on the view's sys_id uses a list of encoded sys_id values, resulting in an invalid query in Yokohama	When a database view is queried a sys_id, a unique value is generated by encoding the sys_ids from the matching joined records from each view table, which result in the row being returned.	
Data Fabric Table Glide Services PRB1923285	Users can't create reference on columns of the type 'Int/ BigInt' from DataBricks	DataBricks integer columns are mapped as 'BIGINT' in Trino and eventually 'Long' in ServiceNow tables. When users try to change one of the column mapping to a reference to another DataBricks DF Table reference key of type 'Long', it throws the error 'Reference	1. Create a DataBricks Connection and 2 DF tables (Customers and Nations). 2. On a user's table, select the 'Nation key' columns as a reference. 3. Try to select **Finish**. Observe an error: 'Reference column 'c_nationkey' mapped to remote column 'c_nationkey' is using type longint which is not supported for reference columns'.

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Problem	Short description	Description	Steps to reproduce
		column 'c_nationkey' mapped to remote column 'c_nationkey' is using type longint which is not supported for reference columns'.	
Data Fabric Table Glide Services PRB1937036	Data Fabric memory usage of GlideTableInfo	Performance testing on an instance experiences Out of Memory issues and node restart when a long running transaction or a high number of transactions are executed. About 6.1% of the total memory is used by the JVM in a heap dump using GlideTableInfo.	
Data Privacy (Classic) PRB1930243	Clone Job License Check issue	Data Privacy (Classic) on an instance can create anonymization clone policies to create anonymization jobs. When cloning from one instance to another, the PostClone script picks up the anonymization clone policy and creates a federated job on the target instance, which then anonymizes the data on the cloned instance using the configurations in the policy.	1. Activate the data privacy plugin (sn_dp_store_app) on the source instance. 2. Elevate the data_privacy_admin role. 3. Navigate to **System Security** > **Data Privacy** > **Anonymization**. 4. Select **Create new policy**. 5. Select **Data tables** or **columns**. 6. Select **Create**. 7. Enter a name. 8. Select a data class. 9. Select **Activate the policy** during cloning. 10. Select the policy order to run if there are multiple clone policies. 11. Select **Continue**. 12. Complete the policy configuration. 13. Publish the policy. 14. Back up the data privacy configurations. 15. Schedule the anonymization job. 16. Submit a clone request as a data privacy admin. Notice that the data privacy PostClone script executes on the target instance, creating a data privacy federated job

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Problem	Short description	Description	Steps to reproduce
			record on it. The federated job creates and executes a data privacy job for each post-clone policy in Application Order on the target instance, and the backup source is also cloned there. The data privacy PostClone script creates and executes data privacy jobs for configured policies on the target instance. The elevated data privacy clone processor can log on to the target instance and monitor the post-clone federated job state on the dp_federated_job.list and dp_job.list.
Decision Table (Family) PRB1930728	Adding a new choice to choice type results in a decision table	The user should be able to create choice type result with a new choice result, or add a new choice to the choice type result in a decision table. However, there is an error.	1. Create a decision table and add at least one input and one condition. 2. Create a choice type result with a new choice list. Notice that the user can create a result type choice, but it gives an error whenever they try to add new choice in choice list.
Declarative Actions PRB1819856	Declarative actions (Move, Add, Change, Delete) aren't enabled when 'group by' is applied on any column for active PI records		
Demand Management PRB1922736	Inappropriate tooltip provided for Close button in a Demand record		1. Navigate to **Self-service** > **Demands** > **Open a record** (In Approved state). 2. Select the **Close** button and observe the announcement. Expected behavior: Provide tooltip as 'Close the approved demand' Actual behavior: Screen reader announces 'Close button, close the completed demand'
DEX Application & Device Health	For a fresh DEX installation in a Zurich instance, topics present in mb_topic are	Because the topics are not linked, data flow from the itom_cloto_metrics topic is not read by the metric base.	

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Problem	Short description	Description	Steps to reproduce
PRB1927593	not synced to mb_shard_mapping		
DEX Application & Device Health PRB1931462	The user list breaks when the dex_user_device_loc_detail table has empty dex_user fields		1. Set up DEX with 3.0.9 or upgrade DEX to 3.0.9. 2. Log in as a DEX user. 3. Navigate to **SOW** > **Users List**. 4. Validate that the list loads properly. 5. Check the dex_user_device_loc_detail table and find one record with the **dex_user** field that contains an empty value. 6. Navigate to the user details page 7. Navigate to the list using pagination where the above user exists. Notice that while trying to navigate to the list pagination where this user exists, it shows a list error as in the attachment.
Discovery PRB1893089	The 'Discovery::getSchedulerContainerAnyIP()' API causes slow pressing of 'change_request.trigger.discovery' sysevents	Each API call can take one to two minutes. Instead, the API should query DH only.	
Discovery PRB1898321 KB2260681	Logs for patterns execution on Discovery Log need to be less alarming	Discovery log for pattern indicates a pattern failure 'Failed Exploring CI Pattern', even though the pattern brought data back.	1. Run lab and cloud discoveries. Notice that this should give a variety of errors or use attached update set, which has dummy patterns that fail in different use cases 2. Look at the discovery log. Notice that 'Failed Exploring CI Pattern' occur for discoveries that actually brought data.
Discovery PRB1925275	Inconsistent behavior in the Discovery Status Started and Completed counts and **State** fields	When the user runs quick discovery, the Discovery Status State is either stuck in Active or Starting states. The Started or Completed counters stay on count 0 and there is no progress despite successful discovery.	

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Discovery PRB1927941 KB2434137	Discovery patterns failed prematurely, causing Discovery failure	An example is during 'Windows OS - Server' pattern Discovery, running the Cluster pattern library throws consecutive errors, which should be expected, but the pattern engine failed the pattern instead.	Refer to the listed KB article for details.
Discovery PRB1930200 KB2474013	Protected Tables Plugin will block DiscoverySensor.js logging, and cause warnings about syslog inserts from ProtectedTableAccessHandler instead	When the Protected Tables Plugin is active, which is recommended, the source=DiscoverySensorJob GlideRecord inserts made directly to the syslog table by Discovery 'DiscoverySensorJob' script include are blocked, and flood the syslog table with logs from source=ProtectedTableAccessHandler instead.	Refer to the listed KB article for details.
Dynamic Translation for Virtual Agent PRB1927624	Dynamic translation with live agent conversation in page	A message says it will be automatically translated from English but the history from the requestor is still in Spanish.	1. Set the user's preferred language to Spanish. 2. Start a conversation in portal with Now Assist Virtual Agent. 3. Connect with a Live Agent whose language is set to English. Observe that a message says it will be automatically translated from English but the history from the requester is still in Spanish.
Edge Encryption PRB1927436 KB2434303	After an upgrade to Yokohama, a lot of 'MultiPartXXX' files are created under the 'tmp' folder	This causes full disk space issues on the machine.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Edge Encryption PRB1934717	The edge decryption job doesn't check the correct column for journal/audit fields	When deciding to column level encrypt data or not, the edge decryption job doesn't check the correct column for journal/ audit fields. As a result, the journal field and audit entries aren't CLE encrypted.	1. Configure the **Journal** field to be edge encrypted. 2. Run an edge mass encryption job to encrypt the data. 3. Configure the CLE module/map/ configuration on the same field. 4. Ensure that the configuration is active. 5. Ensure that the edge user has access to this CLE module. The edge user is configured in its edgeencryption.properties file (edgeencryption.target.username property). The user that's configured to connect to the instance must have access to the CLE module or else the decryption job won't attempt to encrypt with it. 6. Disable the edge encryption configuration for the field. 7. Run the edge decryption job on the field. 8. Check the process historical records. Expected behavior: The **Journal** field entries in sys_journal_field are CLE encrypted. **Audit** field entries are also CLE encrypted. Actual behavior: The journal field and audit entries aren't CLE encrypted.
Employee Center PRB1891020	MyItems widget receives redundant keyboard focus in the Employee Service Center (ESC)	When navigating the 'My Active Items' section using keyboard, the focus behavior is not optimal for accessibility. The entire card and the **View Details** button receive focus, which is redundant since both lead to the same destination. The screen reader announces only the 'View details' which lacks context about which item's details are being viewed.	1. Log in to any base instance. 2. Append /esc in the URL to launch Employee Center portal. 3. Navigate to 'Cards' under 'My Active Items (My Items widget)' using the 'Tab' key. Observe the keyboard focus.

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Problem	Short description	Description	Steps to reproduce
Employee Center PRB1893416	The **Save as Draft** button is hidden for HR Catalog Items in the HRM Catalog Item Widget	When filling out the a form in the HRM Catalog Item widget, the **Save as Draft** button is not available when configured with an HR Catalog Item.	**1.** Open /ESC. **2.** Open the 'General Benefits Inquiry' catalog item. Expected behavior: The **Save as Draft** button is available. Actual behavior: The **Save as Draft** button isn't available.
Employee Relations Case Management PRB1909215	There's no base instance scoped ACL for sn_hr_er and asmt_assessment_instance_question	The user can't read a specific asmt_assessment_instance_question record, even though the user has the required role. This isn't a base instance scoped ACL for sn_hr_er, but there is one for sn_hr_core.	
Event Management PRB1909720	Error shows while attempting to open the alert tags table (query_range error)		**1.** Connect as an evt_admin user. **2.** Navigate to **sn_em_ai_alert_tags**. **3.** Run the filter for alert tags containing 'query_range'. Notice the error that appears in the UI.
Event Management PRB1918087	Poor performance of building business service trees in 'Services Dashboard'	The /api/sn_nocpit/nocpit/GroupTree REST endpoint inefficiently queries the sa_service_group_member table twice during each transaction, reading all of the rows each time.	**1.** Impersonate a user. **2.** Navigate to the Service Operations Workspace. **3.** Select the **Services Dashboard** icon. Observe that the /api/sn_nocpit/nocpit/GroupTree transactions are periodically slow.
Event Management PRB1934829	getMap runs indefinitely when it has an alert path on a service map with a cycle	A halting criterion reaches null while traversing the hashmap, but the hashmap contains a cycle, so the loop never terminates.	
External Triggers PRB1927717	Copy Event Source copies an old event source ID in HMAC configuration		**1.** Create an event source of type HMAC config. **2.** Copy the event source.

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			3. Make sure new event source is created. **4.** Navigate to HMAC config and check that the event source ID is populated. Expected behavior: For the new event source, HMAC config should have event source id of new event source. Actual behavior: The old event source id is copied to HMAC config of new event source.
Flow Engine PRB1927282	Sync requests are failing in the NowLLM Media action	sn_ml.MLServiceUtil.parseTritonResponse(headerContentLength, responseBody); throws an exception and the flow to fails. This only occurs when the One Extend call is synced.	
Flows (Family Channel) PRB1923234	Add FDCollection complex object after all applications are installed	When the user installs the Open Line - Predictive Intelligence app, they notice that FDCollection complex object doesn't exist.	
Flows (Family Channel) PRB1923788	Activating plugin and corrupted flow plugin converts to a corrupted flow when added to a flow		**1.** Navigate to WorkFlow Studio. **2.** Create a new Flow/Subflow. **3.** Add the Activate Plugin and/or Rollback Plugin subflows. Expected behavior: Subflows are added successfully to the flow. Actual behavior: Subflows convert to a Corrupted Flow when added.
Flows (Family Channel) PRB1931588	Opening a flow and closing it without editing will update the **Updated** and **Updated by** fields		**1.** Navigate to WorkFlow Studio. **2.** Select any flow and note the values of the **Updated** and **Updated by** fields. **3.** Close the flow without making any changes. Expected behavior: The **Updated** and **Updated by** fields are unchanged Actual behavior: The **Updated** and **Updated by** fields change to the current

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			date/time and the user who opened the flow.
Flows (Family Channel) PRB1934643	Auto-save fails when the user updates the same inline script multiple times		
Glide Server APIs PRB1933958	'Cannot use Gateway as tables are distributed for the view:u_product_application' warning in Zurich	Post Zurich Upgrade, the warning, 'Cannot use Gateway as tables are distributed for the view:u_product_application', appears for some transactions.	
Glide Server APIs PRB1946733	setStartDateTime API behavior change for Strings passed in	It used to be internal date format. Now it goes through setDisplayValue, breaking various formats.	
Health and Safety Incident Management PRB1916809 KB2324070	The Injury illness 'Create' page is blank	This issue was observed in Zurich, but works in previous families.	Refer to the listed KB article for details.
Health and Safety Risk Management PRB1918530	The search function under Hazards in Health and Safety advanced in the Employee Service Center (ESC) is not working	This issue occurs for Health and Safety versions v10 and v11.	1. Navigate to ESC. 2. Create Health and Safety advanced. 3. Select **Hazards**. 4. Input a Hazard name under the search bar. Expected behavior: The search function should work as expected under 'Hazards'. Actual behavior: A server error appears.
Health and Safety Risk Management	Under the Health and Safety Inspection survey result,	The question order should be displayed the same as the original survey.	

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PRB1921969	the question order is incorrectly displayed in the NowAgent app		
Hermes (Family) PRB1924627	Kafka producer usage is not released after IP ACL message is published	Not making a call to endUsage will make the cleaning up of the registry wait for at least one minute.	
Hermes (Family) PRB1925871	Instance PKI Certificate Generator is displaying KMF error	The IPKI Certificate Generator displays an error even when all required components are functioning and healthy.	
Horizon Component Library PRB1818590	now-pagination-control resets the first page (page 0) unnecessarily	Pagination control resets to the first page after decreasing the count.	**1.** Create an example pagination control with 22 total items. **2.** Navigate to the last page. **3.** Simulate deletion of an item by changing the total to 21. Notice that the pagination control resets to the first page because the count decreased, even though it didn't need to.
Horizon Component Library PRB1925233	Text selection fails when selecting the sparkle icon on workspace	This issue was also found in UI16.	**1.** Navigate to **Now Assist Admin** (NAA). **2.** Activate the Resolution note generation skill with the user trigger on in ITSM. **3.** Open Service Operations Workspace (SOW). **4.** Open any open incident record. **5.** Switch to the 'Details' tab. **6.** Select the **Resolution note** text box. **7.** Select the **sparkle** icon. **8.** Insert the generated resolution note. **9.** Select the **sparkle** icon in the text box again. Notice that it shows a 'Quick action' option.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: It should select whole text in **Resolution note** text box. Actual behavior: Observe that it isn't selecting the text when selecting the **sparkle** icon.
HR Service Delivery PRB1910181	Changes related to app-esm		
HR Service Delivery PRB1920738 KB2525534	HR Case description (rich_description) doesn't copy over data, and the rich description is left empty	Rich Description appears as null in List View but displays correctly in the case record. The reverse works as expected—when updating the **rich_description** field in the HR case form, the value will appear in the **rich_description** field in the list view.	1. Log in to the instance. 2. Create an HR case. 3. Navigate to **sn_hr_core_case.LIST**. 4. Open the newly created case. 5. Select the **Hamburger** icon. 6. Configure the form layout. 7. Add the **Description** field. 8. Save the changes. 9. Return to the HR case form. 10. Enter a message in the **Description** field, but don't enter anything in the **rich_description** field. 11. Save the changes. Observe that the same value is automatically updated in the **rich_description** field due to a business rule that syncs values between the two fields. 12. Open the list view. 13. Add the Description and rich_description columns. Notice that the **rich_description** field doesn't contain a value.
HR Service Delivery PRB1931448	The **Suspend Reason** field isn't present on a form by default	This causes a discrepancy in populating the suspend reason in the work notes in an HR case.	

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Problem	Short description	Description	Steps to reproduce
Instance Clone (Family) PRB1930639	Clone Admin console 'Request' page performance		Navigate to **Clone Admin** > **Request Clone**. Notice that the 'Request' page takes an average of 20 secs to load.
Instance Data Replication (IDR) PRB1934310	Data_lag is not present in xmlstats and dashboards on Zurich and later	Looks like heartbeat values are not being recorded in idr_system_status.	
Instance Scan PRB1927870	Instance Scan excludes inactive records, even when the system property 'glide.scan.base_system_records' is enabled	When running a custom Instance Scan table check, inactive records are not included in the scan results, even if no conditions are set on the scan check record. This occurs even after setting the system property 'glide.scan.base_system_records = true'. For example, creating a scan against sc_cat_item with the condition 'active = false' returns no findings, despite the existence of inactive, custom-created records.	1. Create a new Table Instance Scan Check. 2. Set the target table to 'sys_app' or 'sc_cat_item'. 3. Add the script in the 'Advanced' tab. 4. **Save** it. 5. Run a Test Scan. Observe that inactive records are not scanned and Boolean conditions such as 'active = false' return zero results.
Integration Hub PRB1928792	Unable to connect to ServiceNow MCP Server using ServiceNow MCP Client	'Apply Default Headers' is being called before ApplyHeaders which always adds the 'Accept: text/event-stream' header. Any headers added in the step are added as well, causing the duplicate headers. The text/event-stream header shouldn't be added if there is an accept header added in the step.	1. Create an SSE step to any endpoint. 2. Add a header with the value 'Accept: application/json,text/event-stream'. 3. Test the SSE step. 4. Ensure results show the Accept header as the value 'application/json,text/event-stream'.
Integration Hub	SSE step does not run on MID		1. Create an action with an SSE step and check the run on the MID checkbox. 2. Test the action.

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Problem	Short description	Description	Steps to reproduce
PRB1931168			Notice the error 'SSE is only available on instance'. Individual chunks are not processed by the handler.
JVM at Scale PRB1932145	Existing automation is unable to capture heap dumps for short spikes in GC pressure	This is a product update.	
JVM at Scale PRB1938155	glide.memory.watcher is being too aggressive after upgrade	Changing the memory watcher to use old gen usage percentage over the whole heap usage percentage kicks in remediator logic early.	
Key Management Framework (KMF) for Platform Encryption PRB1916372	A module key rekey job fails for asymmetric keys		1. Navigate to the Crypto module. 2. Open glide_usage_analytics_token_signing. 3. Ensure that the key pair is generated in both instances with the same key alias. 4. Perform a clone. Expected behavior: Users should be able to rekey and deactivate the asymmetric key pair and associated cert if it exists on the sys_certificate table of the source instance Actual behavior: The module key rekey job fails for asymmetric keys.
Key Management Framework (KMF) for Platform Encryption PRB1917107	Asymmetric module keys with Multiple Active keys won't always pick up the current instance keys	The CryptoOperations API picks the active key ordered by date whether that key is generated on that instance or not. When automations like clone run on the instance, there appears to be a brief period where both the source and target instance's module keys are present on the target instance. For Asymmetric operations like signing, before rekey is successful,	

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Problem	Short description	Description	Steps to reproduce
		a CryptoOperations API might use keys that don't belong to that instance. After rekey is complete, the same operation uses keys that belong to the current instance.	
Key Management Framework (KMF) PRB1913708	The KMF customer action page no longer displays the latest certificate vulnerability due to a missing experience_properties field	The KMF has a 'Customer Action' page with a custom script that uses the experience_properties field. This field is not populated in Zurich, which causes the feature to break.	
Knowledge Management PRB1915319	The underline is not available by default for the 'Your PC Browser' and 'Microsoft' links in Knowledge article.		1. Open an instance in Internet Explorer 10 for Windows 8. 2. Navigate to **Service portal** > **Knowledge** > **Applications** > **Microsoft** > **IE** > **Managing Settings**. 3. Navigate to the Manage Your PC Browser and Microsoft links. 4. Verify whether the underlining is defined by default on these links. Notice that the underline is not available by default for the 'Your PC Browser' and 'Microsoft' links.
KPI Details PRB1885024	Some error messages do not assist with troubleshooting the error	The error message 'You cannot perform this action' is not descriptive. It does not tell the user what is the error and which field has this error.	
Language and Translations PRB1934636	Translations merge for Yokohama and Zurich	This is a product update.	
List Administration	JavaScript error on a portal UI page when	The error reads, 'There is a JavaScript error in your browser console'.	1. Log in as an admin user. 2. Create a new portal page

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Problem	Short description	Description	Steps to reproduce
PRB1900179	components are loaded using getEmbeddables		**3.** Configure the Portal Advanced List widget. **4.** Save the change and open the widget on CSM page context. Observe the browser error, 'There is a JavaScript error in your browser console'.
List Administration PRB1916174	The header notification doesn't render when SN_RECORD_LIST_DATA_BROKER#ADD_NOTIFICATIONS is dispatched	When repeating in NRLC, the error occurs as well. The error message comes from a Data Broker that prevents 'Assigned to' from being empty.	**1.** Create a new list against the problem_task table. **2.** Attempt to remove the value in 'Assigned to' on the new list. Expected behavior: Notice the error message. Actual behavior: No error message appears.
List Administration PRB1917660	When fuzzy is enabled, UI actions on a list show a negative number once all the items are selected and de-selected	When the user selects some items in a list and then hits the 'Select all' option in the banner, then deselect more than five of the items in current page, the number displayed on the UI action is negative.	
List Administration PRB1923987	Unable to edit dot-walked choice fields and remove commas from the display	The user can't edit dot-walked choice fields or remove commas from the display on the integer value on the 'Presentation List' component. It's supported in the List component, but when the user hovers on the List component, it shows that it will be deprecated soon and the 'Record List' component should be used instead (which also uses the 'Presentation List' component).	**1.** Navigate to the UI Builder. **2.** Create an experience. **3.** In a page variant, add 'Record List Bundle' and set a table to it. **4.** Add a dot-walked choice field to the list view and a field with integer. **5.** Preview the page. Observe that the dot-walked field is not editable. The integer value field also has commas, even after setting format:none attribute in sys_dictionary. The same process works fine with the List component.

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List Administration PRB1926404	The sys_dictionary attribute isn't honored on integer value on the 'Presentation List' component, which is part of 'Record List Bundle' of UI Builder	An integer/number field is always shown with commas, even though the attribute format is set as none in the sys_dictionary record of the field.	**1.** Navigate to the UI Builder. **2.** Create an experience. **3.** In a page variant, add 'Record List Bundle' and set a table to it. **4.** Add an integer field to the list view. **5.** Navigate to the sys_dictionary record of the field and set the attribute as format=none. **6.** Preview the page. Observe that the dot-walked field is not editable on the list view.
Major Incident Management PRB1931736	Optimize the business rule (BR) 'Attach Communication Plan'	The 'Attach Communication Plan' BR is async and triggered on the insert/ update of task. The BR has the condition CommunicationPlanEngine(current).canRun(), which can run a query on comm_plan_definition for the class name of the task, and returns 'true' if a row is found. The constructor also runs a query on comm_task_handler by calling CommunicationManagemen tBridgeSNC.getHandler Instance() for the task record class name.	
MID Server PRB1916650 KB2421892	Patterns on agent commands are randomly failing with allow list errors	Collecting MSSQL DB details using ACC discovery fails to fetch DB details with an error message. The exception occurred when executing a command on Agent. The error occurs when processing the adhoc check request: 'command failed due to allow list exclusion: Check command denied by the agent allow list. Context:	

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Problem	Short description	Description	Steps to reproduce
		Asset allow list empty, using agent config file allow list.'	
Mobile Platform PRB1930548	OfflineGlideRecord throws exception because generated SQL has mismatched table names	Add error states that an action can't be performed offline.	1. Create an extension of the wm_task table called wm_task_2 and an extension of wm_task_2 called wm_task_3. 2. Ensure there are some tasks that were created as wm_task_3. 3. Download the offline cache and go offline. 4. Navigate to a wm_task_3 task in the work order task list. 5. Perform an action such as **Close Complete** on the task. Observe an error stating that the action can't be performed offline.
Mobile Platform PRB1931576	Offline-mode payload generation has excessive memory retention, causing performance degradation due to an SG offline document job	The Yokohama release introduced major changes to the way in which mobile offline payloads are generated, most notably embedded forms are now transformed into redirected forms. This removes the embedded forms from list screen documents and turns them into separate documents. With that change resulted in an increase in the number of documents that are processed during offline payload generation. This number can spike to as large as twice or three times as many documents processed compared to previous releases. As such, this results in an excessive number of GlideRecord instances being retained in memory.	

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Problem	Short description	Description	Steps to reproduce
		This has been seen to cause memory issues, node restarts, and severe performance degradation for users.	
Mobile Platform PRB1931867	Cache generation timeout should be passed to client for polling timeout	The client stops polling five minutes into a large offline cache. As a result, offline cache generation is not retrieved by the client.	
Next Experience Unified Navigation PRB1897388	Content page fails to load via module after upgrade to Yokohama	The configured content page isn't loaded to a new browser tab. Instead, a blank page is loaded with view_content.do?sysparm_sys_id=null at the end of the URL.	1. Provision a Yokohama instance with the CMS plugin (com.glide.cms) installed. 2. Open any base instance content page or custom content page. 3. Select the **View Page** link, which loads the page content successfully. 4. Open**System Definition** > **Modules**. 5. Select **New**. 6. Enter the new module title information. 7. Select the app in the **Application menu** field. 8. Open the 'Link Type' tab. 9. In the **Link Type** field, select **Content Page**. 10. In the **Content Page** field, look up to the content page that validated earlier. 11. Save the record. 12. Log in to the instance again or reload the home page of the instance to make sure the new module is visible via the navigator. 13. Select the module. Expected behavior: The configured content page is loaded to a new browser tab successfully. Actual behavior: A blank page is loaded with view_content.do?sysparm_sys_id=null at the end of the URL.
Next Experience	An additional GraphQL request from	This occurs even when the plugin is not turned on.	

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Problem	Short description	Description	Steps to reproduce
Unified Navigation PRB1930430	nowAssistUtility has been observed to result in a 300ms slowdown during direct load scenarios		
Next Experience Unified Navigation PRB1935679	Now Assist panel (NAP) shows blank screen after upgrading to Zurich	NAP loads blank after the user logs out of the instance and logs back in when using an incognito browser.	**1.** Log in to an instance in an incognito browser. **2.** Load NAP. **3.** Keep NAP open. **4.** Log out of the instance without clearing the cache. **5.** Log in to the instance. Expected behavior: NAP loads without any issues. Actual behavior: NAP loads blank.
Now Assist Context Menu PRB1941573	Excessive occurrence of 'Security restricted: Unexpected Jelly Expression' warning in Zurich EA Release	Post Zurich Upgrade,there is an excessive occurrence of 'Security restricted: Unexpected Jelly Expression' Warning for some transactions.	**1.** Hop to surfperfupg. **2.** Open Sales_Opportunity.list. **3.** Select **New Note**. Notice that the warning does not appear on all transactions, it randomly appears on few transactions.
Now Assist Panel PRB1911693	Text in the 'Reply text' box is cut off		**1.** Select **Now Assist panel (NAP)**. **2.** Verify the text in the reply text box. Expected behavior: The 'Assist' text is displayed. Actual behavior: The 'Assist' text is cut off.
Now Assist Panel PRB1916658	The hand cursor isn't displayed when hovering over the **Chat history** button	When the user hovers over the **Chat history** button, the I icon is displayed instead of hand symbol.	**1.** Select **NAP**. **2.** Hover over the **Chat history** icon. Observe that the I icon is displayed instead of hand symbol.

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1929041	SKILL_EXECUTION_STARTED passes aiaExecutionPlanId as empty in its payload		**1.** Navigate to an instance. **2.** Select the sparkling icon to trigger AIEX. **3.** Keep the debugger at the SKILL_EXECUTION_STARTED' action handler. **4.** Trigger the 'Canvas flow' use case. Observe that SKILL_EXECUTION_STARTED is passing 'aiaExecutionPlanId' as an empty value. Expected behavior: The aiaExecutionPlanId payload value should have execution planId of execution. Actual behavior: The aiaExecutionPlanId value is empty.
Now Assist Panel PRB1933709	Live agent is stuck in Now Assist panel (NAP)	The loading message continues when an error message should display instead.	**1.** Select **NAP**. **2.** Enter 'Can you connect me to live agent'. Expected behavior: The message 'Hmm sorry live agent is not supported' should display. Actual behavior: The loading message keeps on loading.
Now Assist Panel PRB1934744	Selecting the skill doesn't work in NAP		**1.** Select **NAP**. **2.** Enter 'Generate resolution notes'. **3.** Select **Generate resolution notes**. Observe that selecting the skill doesn't work; there's no response.
Now Assist Panel PRB1936169	Citation links are missing for the KB in the follow-up		**1.** Open Now Assist panel (NAP). **2.** Enter 'What is spam'. **3.** Enter 'How to avoid it'. Expected behavior: The citation should be displayed as a link. Actual behavior: The citations are missing.

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1936922	Skills aren't turned off after being selected in the Now Assist Portal	Selecting skills doesn't turn them off.	**1.** Open Now Assist Portal. **2.** Enter 'Summarize a record'. Expected behavior: 'Summarize a record' should be turned off after the record number question Actual behavior: The 'What is a record number' question is displayed but still summarize a record is turned on. It turns off after refreshing the page.
Now Assist Panel PRB1938963	Text is cut off in Now Assist panel (NAP) in the text area in Spanish		**1.** Impersonate a user. **2.** Set the language as 'Spanish'. **3.** Select the **NAP** icon. Notice that the message in the text area is cut off.
Now Assist Panel PRB1941558	Now Assist panel (NAP) Assistant Information sources changes aren't saved in the guided setup	The NAP assistant default schema is set to 'None'.	**1.** Navigate to **Conversational interface** > **Assistants** > **NAP assistant** > **Information Sources**. **2.** Change the KG schema to an NLQ user graph. **3.** Select **Save and continue**. **4.** Return back to the tab to ensure the changes are saved. Expected behavior: The changes made in Information Sources saved. Actual behavior: The KG schema returns to 'None'.
Now User Experience PRB1925420	'Remove condition: {0} {1} {2}' doesn't get externalized	There's a 'Do not enter' icon in the row for each condition, which will delete the condition row. This is the value that's not being translated.	**1.** Provision an instance with the German language pack installed. To see all the language plugins, navigate to the v_plugin_list.do and search for '*i18n'. **2.** Select the user profile. **3.** Select **Preferences**. **4.** Choose the German language. **5.** To turn on i8ln indicators, navigate to sys_properties_list.do and set glide.ui.i18n_test to true. **6.** Navigate to sys_report_template.do.

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Problem	Short description	Description	Steps to reproduce
			7. Add details for the report name. **8.** Select **Table** in the drop-down list. **9.** Select any table. **10.** In the right nav, select the **Filter** icon to open the angular condition builder. Observe that there's a **Do not enter** icon in the row for each condition, which will delete the condition row. This is the value that's not being translated. The user can also inspect the source with dev tools or turn on the screen reader to validate the values for the delete row icon. There are then 2 scenarios for the screen reader value: An empty row, or a row with a field/ operator/value (which will also be translated).
On-Call Scheduling PRB1930061 KB2498816	Rejection is not honored for email and Mobile push	For Email - remaining reminders are sent even after rejecting, but for MP the remaining reminders are not sent but the status is not updated.	Refer to the listed KB article for details.
On-Call Scheduling PRB1935013	Short description and Priority don't appear in the Teams notification modal for workflows		**1.** Log in as admin. **2.** Create a shift and keep Contact Pre as Teams. **3.** Create a trigger rule For Workflows. **4.** Create an incident. **5.** Check the notification in Teams. Observe that the short description and priority don't appear in the Teams notification modal.
On-Call Scheduling PRB1938623	The Teams notification card does not show the incident number as a link when using subflows		**1.** Log in as admin. **2.** Create a subflow trigger rule with assign by acknowledgment. **3.** Create a user with teams as the preference. **4.** Create an incident that triggers the trigger rule and sends a Teams notification to the user.

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			Notice that the Teams notification card does not show the incident number as link
OneExtend PRB1925347	sys_one_extend_ai_agent_tool records aren't cached	AI Agent tool requires for the records to execute tool type capabilities. When caching the records in One-Extend to get scriptable API to access the cached records in the AI Agent store app, the cache can be used.	
OneExtend PRB1928470	Abnormal GAIC async submission duration	When the user calls certain code with an async request, the response time should be around 0-200 milliseconds. However, the reponse time can be as high as five seconds because the Builder Entity cache frequently gets reclaimed.	1. Enable logging sn_ais_assist. AISearchNA4S GeniusResultLogger .level=INFO. 2. Run NAVA QnA flow. 3. Look at the Splunk log pattern 'AISearchNA4S GeniusResultLogger response received! duration'. Observe that the submission time can reach two to five seconds.
OneExtend PRB1929432	Improved accuracy of security detectors by leveraging attributes exclusion list	This is a product update.	
OneExtend PRB1929447	Must increase prompt size to 40k	sys_generative_ai_config and prompt (Prompt Template) is a max length of 4000 and clips on Oracle clients (or any with strict column validation).	
OneExtend PRB1931779	Single call for Guardian (for Virtual Agent and agentic flows)	This is a product update.	

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OneExtend PRB1933309	CheckLLMModelAvailability takes longer than usual		1. Delete a record from sys_gen_ai_model_availability for gpt_small. 2. Trigger the script.
OneExtend PRB1934983	Few shot detector (FSD) is executing via Flow Designer (FD) sometimes in case of ASYNC + BLOCK	FSD is executing via FD sometimes even if the main capability is executing via proxy. When triggering AI Search, each capability execution FSD is triggered. FSD execution is happening via FD, and main capability execution occurs via JAVA. FSD should also execute via JAVA for ASYNC + BLOCK case.	
OneExtend PRB1938158	Providers are restored to the default when plugins are repaired or when a new version is updated	After updating the provider to another, it gets set to the default again.	1. Log in to the instance as an admin. 2. Navigate to **Now Assist admin** > **Settings** > **Manage Model Providers**. 3. Select **Edit Model Provider** > **Customize** > **Edit provider for skill**. 4. Select a skill such as 'Incident summarization'. 5. Update the provider to any other provider, such as Google or Amazon, except for the default one. 6. Verify that the provider has been updated for the record summarization to Google in in sys_one_extend_capability. 7. Repair the UXC plugin or install the latest version. Notice that the provider is set to the default again.
OneExtend PRB1938540	Strange JSON format sources displayed in Now Assist Virtual Agent (NAVA) chatbot for certain queries	Issue is intermittent.	1. Navigate to **/sp**. 2. Enter the utterance **Create incident** in the NAVA chatbot. Observe the Planner 2 response displayed but with unexpected JSON-style sources output at the bottom.

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OneExtend PRB1939640	Incident summarization doesn't work if the user enables Guardian in znowassiststable		**1.** Enable offensiveness, block and log. **2.** Enable Prompt Inject Block and log. **3.** Navigate to any incident and update the short description as 'Lets kill all.' **4.** Select the **Summarize** button. **5.** Verify that it should get blocked with the error code in generative AI log table. Observe that summarizing the record in the incident is stuck and works fine if disabled.
OneExtend PRB1941124	Claude and streaming yields significantly malformed output	When the user enters the query in French for the first time, the streamed output has words stuck together. For example, 'basede' should be 'base de' and 'vousavez' should be 'vous avez'. When the user runs the query again, the issue doesn't persist.	**1.** Ensure the instance has Claude, has streaming on, and has Dynamic Translation off. **2.** Navigate to **/sp**. **3.** Open the Now Assist Virtual Agent (NAVA) chatbot. **4.** Enter the utterance, 'Quelles sont les options pour créer une base de connaissances?'. Observe that the streamed output has several words mashed together. Also observe that in the sys_generative_ai_log planner 2 output, the response from LLM itself is this way. **5.** Disable streaming. **6.** Repeat the query. Notice that there is no issue with the words being stuck together in the output.
OneExtend PRB1942490	KB generation isn't working when requested from Now Assist panel (NAP)		**1.** Log in to the instance. **2.** Activate all FSM skills. **3.** Ensure the credentials for Now LLM are updated with proxy. **4.** Navigate to **NAP**. **5.** Select **Generate KB Article**. Expected behavior: KB generation happens successfully.

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			Actual behavior: Notice the error message, 'Sorry, there was a problem on my side trying to complete this request. Try asking again later,' and that there's an error in the sys_generative_ai_log.
OneExtend PRB1942618	Script include-based capabilities aren't executed as a subflow though the required sys property is enabled		1. Create a Gen AI capability with it's definition pointing to script include. 2. Ensure the sys prop 'com.glide.oneapi.run_ script_include_on_fdih _engine' is set to 'True'. 3. Ensure flow debugging is turned on for the subflow. 4. Run the script include as an FDIH subflow. 5. Execute the capability from 1 using OneExtendUtil. execute api. Expected behavior: The script include is executed as a subflow and subflow executions should execute. Actual behavior: The subflow 'Run script include as FDIH subflow' won't show any executions.
OneExtend PRB1944861	Revert NASK licensing charge by token to not include input tokens	The assist charge logged in sys_gen_ai_usage_log is based on 1 assist per 1000 tokens, where tokens = input tokens + 3 * output tokens.	Invoke the custom skill created in the NA Skill Kit. Observe that the assist charge logged in sys_gen_ai_usage_log is based on 1 assist per 1000 tokens, where tokens = input tokens + 3 * output tokens.
Performance Analytics PRB1930855	An incremental mining job does not transfer changes to delta changes for the first time	Changes are not transferred to pa_dm_delta_changes.LIST.	1. Enable Data snapshots for an indicator on incident table or create a Data snapshot source on incident table. 2. Run first day mining. 3. Insert/update records in the incident table and 4. Verify that changes are being tracked in the cdc_queue_par table. 5. Run Incremental mining job.

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Problem	Short description	Description	Steps to reproduce
			Observe that changes are not transferred to pa_dm_delta_changes.LIST
Performance Analytics PRB1932734	Remove Guard Rails	This is a product update.	
Performance Analyzer PRB1917732	Performance Analyzer has incorrect data required for data broker visualization	The data retrieved by performance analyzer incorrectly queries for the keys 'd' and 'cex' in the additional data column on the syslog_transaction table. These two values were updated to 'du' and 'ce' respectively, resulting in invalid data in the application.	1. Navigate to Performance Analyzer. 2. Navigate to the trace page. Notice that every data broker entry shows a 0ms execution time. 3. Open developer tools and inspect network tab. 4. Open the trace network call. Notice that every data broker JSON entry has the value of 'null' for the duration.
Performance Analyzer PRB1928791	Performance Analyzer is not accessible via Application Navigator on Yokohama or Xanadu instances	Performance Analyzer is not accessible via Application Navigator on Y or X instances.	
Platform Analytics Dashboard API PRB1890523	Committing update sets with dashboard changes doesn't clear the par_dashboard_cache	After the user commits the update set, the dashboard changes don't show up in the new instance because the par_dashboard_cache can't be cleared.	
Platform Analytics Filters PRB1907093	Filter doesn't work in Yokohama for users without elevated privileges	After upgrading to Yokohama, users without elevated privileges can't filter a list if the table/data source is a DB view. The list doesn't follow the filter and continues to show all records.	

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Problem	Short description	Description	Steps to reproduce
Platform Analytics Migration API PRB1905573	Migrated Spline time series with drilldown does not work inside PAE dashboard but works in viz designer	The user observes an error.	1. Set 'com.glide.par.unified_analytics.enabled' property to false. 2. Create a spline report add the drilldown to pie report. 3. Add it to a Core UI dashboard. 4. Use migration center to migrate. 5. Open **Compare** in dashboard. 6. Select the spline chart. Observe an error.
Platform Analytics Migration API PRB1910729	Setting the property com.glide.par.coreui_single_migration.enabled to false causes the message 'Cannot migrate icon' to display	The icon and the banner should not be shown when the property is false.	1. Set the unified property to false. 2. Create a Core UI dashboard with a pie report. Observe that it has banner to switch Next Experience. 3. Change the value of the 'com.glide.par.coreui_single_migration.enabled' property to false. 4. Refresh the Core UI dashboard. Notice a question mark icon and a message stating that this dashboard cannot be migrated to Next Experience as it has unsupported widgets.
Platform Encryption PRB1886119	Protect your data applied, available protection issues for FE, anonymization and ZTA.	This is a product update.	
Platform Licensing PRB1920415	During instance startup, Zurich far nodes take extra time	Node startup is slowed by inefficient database queries during the licensing cache initialization. The root cause is the repeated invocation of the TableDescriptor cache, which is especially impactful on standby nodes where DB access is slower. In environments with	

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Problem	Short description	Description	Steps to reproduce
		~2000 custom DB object entries, this compounds to create significant restart delays.	
Playbooks (Family Channel) PRB1934746	Playbooks archived in Xanadu don't work in newer releases	New fields that get added to the deserializer need to handle the keys not existing, which, as of now, is snapshot_id and variant_id.	**1.** Create an X instance. **2.** Trigger a playbook. **3.** Complete/cancel the playbook. **4.** Archive the playbook. **5.** Upgrade the instance to Yokohama. **6.** Open the playbook. Expected behavior: The playbook loads. Actual behavior: The playbook doesn't load - 'No stages available'.
Playbooks (Family Channel) PRB1935764	Playbook and Stage permissions aren't evaluated by Record Generator Provider		
Predictive Intelligence PRB1913757	No warning message is displayed when the **Update and Retrain** button is selected for clustering	When the user selects the **Update and Retrain** button for clustering, a new version is created for the capability and no warning message is displayed.	
Predictive Intelligence PRB1920120	The size limit for unassigned records causes data loss in the clustering output		**1.** Navigate to **All** > **Predictive Intelligence** > **Clustering**. **2.** Select **Create a Solution Definition**. **3.** Test it. **4.** Run it.
Process Mining PRB1921496	The scheduled task name is reset to default if it's renamed when the task is being processed on glide	If the user renames the scheduled task while it's being pre-processed to send to trainer, the name is reset. When the system updates the scheduled task state, it	**1.** Apply a transition filter. Notice that a scheduled task is created and pre-processing starts. The scheduled task is loaded in memory with the default name. **2.** Update the scheduled task name.

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Problem	Short description	Description	Steps to reproduce
		also updates the task with the older, default name.	Observe that the schedule task pre-processing completes and the trainer job is submitted. When the system updates the schedule task state, it also updates the name with the older, default name.
Process Mining PRB1928656	Meter-based licensing should count only parent entity cases when collecting data for metering	Case id entries appear for both parent and child entities.	**1.** Enable a meter-based license. **2.** Configure an MDM project. **3.** Mine a project. Notice that the promin_meterd_usage table has entries for case ids of both parents and child entities.
Project Management PRB1905989	The **Create Expenseline** button from the new costplan split button doesn't create a system generated costplan	The widget is updated, but no new system-generated costplan is created.	**1.** Create any planning item. **2.** Add a costplan initially. **3.** Select **New Expenseline** on the costplan split button. **4.** Add the details but don't associate it with any costplan. **5.** Save the expenseline side panel. The actuals widget is updated, but no new system-generated costplan is created.
Project Management PRB1918462 KB2532380	The system throws an error and a Resource Allocation record is not created upon creation of a Resource Assignment record on a Project Task	The user observes an error while generating a resource allocation record during the creation of a resource assignment record.	Refer to the listed KB article for details.
Project Management PRB1921008	Without integrations, updated costplans for planning items aren't reflected on the portfolio plan page		**1.** Make sure the integrations are not enabled. **2.** Create a portfolio. **3.** Create a demand. **4.** Add a costplan into the demand. **5.** Navigate back to the portfolio plan page.

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			Observe that the values are reflected appropriately. 6. Open the same demand and update the costplan. Observe that the values are not reflected in the portfolio plan page.
Related List Action Model PRB1890337	The button to change the fields for the related list is grayed out	The declarative action (DA) is not enabled.	1. Log in to a base instance. 2. Identify any declarative action on a related list in a configurable workspace. 3. Open the DA record in the backend. 4. Set 'Enable Dynamic Condition' to 'True'. 5. Add a filter condition with a dot-walked field. 6. Save the record. 7. Open the workspace. 8. Select **Select all x records**. Notice that when the user selects **Select All**, the DA with the dynamic evaluation condition is grayed out.
Reporting PRB1916106	Loading is slow for synchronous calls by related list from a report on sys_user table	When a user tries to open a report, the related list call is synchronous, which results in slow loading times. Instead, the related list call should be asynchronous, which wouldn't block the main list or prevent access to it.	1. Create or open a report on sys_user. 2. In the 'Network' tab of the Developer Console, add '/api/now/ui/related_list/related/sys_user/all' in the filter. 3. Perform a /cache.do in another tab. 4. Refresh the report. Notice that the API call is in a pending state for over a minute. 5. Select **Run**. Observe that 'Loading Report' is shown until the status of API call is finished.
Roles PRB1890898	UserHasRole PatchJob may inadequately update user role inheritance if	After performing an action that impacts a large number of role inheritances, the expectation is that operation will be	1. Set up an instance to take advantage of fix provided in PRB1744106. 2. Set the system property 'glide.security.inh_count_patcher.enabled' to 'true'.

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	it processes a user prior to original transaction (M2MSlushbucketSaveJob) completion	required to process a considerable number of users. This results in M2MSlushbucketSaveJob running for several minutes to allow UserHasRolePatchJob to run while M2MSlushbucketSaveJob is still in progress.	3. Generate a relatively complex user-group-roles structure. 4. Perform an action that is expected to impact a large number of user roles inheritances (sys_user_has_role), for example, removing a contain relationship between two roles. 5. Review user role inheritance post completion of M2MSlushbucketSaveJob. 6. Run the new RoleManagementVerify().verifyInheritedRoles(); via scripts background. Observe that role inheritance mismatches occur related to the role involved in the operation performed in step 3.
Scan Engine PRB1934227	Create a global family release plugin	This is a product update.	
Seismic Framework PRB1919027	Document requests end up using outstanding child prefetch promise	In certain scenarios, the Service Worker incorrectly fulfills a main page request using a pending iframe request. This occurs when the Service Worker matches the main page request to an existing pending iframe request, resulting in the main page loading the iframe's content instead of its own. This leads to incorrect rendering and potential functional issues on the main page.	1. Open any UI16 page on a Next Experience enabled instance. 2. Wait for the page to load. 3. Reload the same page several times (5+). Expected behavior: The navigation bar and shell to show up with UI16 content all the time. Actual behavior: Only UI16 content is shown on the page. The navigation bar and shell are missing.
Server-side scripts PRB1881845	globalThis isn't correctly shared between separate imports of the same module		

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Problem	Short description	Description	Steps to reproduce
Server-side scripts PRB1895613 KB2215450	There's different behavior in the JSUtil.isEmpty function after the upgrade from Washington to Yokohama	In Xanadu and later, the scripting engine doesn't properly iterate over the characters of strings. The JSUtil.isEmpty function uses iteration as a generic way to check both array and string inputs for emptiness, and the underlying change in string iteration breaks this pattern.	Refer to the listed KB article for details.
Service Catalog PRB1929611	E2E time for catalog generation use case is greater than 10 seconds (SLA)		1. Consider the latest track and complete the setup for text to catalog with latest snapshot versions. 2. Consider a prompt which would create a 8–9 questions. 3. Measure the time taken for the API to create the item (The 'Generation of Catalog Item' scripted rest resource). Notice that the time is greater than 10 seconds.
Service Catalog PRB1935961	Change 'va_render_type' from a Calculated to Static field	Change 'conversational_render_type' to non-calculated field	
Service Mapping PRB1936035	Modify mapped application services limit to only apply to records with type != 0	The system limits the total number of mapped application services.	
ServiceNow Voice for IT Service Management PRB1899268	Upgrade the Node.js version to 22	This is a product update.	
Service Portal PRB1924949	On i18n, "Of" is hardcoded		

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Problem	Short description	Description	Steps to reproduce
Service Portfolio Management PRB1907918	Display name is changed from asset availability to configuration item after running a scheduled job	The display name should be Asset Name.	
Sidebar (Family Release) PRB1928878	Private conversations are visible to users on the sidebar	This issue occurs when impersonating a user who is in the discussion ends the impersonation, and then impersonates a user that isn't a participant in the discussion.	1. Impersonate any user. 2. Navigate to any workspace. 3. Open an incident that is in an 'Open' state. 4. Select **Discuss**. 5. Enter necessary mandatory info. 6. Add a user as a participant. 7. End the impersonation. 8. Impersonate a different user not participating in the discussion. 9. Load the same Incident with the discussion. Notice that there's an entry for the discussion that the user isn't a participant in is visible in the record's activity stream . 10. Select **Open Discussion**. Expected behavior: Only users who are a participant should see the chat conversation. Actual behavior: Users that aren't participants in a private chat are still able to see the chat conversation.
Software Asset Management PRB1909356 KB2247602	The recon job fails when custom products don't have the **Publisher** field stamped	The recon job fails when custom products don't have the **Publisher** field stamped due to some data corruption. All custom products usually have a publisher stamped, because the business rule 'Process before create or update action' stamps the **Publisher**	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		field by resolving it from the **Manufacturer** field.	
Software Asset Management PRB1915761 KB2517876	An 'Install' table has a cross-scope issue since the code is moved to Store		Refer to the listed KB article for details.
Software Asset Management PRB1936688	Add-On Publisher values are not populated properly	When Content is shipping Add-On Publisher lifecycles, it gets defaulted to Publisher value instead of Add-On Publisher.	
Software Asset Management PRB1938025	Label for ELP Grouping results table misnamed as 'Extended License Position Results' instead of 'Effective License Position Results'		Navigate to the license workbench, then ELP Grouping tab. Observe the label of the table starts with Extended instead of Effective.
Software Asset Normalization PRB1862904 KB1968357	The 'SAM - Find Normalization Suggestions' job fails when there are Discovery models with an empty version	.	Refer to the listed KB article for details.
Software Asset Normalization PRB1938991	clearNormFields is called for every DM during normalization of DM	ForNonLicensableInstalls	
Software Models PRB1902396	Query errors display on a Software Model record due to a client-side	There's a discrepancy in a client script with the 'Show/Hide Suggestion' icon between the roles that can access cmdb_model_software	

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Problem	Short description	Description	Steps to reproduce
	GlideRecord query	records and those that can access samp_software_model_suggestion records.	
System Events PRB1933518 KB2515608	Default queue provisioning fails during upgrade	Default queue provisioning fails during the upgrade process with the message 'invalid table: sysevent_queue_provider_param, state: Failed'.	Refer to the listed KB article for details.
Telemetry Glide Infrastructure PRB1920545	CDC replication disables batch DB update operations on replicated tables causing increased upgrade time on instances		
Territory Planning PRB1934015	A user with the role of territory_resource_manager and added in territory can view a territory membership record		1. In an existing territory X, add User X is added as territory manager. 2. Give User X role of territory_resource_manager (do not give it territory_basic). 3. Impersonate as User X, and check any territory membership record of territory X. 4. Verify User X is actually able to view the territory_membership record. This should not happen as User X doesn't have territory_basic role (stamped to territory model). Similar doesn't happen if User X has territory_read role instead (territory_membership record is denied access as it doesn't have territory_basic).
Tier 2 Storage Offload PRB1915159	Failed tier two chunks can block additional chunks for a rule from being processed	If tier two chunks continue to fail when retried, they can block additional chunks for a rule from being processed.	1. Generate a record with an offload that perpetually breaks. 2. Make it fail on offload with a 60-minute retry period. 3. Archive other records that would get offloaded by the same rule.

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Problem	Short description	Description	Steps to reproduce
			Observe that the records in step three never get offloaded.
Tier 2 Storage Offload PRB1920238	Cloning instances to/from the instance where the Tier 2 plugin is enabled can lead to loss of configuration, metadata, and orphaned data	Cloning instances can lead to the loss of Tier 2 configuration, metadata, and orphaned data, especially when Tier 2 is only partially configured across environments. The clone behavior should be improved so that the Tier 2 bucket configurations, plugin state, and offload capabilities are preserved and validated appropriately, ensuring no data/ configuration work is unintentionally lost.	
Transaction Management PRB1923245	The IllegalMonitorStateException in WaiterCountManager can prevent locked threads from being unlocked and lead to a deadlock	There's a race condition between a new thread pool addition during a specific plugin installation and locking thread-pool queues to claim a transaction for processing. This could cause a potential deadlock.	
UI Field Administration PRB1926606	On i18n, "Of" is hardcoded		
UI Form Administration PRB1901518	Tree structure does not function as expected	The tree structure should receive focus only once via the Tab key. Pressing Tab again should move focus to the next element instead of navigating within the tree structure. Navigation within the tree structure must be with arrow keys. However, the tree	1. Launch any base instance. 2. Navigate to **Application navigator** > **All** > **Email content**. 3. Open a record. 4. Navigate to the folder structure in the record and access using the keyboard. Expected behavior: The tree structure should receive focus only once via the Tab key. Pressing Tab again should move focus to the next element instead of

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Problem	Short description	Description	Steps to reproduce
		nodes are accessible using Tab key and arrow keys.	navigating within the tree structure. Navigation within the tree structure must be with arrow keys. Actual behavior: Notice that the tree nodes are accessible using Tab key and arrow keys
UI Form Administration PRB1918236	Child Incidents Related List gets populated with All available incidents	When a query for a related list row count is disabled, the Child Incidents Related List gets populated with all available incidents. This issue works as expected in Yokohama, but not in Zurich.	**1.** Add a few records to the Child Incidents related list. **2.** Check the same incident in both UI16 and Service Operations Workspace (SOW).Notice that the related list count is correct. **3.** Navigate to **sys_ui_list_control.list**. **4.** Open a record for 'Table=incident' and 'Label=Child Incidents'. **5.** Navigate to the 'Performance' tab. **6.** Select the boxes **Remove pagination count** and **Omit related list count**. **7.** Open the incident via SOW. **8.** Select the 'Related records' tab. Notice that without selecting the Child incidents list, the count remains 0. Expected behavior: The count is correct. Actual behavior: All incidents are appearing on the list.
UI Form Administration PRB1920499	The snFormDataConnected{headerConfig...} GQL call occurs during the 'Create case' flow	When the user creates a case, the snFormDataConnected{headerConfig...} call goes out, even though it isn't needed during this flow.	
UI Form Administration PRB1926448	After upgrading to Yokohama, the 'Before Query' business rule doesn't filter records in the Workspace using an encoded query	Adding an encoded query on a 'Before Query' business rule to a filter record restricts the record on UI16, but fails to filter the record in Workspace. The record doesn't open in UI16, but opens successfully in Workspace. This issue was found in Yokohama and Zurich.	**1.** Create a 'Before Query' business rule on the incident table. **2.** Create an incident with a short_description. **3.** Set it to 'test'. **4.** Attempt to open the record in UI16 and Workspace. Notice that the record doesn't open or filter the record properly.

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Problem	Short description	Description	Steps to reproduce
Upgrade Center PRB1897157	Load order is not maintained for duplicate files in global hosted plugins	Certain global hosted plugins may share duplicate files with other distribution plugins and global hosted plugins. The problem is that their information is not available in upgrade_manifest.csv but rather available in the package_inventory.csv files contained in the host app packages.	**1.** Install hosted plugins. **2.** Upgrade an instance. Expected behavior: Load order is maintained during plugin loading for hosted plugins for duplicate files. Actual behavior: Load order is different.
Upgrade Center PRB1933942	Skipped error after upgrading (sys_properties_[illegible])	The user gets a skipped error after upgrading from Xanadu to Yokohama. The reason is 'Skipping unavailable system property glide.db.df_engine.enabled. Users cannot configure this property.' It's included in the plugin 'com.snc.db.df_engine'.	
Usage Analytics PRB1904647	Support for invoking the Valk API is missing through the Service proxy	Enable the UXA Service proxy to securely query data from the Query Service efficiently	
UX Framework PRB1915455	Upon resizing the window, the alert content from viewport doesn't change in accordance with the dimensions	An alert comes from viewport Link labelLink that opens in new window or tab.	
Virtual Agent PRB1890524	Increase in heap utilization due to expression cache for search	This issue occurs from a script include expression cache from platform.	**1.** Set up Now Assist Virtual Agent (NAVA) on a Yokohama instance. **2.** Perform search actions from the chat window. Notice that the load of 25 users on a single node for one hour for the search

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Problem	Short description	Description	Steps to reproduce
			action performed occupies more than 500MB.
Virtual Agent PRB1895195	When the user enters an invalid/partial utterance, an error appears and the conversation is closed	Dynamic capability executor can trigger multiple capabilities with different payloads. However, dynamic capability executor fails when duplicate capability IDs are passed.	
Virtual Agent PRB1911010	With DTAC enabled and an agent name showing in the Virtual Agent Header, VA uses an incorrect name	From the end-user perspective, an Agent's full name is displayed.	**1.** Modify the 'Name' column for an Agent (for example, Abel Tuter) in the live_profile table. **2.** Verify that the Live Profile name is changed to something like 'abel@example' **3.** With the Agent user, navigate to CSM/ FSM or SOW. **4.** Make the agent 'Available for chat' with the agent's language set to English. **5.** Connect with another user in another window with the language preference set to a language other than English. **6.** Navigate to /sp and Open Virtual Agent. **7.** Start a Live Agent conversation. **8.** Check the title on the chat window. **9.** Accept the chat as the agent. Observe the chat title is changed from 'Abel@example' to 'ABEL TUTER'.
Virtual Agent PRB1913154	Non-actionable notifications under regular cases create interaction records for channels and NASS	For channels and NASS, it creates a conversation and does a silent handshake for NASS/NAVA. This creates a conversation and an interaction internally, which is incorrect.	**1.** Make sure that the user has had some conversation with NASS/Channel. **2.** Trigger a non-actionable notification. Expected behavior: A conversation associated with the notification shouldn't have an interaction record. Actual behavior: An interaction record is created.
Virtual Agent	The Virtual Agent (VA) topic execution	The VA topic execution should return a main skill response or	

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Problem	Short description	Description	Steps to reproduce
PRB1915544	returns a tool response instead of a main skill	provide a way for the user to configure the topic to return a main skill response. Instead, the VA topic execution returns RAG response.	
Virtual Agent PRB1915775	Tool editor execution time impacts the performance for flow generation requests	The tool editor execution time can take over 2000 milliseconds. As the flow generation oneExtend requests are under 10 seconds, this additional time causes an impact to the performance and bumps up the performance metrics by 20%.	
Virtual Agent PRB1917144	Non-LLM time takes an extra 120–581#milliseconds for NAVA use cases and 500–900#milliseconds for NAP Skill/Topic execution		
Virtual Agent PRB1922205	Planner1 output displays multiple times when only dynamic translation is on		1. Navigate to Service Portal. 2. In the NAVA chatbot, enter the utterance 'Mi portátil ha sido arruinado por las cookies. ¿Qué son siquiera las cookies? ¿Puedo pedir un portátil nuevo?'. Observe that the transition message is displayed multiple times in Virtual Agent. This is consistently reproducible.
Virtual Agent PRB1922860	Auto-chat with September agentic pipeline has issue with follow-ups	There's a difference in behavior with the new September agentic pipeline when compared to the July pipeline. With the older pipeline, the auto-chat asks follow-ups for several turns until the objective is satisfied.	

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Problem	Short description	Description	Steps to reproduce
		With the new pipeline, it often stops after a few queries, even if the response doesn't satisfy the objective. This is causing scores to decline.	
Virtual Agent PRB1923219	The live agent conversation banner stays on 'Cancel request' even after the user has canceled the request	On ending a live agent conversation, users get an empty skill picker topic and the client is able to understand that there's a new message coming in and ends the spinner display. However, no such message comes in and users are stuck in the routing to the live agent spinner.	**1.** Navigate to Dynamic Window. **2.** Type and connect to a live agent. **3.** From the user side, select **Cancel**. Expected behavior: The chat is canceled and the banner changes to the requested query title. Actual behavior: When the requester selects the **Cancel** button, the original created work item is canceled but 'routing to live agent' won't disappear from the chat window.
Virtual Agent PRB1924015	There's a missing chunk during the AmazonBedrockStream process	There are some missing chunks when the build agent tries to create an app and provides any instructions to the Amazon Bedrock in stream mode. Because of this, the subsequent request fails.	
Virtual Agent PRB1925332	Processing messages APIs are slow	The processing messages APIs take more than 400 milliseconds.	**1.** Create a topic. **2.** Add the following statements in it: vaSystem.sendProcessingMessageDirectly('testing') and vaSystem.updateDynamicProgressMessage('COMPLET Observe that both APIs take more than 400 milliseconds, approximately.
Virtual Agent PRB1925501	Default context profile 'Default Experience for Now Assist' is missing a guardian message	The context profile that was set up doesn't contain a guardian message, and when attempting to get it from the default context profile which also doesn't have a guardian message, no message appears.	**1.** Set up a context profile without a guardian message. **2.** Set up an assistant with the context profile setup in Step 1. **3.** Open Now Assist Virtual Agent (NAVA). **4.** Enter something that is restrictive so it goes through the guardian flow.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The user should see a guardian message, and an empty skill picker should be shown. Actual behavior: The user doesn't see the guardian message, but sees empty skill picker.
Virtual Agent PRB1926480	SQL does a table scan on sys_cs_message table, causing 150 milliseconds non-LLM time degradation	SQL does a table scan on sys_cs_message table for serial number, resulting in 150 milliseconds of non-LLM time degradation. This can be seen when the user performs load testing or creates a conversation with a large number of records in the sys_cs_message table (1000K).	
Virtual Agent PRB1926804	Investigate 300ms delta before the AI agent executor invocation		
Virtual Agent PRB1926867	The skillParams in a session context isn't persisted		
Virtual Agent PRB1927571	SessionManager and MacMessageBatchingSession is caching rhino objects contributing to higher heap usage	With a cache using around 150+ MB, storing session scope objects within a cache make it unexpectedly large depending on the GlideRecord queries that they run or JavaScript objects stored in the scope.	
Virtual Agent PRB1927978	Change the column type from 'Name-Value Pairs' to 'String' in the table sys_cs_one_extend_invocation		**1.** Set up NAVA. **2.** Turn on Agentic Mode. **3.** Execute 'What is spam?' **4.** Check the profiler stack trace.
Virtual Agent	The synthesized response	There's a delay in sent time and AMB received time in the web client.	**1.** Set up NAVA. **2.** Search 'What is spam?'

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Problem	Short description	Description	Steps to reproduce
PRB1927985	doesn't get sent immediately due to the message batching causing visual time degradation		Observe that there is a delay in sent time (get sendTime from 'Serialized cometd message' column payload in sys_amb_message table) and AMB received time in the web client.
Virtual Agent PRB1928257	Virtual Agent API needs to be fixed so that roles are assigned correctly	Messages are labeled as 'user', even if sent by a bot.	**1.** Start a conversation with the bot (for example, through Voice Agent). **2.** Send a few messages as the user and let the bot respond. **3.** Call an API for that conversation. **4.** Check the API response and look at the role field for each message Notice that messages are labeled as 'user', even if sent by a bot.
Virtual Agent PRB1928390	Executing the Live Agent skill from the picker with Agentic runs into a fallback error	When the user selects the **Now Assist Live Agent** skill from the picker, the message 'there are no Live agents available' appears, followed by a fallback error.	**1.** Navigate to NAVA. **2.** Select the **Now Assist Live Agent** skill from the picker. Expected behavior: The user gets the message 'there are no Live agents available' and the chat closes. Actual behavior: The user gets the message 'there are no Live agents available', followed by a fallback error.
Virtual Agent PRB1930014	The true-up version in repo files needs to be updated post-sign off	This is a product update.	
Virtual Agent PRB1930434	Multilingual functionality is broken, and the complete flow is not working as expected	This issue was observed in Yokohama with RAG 3.0.4 after the ynowassist nightly build occurred.	**1.** Impersonate as user with Japanese session language. **2.** Ensure 'glide.sys.language' system property is in Japanese with the system property value would be 'ja'. **3.** Create a skill. **4.** Add RAG as tool. **5.** Execute the skill. Expected behavior: The skill and RAG tool should execute successfully.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: RAG is failing with attached error.
Virtual Agent PRB1931090	A conversation gets stuck when Planner 1 fails an action with 'Unknown finish type'	If 'ITSM incident resolution agent' can't find the resources it needs, it gives a fallback response and returns control to Planner 1. Planner 1 gives a reply but this is never shown to user and control never returns to user in chat. It's stuck on 'formulating a final response'.	**1.** Navigate to an instance. **2.** Query 'create a resolution plan for INC0000055'. **3.** An ITSM incident resolution agent can't find similar KBs so it gives a fallback message. Expected behavior: Planner 1 returns control to the user and possibly displays a 'if you need further assistance' message. Actual behavior: It's stuck forever with a spinning wheel 'formulating a final response'.
Virtual Agent PRB1931649	The mid-topic switch doesn't work in full agentic mode	The user can't return to the previous topic. Instead, the message 'Sorry, there was a problem on my side' appears.	**1.** Navigate to /sp. **2.** Query 'I want to order coffee'. **3.** Start the topic, then in mid-topic query: 'I actually want Miro access.' **4.** Select the **Continue request: Order Coffee** card. Expected behavior: The user is able to go back to the order coffee topic. Actual behavior: The user receives the message 'Sorry, there was a problem on my side'.
Virtual Agent PRB1931987	The **Search** button doesn't show up on DW	On a portal with DW enabled, the **Search** button doesn't appear next to the feedback icons.	**1.** Navigate to a portal with DW enabled. **2.** Enter 'What is spam?' Expected behavior: The **Search** button appears next to the feedback icons. Actual behavior: The **Search** button doesn't appear.
Virtual Agent PRB1932193	An auto-evaluation run is stuck on 'In progress' when the language is set to Japanese	The evaluation run is stuck on 'In progress' even though the metric result and batch result has completed.	**1.** Install the Japanese translation app. **2.** Set up the Azure OpenAI connection/ endpoint. **3.** Navigate to **sys_properties**. **4.** Set the 'glide.sys.language' value as 'ja'.

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			5. Navigate to **Preferences**. **6.** Change the language to Japanese. **7.** Create an Azure Open AI skill with the prompt 'generate trivia: {{context}}' where the context is the skill input of the type string. **8.** Finalize the prompt. **9.** Create a dataset using 'sys_user' records mapping to the name. **10.** Create a new evaluation run enabling all the available evaluation methods. Observe that the evaluation run is not completing. **11.** Check the sys_one_extend_batch_run. Observe that the metric result and batch result has completed.
Virtual Agent PRB1932275	Processing messages APIs are slow	The processing messages APIs take more than 400 milliseconds.	**1.** Create a topic. **2.** Add the following statements in it: vaSystem.sendProcessingMessageDirectly('testing') and vaSystem.updateDynamicProgressMessage('COMPLET Observe that both APIs take more than 400 milliseconds, approximately.
Virtual Agent PRB1932396	Add processing messages for QnA to handle scenarios where Planner1 returns a response in an older format		
Virtual Agent PRB1933049	Conversation errors out	The conversation errors out in three scenarios.	Scenario 1: **1.** Start a conversation from Dispatcher Workspace (DW). **2.** Search for Order Laptop with accessories with an agent. **3.** Execute the agent.

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Problem	Short description	Description	Steps to reproduce
			Notice that the conversation errors out mid-way. Scenario 2: 1. Start a conversation from DW. 2. Search for any catalog. 3. Attempt to execute the catalog from the Search Result. Notice that the conversation errors. Scenario 3: 1. Start a conversation from DW. 2. Search for any Virtual Agent topic. Notice that the conversation errors.
Virtual Agent PRB1933055	Race condition occurs in a full agentic instance	The response generation step doesn't occur when multiple responses arrive at the same time.	Fire a few of parallel LLM calls during the planner invocation. Notice that when multiple responses arrive approximately at the same time, the response generation never ends up getting fired because each parallel invocation thinks there are steps left.
Virtual Agent PRB1933102	Follow up search abruptly ends the conversation	When performing a second search immediately after the first search, the conversation ends but the search continues.	1. Search for a KB/catalog/topic. 2. Search for another KB/Catalog/topic after getting the response. Expected behavior: The user gets a response related to the search from step 2. Actual behavior: The conversation ends and then the search continues.
Virtual Agent PRB1933142	Language detection isn't being honored	In the sys_generative_ai_log, the Unified Planner capability doesn't honor language detection. Also, in one_api_service_plan_feature_invocation, the Unified Planner was not invoked with any of the language flags.	1. Open an instance with language detection turned on. 2. Navigate to the SP page. 3. In chat bot, enter the utterance '¿Qué son las leguminosas?' Observe that the transition message is in English. 4. Navigate to sys_generative_ai_log and look at the Unified Planner capability.

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			Expected behavior: It says 'Generate the response in language Spanish. Do not return any translation. You are allowed to respond only in Spanish.' Actual behavior: It says 'Generate the response in language English. Do not return any translation. You are allowed to respond only in English.'
Virtual Agent PRB1933169	Now Assist Virtual Agent (NAVA) Search isn't working with NowLLM		**1.** Set up NAVA. **2.** Change the model to NowLLM. **3.** Search with any utterance.
Virtual Agent PRB1933571	The 'No answer found' response should always head to fallback	This should occur for both a single and multi-intent query.	
Virtual Agent PRB1933589	Agents aren't discovered		**1.** Start a conversation from Dispatcher Workspace or Now Assist Virtual Agent. **2.** Enter, 'I would like to order a laptop with accessories.' Observe that no agents are discovered, and only tools are displayed in the Search Result.
Virtual Agent PRB1933604	Increase in QueueWait Times under load		**1.** Setup Now Assist Virtual Agent (NAVA). **2.** Execute a load test for a use case.
Virtual Agent PRB1933690	The people card only returns the first user in a multi-user query		**1.** Navigate to NAVA. **2.** Search 'Tell me about Abel Tuter and Abraham Lincoln'. Expected behavior: The user gets a people card for each user in the query. Actual behavior: The user only gets a response for the first user.

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Virtual Agent PRB1933716	Stacked messages appear during websearch		1. Navigate to /esc. 2. Enable websearch by selecting the **Globe** icon. 3. Query 'Who is the president of the US?' Expected behavior: No stacked messages are shown. Actual behavior: Stacked messages are shown.
Virtual Agent PRB1933783	'Found 10 documents' message shows in web search mode	The 'Found 10 documents' message is irrelevant in web search mode.	1. Open /esc. 2. Enable Web Search mode. 3. Enter, 'What is the weather today.' Notice the 'Found 10 documents message'.
Virtual Agent PRB1933907	Only the LTM Identify memories capability is called when dynamic translation is turned on		1. On the home page, navigate to **Preferences** > **Language & Region**. 2. Select the language 'Francais (Canada)'. 3. Navigate to /esc. 4. Launch DW. 5. Enter a French Canadian query. For example, enter 'vérification du solde des vacances' (holiday balance check). Expected behavior: Agentic capabilities are called, such as Unified Planner, Planner 2 along with TexttoResult, and BGE Reranker. Actual behavior: Only the LTM Identify memories capability is getting called. This issue blocks fr-CA model quality evaluations with dynamic translation turned on.
Virtual Agent PRB1934004	Agents and use cases aren't getting discovered when giving the utterance as 'Resolve an incident'	Agents should be discovered and show to the user, and should be picked up automatically to begin execution.	1. Navigate to the instance. 2. Open NAP. 3. Give the utterance, 'How to resolve an incident'.

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Problem	Short description	Description	Steps to reproduce
	in Now Assist panel (NAP)		Observe that agents are getting discovered and are shown to the user. 4. Give utterance as 'resolve an incident INC000XXXX'. Observe that the agent is picked automatically and begins execution.
Virtual Agent PRB1934159	Update live agent message to 'There aren't any live agents available at the moment. I'm able to handle a wide range of requests, though. How can I help?'	When processing messages for QnA, the handle scenario Planner1 returns the response in the older format.	
Virtual Agent PRB1934196	Planner2ResponseHandler fills up the expression cache on the Rhino Engine	Under a load of 25 users on a single node (one hour) for only search actions performed, it occupies more than 500MB.	1. Set up NAVA. 2. Perform search actions from the chat window. Observe that the expression cache is filled up due to this. Under a load of 25 users on a single node (one hour) for only search actions performed, observe that it occupies more than 500MB.
Virtual Agent PRB1934247	Sometimes the processing message is not shown in the header of a stack of messages	When using the sendProcessingMessage API, the processing message is shown as a single message rather than as a header in the stack of messages (if the stack is empty). In the past, after a response was shown in the conversation, the processing message header got updated to a message like 'View AI agent messages'. Now it shows the last message added to the stack or the last message sent to the header.	Directly

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1934294	The ticket status agent is not being discovered	The ticket status agent doesn't run; instead, the message 'sorry there was a problem on my side' appears.	**1.** Navigate to /esc **2.** Query 'Check IT ticket status'. Expected behavior: The ticket status agent runs. Actual behavior: The message 'sorry there was a problem on my side' appears.
Virtual Agent PRB1934342	Markdown content does not render as a rich text output	The server has a logic to determine the output message type. When the message content contains an HTML tag, it's treated as HTML output.	**1.** Create a topic. **2.** Add rich text response node. **3.** Use the string in engineering details as the rich text content. **4.** Run the topic. Notice that the content is displayed as plain text instead of markdown.
Virtual Agent PRB1934578	Agents selected by planner 1 are not always passed to planner 2	When the user runs a certain query, there is no answer from planner 2, even though planner 1 consistently picks two agents.	**1.** Navigate to /esc. **2.** Query 'As a ServiceNow sales person, help me prepare for a customer meeting where I can pitch to the CIO on why they should upgrade from ITSM Pro to ITSM Pro Plus.' Observe that there is no answer by planner 2, but planner 1 consistently picks two agents.
Virtual Agent PRB1934685	AI Agent (AIA) 'Unified Planner Quick' and 'Unified Planner Prompt' instructions contain specific names such as ServiceNow		**1.** Navigate to **sys_generative_ai_log_list.do**. **2.** Open one of the Unified Planner Quick or Unified Planner Generative AI log records. Expected behavior: AIA Unified Planner for all the models don't to have specific company names in its prompt template. Actual behavior: AIA Unified Planner for all the models have specific names such as ServiceNow.
Virtual Agent PRB1934741	NASS doesn't respond correctly when entering initial utterances	When initially entering an utterance from the **Input search** field, the user receives the message, 'Hello! How can I assist you with	**1.** Set up NASS on an instance. **2.** Navigate to a portal with NASS. Notice that this shouldn't be in full-page experience.

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Problem	Short description	Description	Steps to reproduce
	from the **Input search** field	ServiceNow today?' instead of a response to answer the question in the utterance.	**3.** Enter in the **Input search** field, 'What is the definition of spam?'. Notice that this should redirect to the full-page experience. Expected behavior: The user receives a response to answer 'What is the definition of spam?'. Actual behavior: The message is displayed, 'Hello! How can I assist you with ServiceNow today?'.
Virtual Agent PRB1934761	The conversation doesn't end after the completion of topic discovery and execution on standard chat	The conversation doesn't end after execution and the input text area remains open. This occurs when the topic is executed via discovery, but it works correctly via topic picker.	**1.** Navigate to a NAVA portal with standard chat enabled. **2.** Execute a topic such as 'order coffee' by discovery instead of the topic picker. **3.** Finish the execution. Expected behavior: The conversation ends after execution. Actual behavior: The conversation doesn't end. The input text area remains open. However, the conversation ends correctly when the topic is executed via topic picker.
Virtual Agent PRB1934818	Multi-intent query gets an 'Answer from history' response that doesn't reflect	The Virtual Agent (VA) ends the execution after answering the first part of the multi-intent query.	**1.** Enter 'What is spam?' **2.** On getting the response, enter 'First, tell me what is spam? Then, help me order a coffee'. Expected behavior: The VA answers the first part from memory, then proceeds to execute the order coffee skill. Actual behavior: The VA ends the execution after answering the first part.
Virtual Agent PRB1934820	Multi-intent query gets stuck in NAVA	After answering the first part of a multi-intent query, NAVA displays the 'Thank you for chatting' message. It tries to execute the second part, but gets stuck generating an answer.	**1.** Navigate to /esc. **2.** Navigate to NAVA. **3.** Enter 'what is spam and order a loaner laptop'. Observe that NAVA gives a response for spam, then displays the 'Thank you for chatting' message. It tries to execute the

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Problem	Short description	Description	Steps to reproduce
			second part, but gets stuck generating an answer.
Virtual Agent PRB1935109	The catalog name isn't displayed on 'Continue request'	This issue only occurs in a previous Now Assist Virtual Agent (NAVA) version.	**1.** Start a conversation from with a previous NAVA version. **2.** Execute any topic. **3.** Enter 'I need a standard laptop' mid-topic. Notice that the 'Continue request' control shows the previous topic instead of the catalog name.
Virtual Agent PRB1935143	Malformed JSON fixer isn't handled in the API	The new API 'Dynamic Capability Executor' isn't handling the malformed JSON fixer.	
Virtual Agent PRB1935215	Java implementation of fully agentic Virtual Agent	This is a product update.	
Virtual Agent PRB1935791	A dynamically changing script unnecessarily eats up space in the sys_expression cache		**1.** Set up NAVA. **2.** Run a load test for 1 hour (agent use case). **3.** Check the heap memory during the run where more than 500MB is the expression cache.
Virtual Agent PRB1935944	Post chat survey results are not stored in assessment instance table	There should be a record of the feedback asmt_assessment_instance given in the post chat survey. However, there is no feedback given by the user in the post chat survey is stored.	
Virtual Agent PRB1936166	Add scriptable API in VASystemObject to fetch user preferences	vaSystem.get UserPreferences() should return LTM memories of the user which have categories that are linked to the context_profile of the conversation.	
Virtual Agent	Add scriptable API in	This is a product update.	

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PRB1936171	VASystemObject to fetch user preferences		
Virtual Agent PRB1936344	Web search isn't working in full agentic mode		**1.** Navigate to **/esc** or **/sp**. **2.** Attempt any query on web search. Notice the error message thrown, 'Sorry, there was a problem on my side trying to complete this request. Try asking again later.'
Virtual Agent PRB1936780	Add the ability to send top n skills in Planner1 for quick skill discovery		
Virtual Agent PRB1936820	Lock exceptions are noticed for Now Assist Portal (NAP) and NAVA		**1.** Set up the latest ynowassiststable instance for NAP/NAVA. **2.** Execute load tests for any use case of Virtual Agent. Notice the exceptions are logged in the log.
Virtual Agent PRB1936882	A follow-up question is executed twice after coming from portal		**1.** Open an instance with October Store app versions and Dynamic Window enabled. **2.** Search for 'what is cookie' in Portal. **3.** Wait for the response to load. **4.** Select **Ask a follow-up**. **5.** Wait for the chat to load. **6.** Search for 'how to block them?'. **7.** Wait for the response to load. Notice the response is displayed twice for the follow-up question. The GenAI log has double entries for that call as well.
Virtual Agent PRB1936985	A conversation is stuck in 'thinking' after web search searches and reaching web search fallback		**1.** Navigate to Service Portal. **2.** Start a web search by selecting the **Globe** icon. **3.** Query 'who is the president of the US'. **4.** End the web search. **5.** Query: 'what is a cookie'.

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Problem	Short description	Description	Steps to reproduce
			6. Query: 'what is the capital of Texas and what is the weather like there?'. 7. Enter web search fallback. 8. After the fallback message is received, it says 'All done! Is there anything else I can help you with?'. Reply with 'No thank you'. Expected behavior: The conversation should end. Actual behavior: Virtual Agent is stuck at 'Thinking'.
Virtual Agent PRB1936987	One issue is found with a synthesized response in NAVA when dynamic translation is on		1. Log in with a Spanish user. 2. Navigate to the esc portal. 3. Search for 'Pedir Cafe' in portal. 4. Start the 'Order coffee' topic in Spanish. 5. Once the results come again, search for 'Necesito ayuda para crear incidente' in the portal. 6. Verify that the MID topic message is in Spanish. Notice that it is in English, which is incorrect.
Virtual Agent PRB1937454	Catalog and skill execution in CEA gets stuck		1. Navigate to CEA. 2. Search for the topic/catalog 'What is spam' 'I want Miro access'. 3. Start topic/skill. Expected behavior: Skills/topics start and execution is completed. Actual behavior: Skills and topics are stuck at 'thinking'.
Virtual Agent PRB1937589	Abnormal GAIC Async submission duration	SkillDetailsCache is reclaimed and cache building can be as high as 3.5s.	
Virtual Agent	AIA ResponseGeneration scripts aren't cached	When invoking the following scripts, they're currently invoked as 'dynamic'	

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PRB1937597		and hence not cached: 'AIAResponseGenerator', 'AISWebSearchCallbackWrapper', and 'AISPlanner2ResponseHandler'. They should be invoked as simple scripts and pass the necessary variables to evaluate them so that they're cached properly.	
Virtual Agent PRB1937694	Web search fallback isn't working		1. Set up a ynowassistable instance with the slack:6.0.1 SNAPSHOT installed. 2. Connect the slack to the assistant. 3. Open the slack and type 'What is spam?'. 4. When the results are shown, type 'I am not happy'. 5. When the fallback is shown, select **Web search**. Notice that the same fallback options are repeated.
Virtual Agent PRB1938022	AI Agent (AIA) Unified Planner 1 is taking up to 1.5 to 2 seconds in the Gen AI log with a single user.	The Hybrid queue takes up to 500 ms.	
Virtual Agent PRB1938273	Multi-intent utterances are not working in Now Assist panel (NAP)	This issue was observed when using Azure and Gemini. Workflows are available for example both utterances, and individually both utterances are work as expected.	Enter the utterance 'Book a flight and order coffee'. Notice that the first workflow completed for both Azure and Gemini, but general react responses occur instead of triggering the next flow in Azure, and a message occurs that the workflow can't proceed in Gemini.
Virtual Agent PRB1938620	The **Go to search results** button isn't visible in Dynamic Window (DW)	The **Go to search results** button isn't visible for chat-to-search transition. It should be visible, as this functionality worked in the previous release.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1938658	Second intent is not going to planner 1 in continuous conversations		1. Navigate to the**ESC** portal. 2. Open Virtual Agent (VA). 3. Enter utterance which can match multiple agents. 4. Instead of selecting an agent, enter the next utterance that can give fallback options such as 'What is ServiceNow stock price'. 5. Select **Web search** in the fallback option. Observe that web search gives an answer for incident resolution, and not for ServiceNow stock price.
Virtual Agent PRB1940872	Too many conversation server exceptions for any conversation created		1. Set up latest instance for Now Assist panel (NAP)/Now Assist Virtual Agent (NAVA). 2. Execute load tests for any use case of VA. Notice the exceptions logged in the log.
Virtual Agent PRB1941025	Conversation doesn't end after catalog execution completes on standard chat		1. Execute the Miro access catalog item in standard chat. 2. Finish the flow. Expected behavior:The conversation ends after the execution completes. Actual behavior: The conversation doesn't ended.
Virtual Agent third-party integrations PRB1941102	Typing a response before a previous response has completed can lead to a 'technical error' in the conversation		1. In a teams bot with LLM enabled send any message. 2. Type another message immediately after. Notice an error.
Virtual Agent Web Client	Console errors for va_web_client API failures are displayed when	Two console errors related to va_web_client are observed: '/api/now/va_web_client_settings/get_va_web_	1. Log in to an instance. 2. Navigate to CSM portal or Engagement Messenger. 3. Launch Virtual Agent chat/start a chat.

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Problem	Short description	Description	Steps to reproduce
PRB1896390	Launching a chat in the CSM portal and Engagement Messenger	client_settings' api results 403 error' and '[SNAnalytics] Invalid property name'. Console errors shouldn't be displayed and chat functionality should work as expected.	Observe the browser console.
Virtual Agent Web Client PRB1916061	Now Assist Virtual Agent (NAVA) response returns incorrectly when the user enters the same utterance twice	When searching for the utterance twice, the first response returns correctly, but the second response is incorrect and null.	**1.** Log in to a Zurich instance. **2.** Navigate to the ESC portal. **3.** Search for 'I need help in creating an incident.' Notice that the response is as expected. **4.** Search the same utterance again, 'i need help in creating an incident.' Expected behavior: The correct synthesized response appears. Actual behavior: The response showing is incorrect, and 'null' displays.
Virtual Agent Web Client PRB1920035	The 'VTT' icon isn't available in previous model of Now Assist Portal (NAP)	The issue occurs when the user switches from the new model to the previous model with VTT turned on.	**1.** Install any of the BU skills. **2.** Turn on NAP with VTT. **3.** Turn on the microphone from the browser preferences. **4.** Toggle 'on' accessibility settings. **5.** Select the **NAP icon**. **6.** Ensure the VTT icon is available in the new model. **7.** Change the model to old model (Self service modal dialog). **8.** Refresh the page. Expected behavior: The VTT icon should be available. Actual behavior: The VTT icon is not available in the old model of NAP when the user switches from the new model to old model with VTT enabled.
Virtual Agent	Context variables aren't accessible in	Context variables aren't accessible in the enhanced	

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Problem	Short description	Description	Steps to reproduce
Web Client PRB1923459	the enhanced chat	chat, whereas they are accessible in the standard chat using either 'vaContext.liveagent_' or 'vaVars.liveagent_'.	
Virtual Agent Web Client PRB1924991	**Like**/ **Dislike** buttons do not have discernible text		1. Open 'Now Assist' from navigation bar or navigate to ESC and open 'Now Assist' from the bottom-right corner. 2. Start the conversation. 3. Turn on-screen reader. 4. Navigate on the chat and pay attention to what the screen reader reads at the **Like**/ **Dislike** buttons. Notice that the **Like**/ **Dislike** buttons don't have discernible text.
Virtual Agent Web Client PRB1928501	Context variables are not accessible in the enhanced chat	The context variables are not accessible in enhanced chat, but they are accessible in standard chat using either 'vaContext.liveagent_' or 'vaVars.liveagent_'.	
Virtual Agent Web Client PRB1933058	Skills are disabled in Now Assist panel (NAP)		1. Select on **NAP**. 2. Enter 'Summarize a record.' Expected behavior: The discovered skill can be selected. Actual behavior: The skill is disabled.
Virtual Agent Web Client PRB1933088	Processing loader is displayed even after getting a response		1. Select **NAP**. 2. Enter 'Summarize a record/ conversation'. 3. Select the discovered skill. Observe that the loader is still displayed, even after getting the record number question.
Virtual Agent Web Client	The conversation history doesn't save for document QnA		1. Select **NAP/DW NAVA**. 2. Upload a document. 3. Ask a question about the document. 4. Enter 'Thanks for the info'.

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Problem	Short description	Description	Steps to reproduce
PRB1933706			**5.** Select **Cancel** for the document QnA. **6.** Select the three lines to see the conversation history. Observe that the document QnA conversation is not displayed.
Virtual Agent Web Client PRB1933741	Stacked messages appear during websearch		**1.** Navigate to **/esc**. **2.** Enable websearch by selecting the **Globe icon**. **3.** Query, 'Who is the president of the US'. Expected behavior: No stacked messages should appear when web searching. Actual behavior: Stacked messages appear.
Virtual Agent Web Client PRB1935212	Fix the remaining VX for processing message changes	This is a product update.	
Virtual Agent Web Client PRB1935820	The user isn't directed to a live agent when selecting **Contact live agent** for the second time in the same chat	The work item isn't created when the user selects **Contact live agent**, cancels it, and then selects it again in the same chat.	**1.** Navigate to **/sp** portal. **2.** Impersonate a user on a different browser. **3.** In Dispatcher Workspace (DW), select **Contact live agent** for a new chat. **4.** Select **Cancel**. **5.** Select **Contact live agent** again. Expected behavior: The user request is directed to an agent and the work item is visible on the agent workspace. Actual behavior: A work item isn't created for that agent and nothing happens in DW.
Virtual Agent Web Client PRB1936255	Turn off audio notifications by default in Now Assist Portal and Virtual Agent	As processing execution occurs, there's continuous beeps. The audio should be turned off by default.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1936912	The user isn't directed to a live agent upon selecting **Contact live agent** after the user ends the chat with the agent	This issue occurs in Dispatcher Workspace (DW).	**1.** Navigate to **DW**. **2.** Select **Contact live agent for first time**. **3.** Accept the work item as agent. **4.** Select **End live chat** as user. **5.** Select **Contact live agent** again in the same conversation. Notice that there's no work item created for the agent and nothing happens in DW.
Virtual Agent Web Client PRB1937016	Fixing VX spacing issues	This is a product update.	
Virtual Agent Web Client PRB1937432	Fixing VX spacing issues	Issues with spacing observed Assist Virtual Agent (NAVA) and Dispatcher Workspace (DW). In issue 1, there's an extra space under 'Generating a response' for NAVA while it seems to be fixed for DW. In issue 2, spacing between the processing message container and the sparkle icon should be 24px but it's 12px in NAVA and 24px in DW. In issue 3, processing step spacing should be 8px at the top and bottom in both NAVA and DW.	
Virtual Agent Web Client PRB1940018	Spacing not matching Figma for Conversational UX enhancements	Spacing issues in Now Assist Virtual Agent (NAVA), Dispatcher Workspace (DW), and Now Assist panel (NAP).	**1.** Enter **Hello**. Notice that the space between 'Hello' and the sparkle icon should be 12px, and is currently 24px in both NAVA, DW and NAP. Also notice the space between 'Let me look up for information'.

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Problem	Short description	Description	Steps to reproduce
			2. Hover the copy icon to next Sparkle icon.Notice that it should be 12px, has a 4px margin in DW and NAP. **3.** Select **Show Sources**. Notice that the space between the Synthesized results and the links should be 8px, and that it's 4px in DW and NAP.
Virtual Agent Web Client PRB1941773	Portal page shifts occasionally when **Ask for a follow-up** is selected	The portal page shifts to the left then returns back to its original place when the user dismisses the pop-up.	**1.** Ensure Dispatcher Workspace (DW) is enabled for Service Portal (SP) from the 'Assistants page' **2.** Navigate to **SP portal**. **3.** Enter **What is spam** in portal search. **4.** Select **Ask for a follow up** once the Results page displays. Notice that DW opens with the pop-up 'Your previous chat was saved' and the portal page shifts to the left, but when the user when the user dismisses the **Your previous chat was saved** button, the page returns to its original place.
Workflow Studio PRB1922988	A banner message to install the latest PAD should be displayed on Workflow Studio	To inform users to install the latest PAD when the new Now Assist for Platform version is available, there should be a banner message in Workflow Studio advising them to upgrade PAD for the Agentic Playbook feature.	**1.** Navigate to a Zurich instance. **2.** Install Workflow Studio. **3.** Launch Workflow Studio. Expected behavior: There's an info banner message to install the latest PAD to get an Agentic Playbook feature.. Actual behavior: No banner is available.
Work Order Management PRB1929109	Upon page reload, the value in the decimal input field disappears		**1.** Open Work Order Template. **2.** Input any value in the **Enter decimal value** field. **3. Save** it. **4.** Reload the page. Notice that the value in the decimal input field has disappeared.
Work Order Management	The user is unable to perform 'Remove parts'	The user is unable to view used parts under **My Tasks** > **WIP Task** > **Parts** > **Remove Part**	

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Problem	Short description	Description	Steps to reproduce
PRB1930398	n agent app as an external agent	on the mobile app due to a missing ACL on alm_asset.parent.	
Work Order Management PRB1935240	Duplicate events appear when the schedule of a personal event changes	When using the flat table for personal events, duplicate events appear when the schedule of a personal event changes. The old user still has the personal event displayed on DW.	**1.** Make sure the flat table is turned on. **2.** Open the cmn_schedule_p table. **3.** Add the **Schedule** field on the form (if needed). **4.** Open DW. **5.** Create a personal event for the user Alex Ray. **6.** Double-click (or use the keyboard shortcut) on the event. Observe that the cmn_schedule_p record opens in a new tab. **7.** Change the schedule to Anthony Roy's personal schedule. **8.** Navigate to DW. **9.** Select the **Refresh** button. Expected behavior: The personal event is only shown for the user based on the update. Actual behavior: Two personal events are shown. After the schedule changes to a different user, the old user still has the personal event displayed on DW.
Workplace Case Management PRB1927638	Moving bars aren't working in Scenario Planning		
Workplace Central PRB1919180	When selecting **Create schedule**, it takes more time open the 'Schedule' page and sometimes it doesn't open	When the user selects **Create Schedule** it should open directly, and they should be able to view the schedule before publishing the plan. This issue occurs on new instances from Xanadu to Zurich, and has been observed in existing instances as well.	

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Problem	Short description	Description	Steps to reproduce
Workplace Maintenance Management PRB1919220	Unable to copy the schedule because the list appears empty when it's selected for Maintenance Plans	When a schedule is previously created for a Maintenance Plan, it can't be copied over to a new plan because the list appears empty and the previously created plan doesn't appear.	1. Create a Maintenance Plan. 2. Navigate to **Workspaces** > **Workplace Central** > **Preventive Maintenance icon**. 3. Navigate to **All Plans** > **New**. 4. Give any plan name. 5. Choose a start date in the future. 6. Choose an end date in the future. 7. Select the location. 8. Select any building. 9. Select **Next**. 10. Select one maintenance item. 11. Select **Next**. 12. Select **Create schedule**. 13. Create schedules with the following: a. Schedule: 1 b. Name: Schedule 1 c. Trigger: Duration d. Trigger type: Interval e. Repeat: Days - 1 14. Select **Save**. 15. Select **Publish**. 16. Create Plan 2 with the previous steps up to the maintenance items selection. 17. Do not select **Create Schedule**. 18. Attempt to copy the schedule. Notice that the previously created schedule does not appear.
Zing Text Indexing and Search Engine PRB1919510	Slow queries that time out go unhandled and leave the global search in an infinite loading state	Even though the search times out from the back end, the UI doesn't process it correctly, and it shows an infinite loading state.	1. Provision an instance with Polaris enabled and Zing used for Global Search. 2. Make sure one of the tables used as a global search source has a large amount of data in it. 3. Set the maximum time for global search queries to the lowest number possible, one second.

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Problem	Short description	Description	Steps to reproduce
			a. De-activate the 'Text Search Property Change Rationally' business rule. **b.** Set the 'glide.ts.max_duration' system property to one. **4.** Do a query that takes some time (at least one second). Expected behavior: The search times out. Global search shows either a 'No results' message or the results that were returned from the batches that finished in time. Actual behavior: Even though the search times out from the back end, the UI doesn't process it correctly, and it shows an infinite loading state.
Zing Text Indexing and Search Engine PRB1943229	Exact match always returns the same KB on service portal	Exact match should only show KBs that pass certain conditions, but queries always lead to one specific KB number.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 1 Hotfix 1
- Zurich Patch 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 1 Hotfix 2

The Zurich Patch 1 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 10-11-2025_2320

Build tag: glide-zurich-07-01-2025__patch1-hotfix2-10-11-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

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For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
OneExtend PRB1944861	Revert NASK licensing charge by token to not include input tokens	The assist charge logged in sys_gen_ai_usage_log is based on 1 assist per 1000 tokens, where tokens = input tokens + 3 * output tokens.	Invoke the custom skill created in the NA Skill Kit. Observe that the assist charge logged in sys_gen_ai_usage_log is based on 1 assist per 1000 tokens, where tokens = input tokens + 3 * output tokens.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich Patch 1 Hotfix 1
- Zurich security and notable fixes
- All other Zurich fixes

Zurich Patch 1

The Zurich Patch 1 release contains important problem fixes.

Zurich Patch 1 was released on September 10, 2025.

- Build date: 09-08-2025_1328
- Build tag: glide-zurich-07-01-2025__patch1-08-20-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

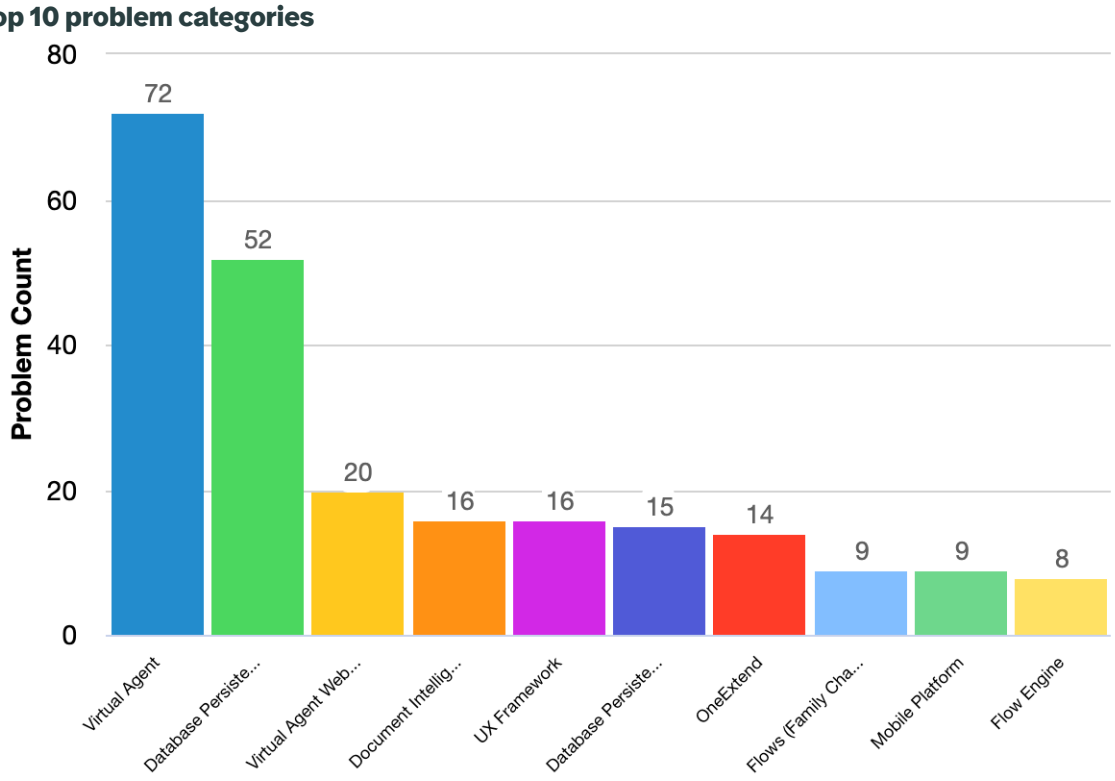
Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Zurich Patch 1 includes 514 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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Security-related fixes

Zurich Patch 1 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Zurich Patch 1, refer to KB246342.

Changes in Zurich Patch 1

Create an endpoint for clients to access the instance

Token FormatFormat of the token to generate. The format determines the structure of a token and the information it includes.

Subject ClaimField in the User (sys_user) table that's used to populate the value of the subject (sub) claim of a JWT token. The sub claim is a piece of information that identifies the subject, or user, of the JWT token. This field only applies if the **Token Format** is JWT.

Create an OAuth JWT API endpoint for external clients (machine to machine integration)

Token FormatFormat of the token to generate. The format determines the structure of a token and the information it includes.

Subject ClaimField in the User (sys_user) table that's used to populate the value of the subject (sub) claim of a JWT token. The sub claim is a piece of information that identifies the subject, or user, of the JWT token. This field only applies if the **Token Format** is JWT.

QueryRangeACLAuditor

This patch includes the May Maintenance update script in the form of a script include (QueryRangeACLAuditor). This script is not triggered

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automatically and must be run after a patch upgrade. More details on running the QueryRangeACLAuditor and its functionality can be found in KB2046494.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Application Manager PRB1907408	A rollback blocking the install/upgrade for non-global scope users in a domain-separated instance	Non-global domain users have been blocked from being able to install/upgrade on domain-separated instances. There is now a fix to allow this behavior and hence this code change made on App Manager can now be rolled back.	
CMDB Query Builder PRB1910646	A large query from Query Builder may lead to excessive memory utilization on a server	A large query from the Query Builder module (involving >200 union of cmdb and cmdb_rel_ci, or >100 unions of large tables) from an internal instance was seen to have caused a large spike in memory utilization on a database server, causing degradation/ performance impact.	
Database Indexes PRB1901971 KB2206973	A missing index on the 'sys_id' column of the 'cmdb_qb_result_base' table causes a replication lag when the table size is large	The index on the 'sys_id' column of the 'cmdb_qb_result_base' table is missing on 14000+ instances. Due to this missing index, when 'Table Cleanup on Query Status' (qb_query_status) table is triggered on such instances, it can lead to replication lag issues, especially when large volumes of records need to be deleted from the qb_query_status table. This can lead to memory exhaustion,	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		and records are not properly cleaned up.	
International ization Features PRB1911538 KB2266945	The 'Translated Text Synchronize' business rule has an infinite loop against v_plugin	The 'Translated Text Synchronize' business rule goes in an infinite loop. The virtual table v_plugin (or any virtual table) can refresh (delete and insert of records) the table upon query. Since v_plugin has translated fields, glideRecord insert tries to insert into the sys_translated_text table, which runs the 'Translated Text Synchronize' business rule. This business rule tries to query the owner table (for example, v_plugin again, which can trigger the refresh again and this goes on in an infinite loop). This is causing performance impact against many instances.	Refer to the listed KB article for details.
Record Watcher PRB1894715	ChecklistItem Responder is too slow to effectively scale with normal usage of the platform, leading to the record watcher queue becoming backlogged	A performance issue has been identified related to checkLitsItem responders and ACL (Access Control List) checks while creating checkListItems in Visual Task Board's cards. These issues caused delays, especially when tasks had more than 50 checklist items. This is primarily because getItemsByChecklistId() is invoked every time a checklist item is added or a card is moved between lanes. It loops through all items under a checklist and performs individual ACL evaluations (read/delete access).	

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Problem	Short description	Description	Steps to reproduce
		These checks result in: Repeated database lookups, redundant ACL checks for the same parent checklist, and slower response times, especially when checklist items exceed 50.	
Service Operations Workspace PRB1875164 KB2179535	Users aren't able to dot walk to fields in a Service Operations Workspace list	.	
UI Form Administration PRB1919041	An empty and read-only 'Template value' input field causes an error when saving a record: 'Cannot read properties of null (reading 'hasChildNodes')'	To reproduce, users need a record with an input field of type 'Template Value', that is empty and also read-only. The error shows when saving the record.	1. Log in as an admin. 2. Navigate to **All** > **incident.CONFIG**. 3. Add a field called **Test Template**. 4. Make it of the type 'Template Value' and save. 5. Select the 'Advanced' view and the 'Dependent Field' tab. 6. Select 'Use dependent field' and a field, such as 'Channel'. 7. Save the changes. 8. Navigate to **All** > **incident.CONFIG**. 9. Create a UI Policy that will always make the new template value field read-only. 10. Pick an existing incident. 11. Make a change to the **Short description** field and save. Expected behavior: The record should save without error. Actual behavior: There's an error: 'Cannot read properties of null (reading 'hasChildNodes')'.

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All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control List (ACL) Rules PRB1910482	Ensures the QueryRange ACLAuditor doesn't generate Security Attribute with blank script		
Access Control List (ACL) Rules PRB1916144	gen_ai_ prefixed ACL types should use '* ACLs' for their default rule name	This is a product update.	
Access Control List (ACL) Rules PRB1918225	Ensures conditional_table _query_range ACL customizations are honored with QueryRange ACLAuditor reruns		
Access Control List (ACL) Rules PRB1918943	Ensures QueryRange ACLAuditor rerun to preserve the timestamps of query ACLs created by previous audit run		
Access Control PRB1917141	Ensures QueryRange ACLAuditor is re-run to preserve all the query ACLs created by the previous audit run, in case of query_range ACL customizations		

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Problem	Short description	Description	Steps to reproduce
Access Control PRB1923191	Prevent re-generating ACLs with a different sys_id after upgrade when ACL schema changes		
Activity Stream PRB1918613	Saving a form while comments and worknotes are in progress produces a warning pop-up that unsaved changes will be lost	A comment that should be posted is not posted and a warning dialog appears.	**1.** Provision an instance with the CSM (com.snc.customerservice.demo) plugin installed. **2.** Log in as a user with elevated privileges. **3.** Navigate to **CSM** > **All cases** and open any record. **4.** Select the **Compose** button and select **Compose Comments**. **5.** Copy and paste text and post the comments. **6.** Select the **Compose Comments** button again and type in comments. **7.** Minimize the comments window. **8.** Save the form. Expected behavior: The comment should post and a warning dialog should not appear. Actual behavior: A warning pop-up appears that says unsaved changes will be lost and the dialog is not closed.
Admin Center PRB1887565	The Core UI button group is missing from the left border	This issue is not coral-specific.	
Admin Center PRB1887577	There is no appropriate error message displayed when leaving the required 'Send to' empty for Adoption Blueprints	This issue occurs when using a screen reader, such as JAWS, to announce the 'Send to' label. The error message shouldn't be generic.	**1.** Launch an instance in a Chrome browser. **2.** Navigate to **Application navigator** > **Admin center**. **3.** Navigate to **Adoption blueprints** > **Adoption blueprints**. **4.** Select the **Share** button. **5.** Share the adoption blueprint page modal dialog.

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Problem	Short description	Description	Steps to reproduce
			6. Turn the screen reader on. **7.** Check whether the label 'Send To' is announced when the focus is on respective form field. Expected behavior: An appropriate and specific error message is displayed when leaving the required **Send to** field empty, and the error message should be identifiable by the screen reader. The error message shouldn't be generic. Actual behavior: There isn't an appropriate error message displayed when leaving the required **Send to** empty, and the field label is highlighted in red.
Advanced Work Assignment PRB1909214	Updating an agent's presence as an integration user via the Agent API fails	The gr.canWrite() checks aren't working as expected when the API caller is an integration user. The integration user should be allowed to update the presence state. If the API caller has the awa_integration_user role, the request should go through. If the API caller doesn't have sufficient roles, the request should fail with a 500 error.	
Agent Chat PRB1908263	Safari audio issues in inactive tabs	Audio doesn't work properly when the user switches to an inactive tab.	
Agent Chat PRB1911696	Issues with displaying the list of 'Transfer to Agent' and 'Transfer to Queue' in third party chats	When an agent selects 'Transfer to Agent' and sets the searchTargetList payload for the first time, the target list doesn't show anything. It appears in second attempt. This issue also occurs for 'Transfer to Queue'.	**1.** Set up third party chat interactions. **2.** Start a conversation with a live agent.

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Problem	Short description	Description	Steps to reproduce
Agent Chat PRB1922878	The agent chat's audio alert for inbox should stop playing when the agent has responded even if the alert's mp3 has not finished playing		1. Add a 20 or more seconds mp3 ring tone to the **System UI** > **Audio Files**. 2. Update the 'connect.notification.audio_alert' to the new mp3 name. 3. Sign in as an agent. 4. Ensure that the 'Inbox Audio Alerts' is turned on. 5. Have a customer request for a chat with a live agent. On the Agent Workspace, the newly added alert is played. 6. Accept the chat as the agent. Expected behavior: The alert should stop playing as the agent accepts the incoming chat. Actual behavior: The alert continues to play until the end of the ring tone file, regardless of if the agent has already picked up the call.
Agent Chat PRB1925414	There's issues with the 'Start Voice' API call in a domain-separated environment	There's issues with the 'Start Voice' API call in a domain-separated environment, both inbound and outbound calls and impersonation due to a guest user.	1. Initiate an inbound or outbound call that triggers the 'Start Voice Interaction' API in a domain-separated environment. 2. Observe that the API is logged under the user 'guest' (see Splunk logs) and an interaction record is created in the default domain instead of the user's domain. 3. Attempt to retrieve interaction using getInteractionRecord. See that it fails due to a domain mismatch.
AI Agents PRB1913281	Script fix takes longer than usual as it runs through the whole table	The fix script update tools execution columns takes 15 minutes to run during the plugin upgrade in some instances.	1. Install AI Agents v3 in Yokohama. 2. Upgrade the instance to Zurich. Notice that the plugin installation is taking a long time, in which the fix script AI Agents v4 update tools execution columns takes 15 minutes.

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Problem	Short description	Description	Steps to reproduce
AI Search (Glide) PRB1921084	HR Plugin's sys_attachment ACL triggers AI Search late binding and performance delays	There's performance degradation of all AI search queries in the HR app due to unnecessary ACL evaluations for sys_attachment on sources that don't use or index attachments.	1. Enable force late binding for any data source. 2. Hit RagRetriverAPI with a limit of 2000. Expected behavior: The limit for AI Search service backend should be capped to 5000. Actual behavior: The limit for AI search service backend is 6000.
AI Search (Glide) PRB1921138	Sys_attachment ACLs shouldn't be evaluated when none of the indexed source attachments are turned on		1. Ensure that none of the indexed source attachments are turned on. 2. Observe if sys_attachment ACLs are still being evaluated.
AI Search (Glide) PRB1927991	sn_cs.VASystemObject.getAgentSkillsForAssistant took ~600 milliseconds to return	Object shouldn't take that much time to return.	
AI Search (Glide) PRB1928661	Advanced configuration needed for a performance improvement for Knowledge Graph (KG)		
AI Search External User Mapping API PRB1909140	An API endpoint which can delete users via a GlideQuery is required for XCC	The XCC Scoped App can't delete users one at a time. It needs a way to query a subset of users.	
AI Search External User Mapping API PRB1909142	When a user principal is written with the DirectUserImporter and one exists, the update fails	Stream is wrapped mistakenly during the serialization process from a list. Not all of the principal imports do a check for the DirectPrincipalImporter vs the ImportSetImporter. The streams should be closed effectively.	Attempt to send a new user principal that updates an existing user. Notice that updates to existing users fail, and removal of a user's group fails.

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Problem	Short description	Description	Steps to reproduce
AI Search External User Mapping API PRB1909146	The 'External Content Ingestion JS' API must do an undefined check on 'sourceId'	Use the newly qualified 'External Content Ingestion' APIs for ingesting principals with 'sourceId'. If 'sourceId' is undefined, see that the principals insert or updates fail.	
AI Search External User Mapping API PRB1909153	Change SOURCE_ID_FIELD to reference connector_configuration_id instead of connector_configuration_id_s	The current licensing table process fails for some connectors because its querying the wrong field.	
AI Search External User Mapping API PRB1915715	Users get a 400 status code from calling a REST API: /api/now/v1/ais / external_content / user_mapping	Users get a 400 status code from calling a REST API, which should be 201. These following IT tests are failing: LegacyUserPrincipalImportRESTIT .multipleUsersWithAllFields successfully Inserted, LegacyUser PrincipalImport RESTIT. userWithOnly ExternalGroupField _successfullyInserted, LegacyUser PrincipalImport RESTIT. userWithOnly ExternalUserField _successfullyInserted.	
AI Search for Next Experience PRB1857879	Regular catalog item results should use a 'Pencil' icon for consistency		1. Open an AI Search (AIS)-enabled instance with AIS for global search. 2. Search for a catalog item that doesn't have a picture, like 'laptop'. Notice that the Genius Results use the 'Pencil' icon, but the regular results use the 'Book' outline. Notice that in Portal, both regular and Genius results use the 'Pencil' icon. The icon should be consistent between regular and Genius results for the same record.
AI Search for Next Experience	There's improper use for current.update		

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Problem	Short description	Description	Steps to reproduce
PRB1859890	n a business rule		
AI Search for Next Experience PRB1917747	Zing Migration Tool does not let users select unused SACs from base instance migration records	The tool only allows the user to select SACs currently used in a workspace. If one of the SACs from the base instance records is not being used in a workspace, it cannot be selected for migration in the tool.	
AI Search for Next Experience PRB1920468	Upgrade issues on sn-search-facet and sn-search-result-wrapper component	This issue was observed in Zurich. The component loading state is being used inside the facet component because without the component loading flag, the facets still working fine. Another issue occurring in this problem is the appearance of the **Hide filters** button, which was not visible in the previous release.	1. Hop in to the instance. 2. Navigate to the **CSM/FSM Configurable Workspace**. 3. Open a case record from the list. 4. Navigate to the contextual side panel on the right hand side. 5. Select on the magnifying glass icon at the top of the list. 6. Search something in the search bar. 7. Let the results generate. 8. Select the **Full view** search icon shown in the video and landing on the full view search page. 9. Notice that the facet component is in a loading state, when it should load as expected. 10. Return to the side panel. 11. Select on the filters below the search bar. Notice that it lands on a new page where the sn-search-facet component is rendered, and a **Hide filters** button appears on the top right which previously wasn't there.
AI Search PRB1861012	Sn-search-combobox sends exact match data broker execution	In Zurich, sn-search-combobox sends two databroker/exec calls to fetch if a search configuration has an exact match enabled. This occurs for 'SOW Incident' and 'HR Case' form direct loads.	

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1889815	KBB should filter out the none-embeddedMatch docs	The default of KKBs sent to LLM is one.	1. Create KB with two KBBs. 2. Search for the content that only exists in KBB1. Expected behavior: Only KBB1 content is sent to LLM. Actual behavior: Both KBB1 and KBB2 content are sent to LLM.
AI Search PRB1902960	Now Assist Q&A Genius Results don't display when the Log Signals Server side is turned on through Search Application Configuration	SearchAnalyticsPayload is null when the Log Signals Server side is turned on.	
AI Search PRB1911804	There's a null point error for the index stats reporter	Note the JavaScript evaluation error on 'new sn_ais. IndexStatsReporter() .reportAllDataSource EmbeddingStats();'.	
AI Search UX PRB1915070	The GENIUS_RESULT_ TRIGGERED event causes incorrect updates to the sys_search_event table when in async mode		
AI Search UX PRB1921609	There's enlarged Now Assist loading icons in Portal with Dynamic Window (DW) turned on		1. In znowassiststable, turn on DW in Portal. 2. Open Portal. 3. Perform a search. Observe the Now Assist Genius Results loading icons are enlarged.
AI Search UX PRB1921789	There's an initial loading issue on the facet component of the sn-search-result-wrapper	The root cause of the issue is the componentProperty ChangedEffect isn't triggered post the componentBoot strappedEffect when,	1. Navigate to an instance. 2. Navigate to CSM/FSM Configurable workspace. 3. Open a case record from the list.

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Problem	Short description	Description	Steps to reproduce
	component in the full-view-search page	for the first time, the facet component is added in the DOM tree.	**4.** Navigate to the contextual side-panel on the right hand side and select the magnifying-glass-icon at the top of the list. **5.** Search something in the search bar, then let the results generate. **6.** Select the full view search icon and land on the full view search page. Actual behavior: The facet component is in a loading state. Expected behavior: The facet component should load.
AI Search UX PRB1927351	On a 'Release Readiness' report, sn-search-genius-card-assist, an unapproved third party package impacts the merge to master		
AI Search UX PRB1932120	Non-conversational catalogs shouldn't have an option to request in a chat		**1.** Provision an instance with September GenAI apps. **2.** Turn on Dynamic Window (DW) on portal. **3.** Search for a non-conversational catalog, like an Apple iPhone. Notice there's a pop-up on the citation for an Apple iPhone 13 with an option to request in chat. A citation for a non-conversational catalog should open in a new tab automatically.
AI Service - Glide Interfaces PRB1919181	The 'MI solution' table gets updated whenever a prediction is done because of the 'last accessed time' column		**1.** Navigate to the ml_solution table. **2.** Open a record with a successfully trained model. **3.** Run a prediction through the 'Test solution' page. See that the ml_solution table gets updated.

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Problem	Short description	Description	Steps to reproduce
Analyst Workbench PRB1914271	Workbench loads very slow		**1.** Mine a project with Ideal time analysis. **2.** Open the Analyst Workbench. Expected behavior: Workbench should load within 10 seconds. Actual behavior: Workbench loads very slow.
Analytics Data API PRB1915499	The funnel is displayed incorrectly in the workload saving widget	In the workload saving widget, the funnel chart appears visually distorted or collapsed. It doesn't represent the values clearly or it's too narrow to distinguish the sections properly.	**1.** Navigate to the AIOps 360° overview. **2.** Set the date filter to 'Last 3 months' or 'Last 6 months.' Expected behavior: The funnel chart renders proportional segments clearly showing auto-closed alerts, grouped alerts, events to significant alerts, and alert to incident compression. Actual behavior: The funnel chart appears visually incorrect (collapsed or distorted). It doesn't represent the values clearly or it's too narrow to distinguish the sections properly.
Analytics Export API PRB1916425	Selecting View All doesn't show the records in the Case Spot Light List Widget	Not all records are shown.	**1.** Log in to the configurable workspace (now/cwf/agent/home). **2.** Select the home page. **3.** Create a New dashboard with the 'New List Bundle Widget'. **4.** Navigate to the List Widget in 'Case Spotlight' tab for Customer Service Manager Dashboard and apply the filter. Notice that not all records are shown.
Appointment Booking PRB1923326	There's insufficient server-side input validation for 'Reschedule Appointment' in FSM appointment booking	A user was using actualStartDate and actualEndDate (display values) for rescheduling, but the system only validates startDateUTC and endDateUTC. Also, a REST validation parameter was removed during refactoring, causing validation not to trigger.	

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Problem	Short description	Description	Steps to reproduce
Asynchronous Message Bus (AMB) PRB1934812	App Tier CPU increased during loadsim test executions	App tier CPU on a servers increased by 4 times of the baseline numbers.	
Authentication PRB1916164	Authentication Agentic AI Agent controls	This is a product update.	
Authentication PRB1917269	Authentication Agentic AI agent controls	This is a product update.	
Automated Test Framework (ATF) PRB1918608	Low-level impersonated users don't capture front end metadata traces during ATF tests	sys_traced_metadata table does not have the sys_ui_action type associated.	1. Create an ATF test on some form (for example, the incident form). 2. For the first step, impersonate a user with a low-level role (not the roles ATF test designer, ATF WS designer, or ATF test admin). 3. Add a test step that selects a UI action on the form (for example, select **Resolve** on the incident form). Expected behavior: sys_traced_metadata table has 1 transaction related to the Select UI action step (needs to be the sys_ui_action metadata that was executed when the selection occurred). Actual behavior: sys_traced_metadata table does not have the sys_ui_action type associated with Select UI action step.
Automated Test Framework (ATF) PRB1920825	ATF becomes less responsive if a large number of cloud runner tests are queued	A test can take over a minute before it starts. This problem becomes more noticeable the more mutually exclusive tests are involved.	
Automated Test Framework (ATF)	Attempting to run a non-UI test in cloudrunner results in the individual	This also occurs if running through the CICD Run ATF Suites API and setting 'run in cloud' to true.	1. Create an on demand schedule with run in cloud = true. 2. Add a non-UI test suite. 3. Execute now.

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Problem	Short description	Description	Steps to reproduce
PRB1924154	tests being 'Pending' forever		Expected behavior: The test suite runs. Actual behavior: The test suite is stuck in running, with the individual tests all pending.
Cache PRB1922845	File handlers are left open if a LazyInputStream is closed before being read by LargeContent DiskCache	If LazyInput#close is called before the internal StreamSupplier is opened by LazyInputStream#stream, the InputStream remains open until finalizers are calling during garbage collection. File handles are leaked when using LargeContentDiskCache and only call getMetadata() or contentExists(). Because the supplier is never invoked and the stream is never opened, closing the LazyInputStream doesn't close the underlying FileInputStream. These leaked file handles are only released when the garbage collector runs finalizers.	**1.** Start Glide. **2.** Run Java Process Status (JPS). **3.** Get the Process ID (PID) of the glide process. **4.** Run LSOF. **5.** Take note of the file descriptor entries. **6.** Flush the cache. **7.** Load the Service Operations Workspace home page. **8.** Repeat step 3 through step 6. Expected behavior: File descriptor entries is close to the original number. Actual behavior: Notice the 10's or 100's of additional file descriptor entries, indicating that the file handlers are left open.
Case and Knowledge Management for HR Service Delivery PRB1917146	Restricted caller access (RCAs) for Case look up Assistant		
Case and Knowledge Management for HR Service Delivery PRB1919807	Missing RCA permissions for the 'Create approval' subflow	This issue occurs in HR Service Delivery AI Agent Collection.	

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Problem	Short description	Description	Steps to reproduce
Case and Knowledge Management for HR Service Delivery PRB1928914	There's a RCA issue for email reply recommendation	The sparkle icon is missing because this RCA isn't in an allowed state.	
Change Advisory Board for Service Operations Workspace PRB1882132	The user is redirected to the 'Current CAB Meeting Details' page after selecting the **Upcoming CAB Meetings** button	When the CAB meeting state is 'Canceled', the user is redirected to the 'Current CAB Meeting Details' page after selecting the **Go to Upcoming CAB Meetings** button.	1. Create a CAB meeting. 2. Impersonate the CAB meeting owner, then start the meeting. 3. Change the CAB meeting state from **In Progress** to **Canceled** in the 'CAB Meeting Details' page. Observe that the CAB meeting workbench shows 'Meeting is Cancelled.' 4. Select **Go to Upcoming CAB Meetings.** Expected Behavior: The user is redirected to the 'Upcoming CAB Meetings' page. Actual Behavior: The user is redirected to the 'Current CAB Meeting Details' Page.
Change Advisory Board for Service Operations Workspace PRB1882187	Pagination controls are floating for CAB Workbench in SOW	Pagination controls are floating based on the number of agenda items per page.	1. Create a CAB meeting with more than ten agenda items. 2. Open the CAB workbench. Observe that the pagination controls are floating based on the number of agenda items per page.
Change Advisory Board for Service Operations Workspace PRB1898140	The 'Schedule Change' view in the Service Operations Workspace (SOW) executes the databroker 'a3bc9ca40b511110c85e8a8db777b278' too many times		1. Create any Change. 2. Open the Change in SOW. 3. Use the Schedule calendar. 4. Open the browser tools. 5. Open the network tab. 6. Reload the Schedule calendar. 7. Search the requests made for 'a3bc9ca40b511110c85e8a8db777b278'.

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Problem	Short description	Description	Steps to reproduce
			Notice the number of times it is executed, when it should be triggered once on load.
Cloud Provisioning and Governance PRB1923320	An ADO provision fails if a user has secret variables due to a bug fix on encrypted catalog variables		**1.** Log in to an instance. **2.** Ensure that Azure Cloud Discovery is completed. **3.** Ensure that ADO Cloud Discovery is completed. **4.** Navigate to ESC portal and Launch CSC ADO Catalog. **5.** Fill all required parameters. **6.** Submit the catalog. Observe an error: '##[error]InvalidParameter: The supplied password must be between 6-72 characters long and must satisfy at least 3 of password complexity requirements from the following...'
CMDB Data Manager PRB1864548	The 'Delete' policy only deletes half the records in 'delete policy task'	A delete policy was created to delete 50k cmdb_ci records. After running the 'CMDB Data Manager Archive/Delete Policy Processor' job, five tasks were created, each targeting to delete 10k records (50k records). But, only 5k records were deleted per the task, leaving behind 5k records. 'Summary details from Task: Summary - Total CI Count:10000 Deleted CI Count:5000 Archived CI Count:0 Non-Retired CI Count:0'.	
Code Signing PRB1921400	Update the signature timestamp on JIT-loading when the signature isn't present in the table, and compare	During instance patch upgrades, many update events are generated for the sn_kmf_record_signature table as the JIT loads many build-time signatures from the plugin to the table. The	

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Problem	Short description	Description	Steps to reproduce
	the signature timestamp with the plugin upgrade timestamp before loading	signature is considered stale, so the signature is loaded again into the table, after which its timestamp is updated. So, a signature which is not present in the table initially is loaded 2 times. The signature is already present in the table as its loaded 1 time.	
Configuration Management Database (CMDB) PRB1909506	Database performance is impacted due to the ASYNC: Script job	De-duplication template APIs fetch unnecessary data which slows down queries, impacting database performance.	1. Create a de-duplication template for any class (for example, Linux Server). 2. Select the default options for Main CI, Merge Attributes, Merge Relationships, Merge Related Items and Duplicate CI Actions. 3. Save and publish the template. 4. Manually add de-duplication tasks to the template (if there are no matching tasks found). 5. Run the template. Observe slow queries during the template run.
Configuration Management Database (CMDB) PRB1911028	The QB UI throws a 500 error on selecting columns for a node in QB Query construction		
Configuration Management Database (CMDB) PRB1914626	Insufficient access that's caused by a 'run as' user specification causes fewer records than expected to be included in the generated task	This works fine if the 'run as' user is a system admin.	
Content Library Portal	Fix scripts don't trigger the 'Historical Data Collection	Fix scripts don't trigger 'Historical Data Collection for Past Three Months' job while installing the	

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Problem	Short description	Description	Steps to reproduce
PRB1903754	for Past Three Months' job	content library portal. Also, the job '[Content Library] Historical Data Collection for Past One Year' didn't pull any content.	
Customer Service Management for Field Service Management PRB1913871	The 'sn_som_clm' app has an older version of the Contracts Core app as a dependency in Zurich base instance apps	The correct app version is Contracts Core app version 2.4.8.	**1.** Launch an instance on latest Zurich. **2.** Install the Contracts Core app. Observe that the app installation is not happening due to the unavailability of Contracts Core app version 2.3.0.
Database Persistence - Data Access PRB1886874	There's a CypherToResultNowLLMloadRow failure	While running the 'GraphQueryExecutor' API, the user gets a null pointer exception (java.lang.NullPointerException), but still gets a response.	
Database Persistence - Data Access PRB1886876	Sys id isn't returned for the cypher2results API	The sys_id doesn't appear from the cypher2results API for the user.	**1.** Hop in to an AI test instance. **2.** Impersonate a user. **3.** Create or update any incident change short description, for example, something which contains 'kg test'. **4.** Observe that the info message added without impersonating the user works. Notice that the sys_id doesn't appear from the cypher2results API for the impersonated user when using GlideRecordSecure.
Database Persistence - Data Access PRB1889657	The getForTables on Global Graph doesn't give the override data from the child graph		**1.** Create a contribution graph to Global Graph. **2.** Update the description for the sys_user node in child graph. Expected behavior: The object of sys_user object is overridden. Actual behavior: The original object of sys_user from global graph remains.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1890778	Missing properties of parent graph nodes in the child graph	The child graph has node definitions without any properties or empty property arrays, which is invalid.	**1.** Create a parent graph with two nodes, 'sys_user' and 'cmn_location'. **2.** Keep 'all_properties': false. **3.** Explicitly add a few properties in each node. **4.** Create a child graph of the parent graph with 1 node (alm_asset). **5.** Get the child graph. **6.** View its JSON. Notice that it will not have properties of parent graph nodes, such as for 'sys_user' and 'cmn_location nodes' when they ideally they should have properties for all nodes.
Database Persistence - Data Access PRB1892362	getForTables isn't working on a few tables, such as sn_nb_action_recommended_action		Invoke getForTables on Global graph with the sn_nb_action_recommended_action table. Notice that getForTables isn't working on a few tables.
Database Persistence - Data Access PRB1892396	The parent graph is able to select itself as the parent graph		**1.** Create a graph. **2.** **Save** it. **3.** Select it as the parent graph. **4.** Select either **Extension** or **Contribution** as the model. **5.** Update the graph.
Database Persistence - Data Access PRB1896451	The saveNode/ saveEdge functions don't update and cause a unique key violation	With the saveNode/ saveEdge functions, the user can perform incremental saves on a graph. However, saving an existing node/edge causes a unique key violation. Also, saveNode returns 'false' instead of 'true' on a successful save.	**1.** Create a graph. **2.** Get a node from returned graph JSON. **3.** Change the description, then pass to saveNode. Observe the unique key violation on the table or node_type.
Database Persistence - Data Access	Excluded tables are included in getForTable method's		Execute getForTables method for the graphtest_standalone_four table with depth.

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Problem	Short description	Description	Steps to reproduce
PRB1898289	output for node		Notice that the output of the method contains a node for the sys_package and sys_scope tables, which are excluded tables.
Database Persistence - Data Access PRB1898627	Glide is not enforcing the 16MB limit on column values when inserting or updating records	It is observed that records are getting created with columns of bigger sizes, in some cases about 1G, when the max should be 16MB.	Create worknotes with size greater than 16MB. Observe the sys_amb_message created is greater than 16MB, and in splunk, there are records created with huge sizes via some background processes.
Database Persistence - Data Access PRB1898644	The update set is failing for graphs with extension and contribution models	In scenario one of this issue occurs when the parent graph, child graph (extension model), and contribution graph (of parent graph) are a part of same update set. While previewing the update set after importing it, the preview fails for the child graph and contribution graph. In scenario 2 this issue occurs when the parent graph exists in an instance, the child graph is imported, and the contribution graph of parent graph from an update set doesn't fail. When attempting to get the parent graph by the get() method, it fails to get the nodes and edges of the contribution graph.	1. Preview and commit the update set with the graphapi_update_set_1.xml attachment in an instance. 2. Skip any errors while previewing the update set. 3. Preview the update set with the graphapi_update_set_2.xml attachment in an instance. 4. Execute the script in the background script of that instance.
Database Persistence - Data Access PRB1898888	The GraphQueryExecutor API fails at querying a cross-scope graph without specifying the scope name	Users get an exception when calling GraphQueryExecutor in a scoped application: 'Exception: Unable to find any graph definitions for labels: [sys_user]'.	
Database Persistence	getForTables on an extended	kg_global_graph extends Global Graph with no metadata	

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1899248	graph of a global graph returns empty edges array	defined. Global Graph has use_dictionary defined, so there should be both nodes and edges returned from getForTables from the incident.	
Database Persistence - Data Access PRB1902217	Missing edges when includeInboundEdges flag is 'false' for GetForTables		Check the output for getForTables method for global graph with following input: **1.** tables: incident **2.** depth: 0 **3.** includeInboundEdges: false Observe that the output will have only seven edges, and it doesn't include multiple edges such as 'assigned_to' and 'opened_by'.
Database Persistence - Data Access PRB1902272	Properties added in the Overridden node can't be queried	sys_updated on should be queried as the child graph has all the properties for alm_asset.	**1.** Create a parent graph from userGraph.json. **2.** Notice that the sys_user and alm_asset nodes has a few properties defined. **3.** Create child graph (extension model) from userGraphChild1.json. **4.** Notice that the User and Asset nodes has all_properties defined. **5.** Execute the cypher query on the child graph. Notice that the error 'sys_updated_on does not exist in graph node for table: alm_asset' is thrown when executing the cypher. The properties of the overridden node alm_asset are swapped by the base attributes (parent node) properties when using get() on both the graphs.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1902348	Duplicate edges are generated in the contribution and extension model when the edge_type name is the same, and the parent and child source nodes refer to the same table	One edge is expected for alm_asset, but two are found.	1. Create a graph with the following edges: a. Edge in the parent graph with 'Asset' referring to the alm_asset node and 'User' referring to the sys_user node. b. Edge in the child graph with 'Device' referring to the alm_asset node and 'Employee' referring to the sys_user node. 2. Execute the cypher query on the child graph with 'synonymFlag' as 'true'. Notice that there's an error when executing the cypher.
Database Persistence - Data Access PRB1903772	There isn't an option to pass hops to getConnected TableList		
Database Persistence - Data Access PRB1904413	In the NLQ User graph, the 'install_status' field from assets renders the choice value instead of the choice label in the bot	When the user initiates a conversation with 'What are my assets,' the bot's response includes something like 'Installation status is marked as (1).' However, the response should be 'Installation status is in use.'	
Database Persistence - Data Access PRB1904854	When migratedTo TableName is true, the getForTables method doesn't return the correct nodes	When migratedToTableName is true, the getForTables method doesn't return the correct nodes. The output contains only one node and is missing many nodes, including itself.	1. Make sure ScopedGraphMetadata is configured for global graph. 2. Make sure migratedToTableName is true. 3. Execute getForTables with the following input: table=core_company, depth=0, and includeInboundEdges=false. Notice that the output contains only one node and is missing many nodes, including itself.
Database Persistence - Data Access	The source_graph for overridden nodes point to	The source_graph for overridden nodes point to the parent graph sys_id instead of the	1. Create a parent graph with the sys_user and alm_asset nodes. 2. Create a contribution graph with the above graph as parent, and include

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Problem	Short description	Description	Steps to reproduce
PRB1904888	The incorrect sys_id	contribution graph sys_id.	the User (sys_user table) and Asset (alm_asset table) nodes. 3. Make sure migratedToTableName is true. 4. Execute the get() method for the parent graph. 5. Check the source_graph for the sys_user and alm_asset nodes. Expected behavior: The overridden nodes point to the contribution graph sys_id. Actual behavior: The overridden nodes point to the parent graph sys_id.
Database Persistence - Data Access PRB1906058	getForTables on KG global graph doesn't give all synonyms of a node from child graphs	The **Synonym** field isn't set in the cached node when it is created from a JSON object.	1. Update the incident node synonym in a contribution graph. 2. Update the incident node synonym on a different contribution graph. 3. Perform a new sn_db.GraphMetadata('sn_kg.global_graph', true).getForTables(['incident'], 1). Expected behavior: The user receives all synonyms from the contribution graphs. Actual behavior: The user returns one synonym from a contribution graph.
Database Persistence - Data Access PRB1906309	The user is unable to add data conditions to the sys_meta_graph_node and observes a pop-up that reads 'First select a table' where the table is already selected	Within the KG nodes there appears to be an option wherein users can add a data condition to further filter the returned results. However, when the user attempts to 'add filter condition', the browser throws a pop-up reading, 'First select a table' (even after the 'table' is selected) and prevents the user from adding a filter to the node.	
Database Persistence - Data Access	Incorrect cypher query response when cypher query is		1. Create a cypher query by GraphQueryBuilder with the incident node and encoded query 'closed_atISEMPTY'.

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Problem	Short description	Description	Steps to reproduce
PRB1906408	Generated (GraphQueryBuilder) by an encoded query which has ISEMPTY		**2.** Execute the cypher query and notice that the result count is 0. **3.** Execute the same encoded query with GlideRecord and notice that the result count is 33. Ideally both of the result counts should be matching.
Database Persistence - Data Access PRB1906482	passesAclCheck should precheck that a table is valid	Currently, if a user writes a query that references a non-existent table, it hits a null point error. This should precheck if the input Genius Results are valid first and immediately fail if that's the case.	
Database Persistence - Data Access PRB1907396	Graph API needs to honor data filtration/ data filter rules		**1.** Create a data filter. **2.** Query against that table.
Database Persistence - Data Access PRB1907812	Cyphers of a certain form throw an error reading, 'Error: Node with types: [incident] is not an ID property'		
Database Persistence - Data Access PRB1908179	The sysevent0001 table should be excluded from Graph API	sn_db.GraphMetadata.isTableExcluded ('sysevent0001') returns false but should return true because sysevent is excluded and also a rotated table.	
Database Persistence - Data Access PRB1909106	GraphQueryBuilder fails when encoded query contains javascript:gs.beginningOfNextYear()		

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1909182	A cypher query created by GraphQueryBuilder (with encoded query having date condition) is missing date condition	A cypher query is missing the date condition when created using GraphQueryBuilder for the 'Problem' node with the encoded query 'closed_atONThis year@javascript:gs .beginningOfThisYear()@javascript:gs.endOfThisYear()^active=false'.	
Database Persistence - Data Access PRB1909639	Create a unique index on dynamic_choice_override of (choice, namespace, category, attribute)	This is a product update.	
Database Persistence - Data Access PRB1911690	Users are getting a 'Property + entity exceed maximum length (63)' error		
Database Persistence - Data Access PRB1911868	GraphQueryBuilder throws a NullPointerException	The error is thrown, 'java.lang.NullPointerException: Cannot invoke 'com.glide.db.ElementDescriptor.getType()' because 'ed' is null.'	
Database Persistence - Data Access PRB1911870	GraphQueryBuilder throws a 'java.lang.NumberFormatException: empty String' error		
Database Persistence - Data Access PRB1911877	GraphQueryBuilder throws StringIndexOutOfBounds Exception	The error is thrown with 'java.lang.StringIndexOutOfBounds Exception'.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1911994	GetForTables isn't returning properties inside the payload for global graph for specific nodes	The property key is missing for the nodes 'incident' and 'sys_user'.	**1.** Log in to a Zurich instance. **2.** Run the snippet. **3.** Observe the payload returned. Notice that the property key is missing for the nodes 'incident' and 'sys_user', and another key called 'allProperties' is added with a 'false' value, and the 'node-type' is coming as a string rather than array with slashes.
Database Persistence - Data Access PRB1912116	The 'CypherToResults' API is missing a table/sysid injection in the results		
Database Persistence - Data Access PRB1913010	GetForTables not returning related node for sys_user table in KG global graph	All nodes should be returned, or at least the first 1000 nodes, instead of throwing an error.	**1.** Log in to a znowassist instance. **2.** Run the snippet. Observe the exception error thrown, 'com.snc.db.graph.GraphException: Too many Nodes Requested for subgraph, total number of nodes allowed: 1000'.
Database Persistence - Data Access PRB1914130	getForTables is throwing exception on few tables, such as wf_workflow_version	The exception error is thrown, 'Exception: Script execution error: Script Identifier: null.null.script, Error Description: org.mozilla.javascript.EvaluatorException: GlideRecord.setTableName - empty table name'.	
Database Persistence - Data Access PRB1914733	getForTables throws exceptions on a few tables	getEdgeList returns a response when it's called from global scope, but it gives an error when it's called from sn_kg scope. Also, getEdgeList doesn't return all the edges between the two nodes.	
Database Persistence	GraphQueryExecutor is unable to find the	An exception is thrown.	

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1916615	metadata for Workflow Data Fabric (WDF) tables when joining to a Glide table using Global Graph		
Database Persistence - Data Access PRB1916672	Use a primary key rather than the sys_id for the 'Target key' field when creating edges for subgraphs	The current code assumes its sys_id, but with Workflow Data Fabric (WDF), that's no longer always the case.	1. Create a WDF table with a primary key column that's name is something other than the sys_id. 2. Create a reference to that table from another table. 3. Create a name subgraph with the tables in them. 4. Try to traverse the edge for that reference.
Database Persistence - Data Access PRB1917979	Inbound edges don't appear in global graph APIs		
Database Persistence - Data Access PRB1918749	A metadata update and Glide family changes to Knowledge Graph's Semantic Store	This is a product update.	
Database Persistence - Data Access PRB1918934	No inbound edges are added in getForTables for a custom created graph		
Database Persistence - Data Access PRB1922241	Generate datetime literals in ANSI SQL formatter	Currently, the ISO format is used (YYYY-MM-DDTHH:MM:SS). Ansi SQL wants a space rather than a T (YYYY-MM-DD HH:MM:SS). This becomes relevant because Trino strictly	

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Problem	Short description	Description	Steps to reproduce
		only accepts ANSI format.	
Database Persistence - Data Access PRB1922630	A graph query including a Workflow Data Fabric table isn't routed to Trino		
Database Persistence - Data Access PRB1924034	getForTables on KG Global Graph aren't returning the edges created via a saveEdge API call		
Database Persistence - Data Access PRB1924194	Don't strip a timestamp when converting to an ANSI date format	After the last changes, the TIMESTAMP was lost during the timestamp conversion.	
Database Persistence - Data Access PRB1924601	Ignore date literals when converting ISO timestamps	Currently, JSQlParser converts both DATE and TIMESTAMP into DateTimeLiteral objects. It's necessary to ignore the DATE strings when doing conversions rather than flagging them as incompatible formats.	
Database Persistence - Data Access PRB1926994	Data access for a parent epic in Workflow Data Fabric	This is a product update.	
Database Persistence - Data Access PRB1929610	Cypher with a WDF and physical table isn't working		1. Navigate to an instance. 2. Impersonate a user. 3. Ask the query, 'last bonus and department of Abel Tuter'.
Database Persistence	Tables available in the Unreferenced	Configure an inclusion list for available table names when	Attempt to create a URC rule.

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Problem	Short description	Description	Steps to reproduce
- Data Management PRB1867090	Table Cleaner (URC) rule creation form are unconstrained	creating new URC rule, and create a new glide property 'glide.db.unreferenced_record_cleaner.enabled_tables'.	Expected behavior: Only a subset of tables should be available. Actual behavior: All tables are available.
Database Persistence - Data Management PRB1891527	Workflows aren't properly evaluating conditions to determine if tasks should fire	Filter conditions work differently between Xanadu and Yokohama instances.	
Database Persistence - Data Management PRB1893555	The current implementation of the 'Physical Table Group Populate' job retrieves data only for the 'Day' sample period type, for the past 30 days	This job should also retrieve data for 'Month' and 'Year' sample period types.	1. Log in to the instance. 2. Navigate to sys_trigger.LIST. 3. Search with the 'Physical Table Group Populator' job. 4. Select **Execute now**. Expected behavior: Data us collected for the sample period type 'Year' and 'Month' for the table sys_physical_table_stats. Actual behavior: Data is created only for the sample period type 'Day' .
Database Persistence - Data Management PRB1894152	The Data Management Console doesn't display the rotated tables	The Data Management Console should display the rotated tables to follow the TPC hierarchy. The rotated tables should be clubbed and the child tables' stats should be calculated for the TPC hierarchy.	
Database Persistence - Data Management PRB1903967	Queries timing out interrupts the execution of StatsGatherer	If a long-running query times out during a StatsGatherer run, the execution is interrupted and StatsGatherer doesn't continue to the next table stats collection.	1. Load an instance with rotation / sharded tables. 2. Decrease the sys_quota limit for queries to one second to force the queries to time out quickly. Expected behavior: Queries that time out are logged. StatsGatherer continues with the next table stats collection. Actual behavior: When queries time out, StatsGatherer doesn't continue to the next table stats collection.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Management PRB1904961 KB2328103	DB compaction fails when there's a table with more than the MAX_INT number of rows	A user has a sys_audit table that has almost 8 billion rows. The query that fetches the size of tables parses out the number of rows as integer, which causes this error. There isn't a way to prevent it from reading the results for certain tables: '...worker.2 worker.2 txid=9f2eff89c30a CompactionQualificationJob SEVERE *** ERROR *** Compaction qualification failed java.sql.SQLException: Out of range value for column 'table_rows' : value 7854795901 is not in class java.lang.Integer range...'	1. Insert more than the largest value of a Java integer number of rows into a table. 2. Run the 'DB compaction' job. 3. Check that the job completes.
Database Persistence - Data Scale PRB1860663	An index is created without a size limit for some unbounded fields, which leads to errors while creating an index or adding data	The 'AWS Service Catalog Connector' (x_126749_aws_sc) installation is left with an invalid index in the 'Task' table in RaptorDB. There's an error: 'SEVERE *** ERROR *** Exception executing deferred indexes for class: task...'	
Database Persistence - Data Scale PRB1866261	DB utilization isn't updated if pool throttler isn't enabled		1. Make sure that glide.db.pool.throttler.resource_usage_levels.glide is not specified in any property file and sys_properties. 2. Open stats.do. Observe that the 'DB Resource Usage' percentage for the Glide pool always shows zero.
Database Persistence - Data Scale PRB1878859	The Muninn and Connectors image versions aren't shown	The Muninn version and the Connectors image version from reservation API aren't shown in xmlstats.do?include=database.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Scale PRB1888694	Send 'ClientTags' client info for each query execution	Glide sends information about a query so that Trino can assign the computing resources accordingly.	
Database Persistence - Data Scale PRB1891901	Log catalog names being requested during refresh/ reservation	During a refresh, the catalogs requested can't be identified. When persistence refreshes the data fabric engine, the names of the catalogs being requested should be logged. For example, QE shows a 'Catalog not found' error during query, and there are no catalog initialization errors during reservation, so the user won't know whether the catalog was requested during the reservation.	
Database Persistence - Data Scale PRB1891911	Exclude data fabric-related tables from re-write and routing	Queries against the tables will be _eligible_to be routed to read-replica if dynamic routing is enabled and checkpoints are validated. If the query category is explicitly set and read-replica is within the threshold, the query will be _eligible_ to be routed to read-replica.	
Database Persistence - Data Scale PRB1891912	Use OAuth token and nonce only for queries that need the loopback connector	OAuth access token is only applied for trino queries that need the loopback connector (for example, datafabric table joins with local Glide table). Nonce is only applied for trino queries that need the loopback connector (for example, datafabric	

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Problem	Short description	Description	Steps to reproduce
		table joins with local Glide table).	
Database Persistence - Data Scale PRB1891913	Reduce the number of 'SELECT 1' queries to trino	For any APIs that use DataFabricEngineManager#getValidatedDBI, a 'SELECT 1' query is being executed to get a 'validated' DBI. For example, the DataFabricEngingService#getSchemas API uses DataFabricEngineManager#getValidatedDBI.	
Database Persistence - Data Scale PRB1904021	The oauth token isn't stored per transaction, resulting in increased DB operations	When the user loads a list view, it executes at least two trino queries (count and data). At least two DB operations are related to the token grant. Instead, there should be one insert and one update, and the update should extend the token's expiry.	
Database Persistence - Data Scale PRB1918929	A primary DB pool is initialized before the DB layer has completed all of its prechecks	There was a change introduced which changed the way to resolve table alias. This method is called during Glide init, where its doing prechecks for the DB. However, because of the change, it ends up initializing the primary pool, even before all the DB layer checks are completed.	Start Glide, as it happens with every Glide start up.
Database Persistence - Data Scale PRB1919500	It takes a long time to recognize the 'DB is down' event	This applies to both PG and MariaDB when the primary database is brought down unexpectedly.	
Database Persistence - Data Scale PRB1921155	TableThrottler is broken	TableThrottler is broken due to the removal of lastLag and lastSleepFactor.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Scale PRB1924142	There's a log, 'WARN', based on the property in DBAction#shouldUseGatewayAwareDBI	The logs are flooded unnecessarily.	
Database Persistence - Data Scale PRB1925421	ServiceIdentity records are missing for RaptorDB	All services in the instance topology need to have ServiceIdentity records to turn on some authentication between services.	Zboot any instance. Observe there's no records in ServiceIdentity or ServiceOld tables for RaptorDB, unlike other DB services.
Database Persistence - Data Scale PRB1929305	An acceptable table name for DB isn't used when fetching in-place updatable fields in Glide	There's an error. An example includes: 'com.glide.db.GlideSQLException: FAILED TRYING TO EXECUTE ON CONNECTION glide.2 (connpid=10848): SELECT attname, attoptions FROM pg_attribute WHERE attrelid = 'proposed_change_verification_log'::regclass AND attoptions @> ARRAY['in_place_update=true'] / * node-a, gs:glide.scheduler.worker.burst.0, tx:4ddaf200ff2322109178ffffffffff6e */ Syntax Error or Access Rule Violation detected by database (ERROR: relation 'proposed_change_verification_log' does not exist.'	Use the method DBInPlace UpdateUtils #getEnabledInPlace UpdateFields with a table name that is longer than 30 characters. This results in an exception that indicates the table doesn't exist.
Database Persistence PRB1904837	'Group By' performance is >30 seconds on foreign data connectors		
Database Persistence - WDF PRB1900435	An extra query to trino from worker occurs on the Core UI form opening in Windows	The query coming from schedule.worker is unusual and may cause huge data amounts received in some cases.	**1.** Configure WDF connection. **2.** Map a table. **3.** Open the form view of the table. **4.** Open the Trino UI dashboard (/datafabric_dashboard/ui/index.html).

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Problem	Short description	Description	Steps to reproduce
	Foundation Driver (WDF)		Observe the three calls that are happening; two as a part of the UI transaction, one from schedule.worker.
Database Persistence - WDF PRB1929116	OAuth access token error occurs when data is fetched from a remote table to a physical table	The query tries to access a property from a remote table to physical table. The cypher is throws the error, 'OAuth access token is required for loopback connector type.'	
Data Fabric Table Glide Services PRB1903736	Column mapping page appears blank for some tables while using the local SN connector	This issue occurs only on certain tables.	1. Navigate to **Windows Driver Foundation UI Hub** > **Established Connections ServiceNow local instance**. 2. Search for sn_access_analyzer_request. 3. Select **Create Data fabric table**. 4. Add a label. 5. Select **Continue**. Expected behavior: Column mapping should display. Actual behavior: A blank page is displayed.
Data Fabric Table Glide Services PRB1905781	The connection details page displays an 'invalid JSON parse error'	The connection details page displays an 'invalid JSON parse error' when the glide.ui.i18n_test system property (MSG: translations) is enabled.	1. Navigate to sys_properties.list on a Zurich instance. 2. Locate the glide.ui.i18n_test property and set its value to true. 3. Open an existing, established connection record. Expected behavior: The connection details page should load correctly without any JSON parse errors, regardless of the glide.ui.i18n_test property's setting. Actual behavior: The connection details page displays an 'invalid JSON parse error.'
Data Fabric Table	df_log entries for exceptions sometimes don't have any	There may be exceptions that are thrown in the normal operation	

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Problem	Short description	Description	Steps to reproduce
Glide Services PRB1920491	log category specified and an event isn't fired	of configuring or operating Workflow Data Fabric (WDF) tables and sources and these exceptions are expected to be logged into the 'df_log' table. The WDF error logging framework is designed to translate these types of exceptions to some well-defined log category values. In some cases, this isn't happening. Additionally, when errors are thrown and a log category is known, a sysevent is fired so other components in WDF can react to the problems. This makes it harder for WDF admins to know what the problem is when they are looking at the 'df_log' table and also prevents some actions where they would be able to solve the problem by themselves without support assistance.	
Data Fabric Table Glide Services PRB1923285	Users can't create reference on columns of the type 'Int/ BigInt' from DataBricks	DataBricks integer columns are mapped as 'BIGINT' in Trino and eventually 'Long' in ServiceNow tables. When users try to change one of the column mapping to a reference to another DataBricks DF Table reference key of type 'Long', it throws the error 'Reference column 'c_nationkey' mapped to remote column 'c_nationkey' is using type longint which is not supported for reference columns'.	1. Create a DataBricks Connection and 2 DF tables (Customers and Nations). 2. On a user's table, select 'nation key' columns as a reference. 3. Try to select **Finish**. It throws an error: 'Reference column 'c_nationkey' mapped to remote column 'c_nationkey' is using type longint which is not supported for reference columns'.

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Problem	Short description	Description	Steps to reproduce
Data Visualizations PRB1896818	The X-axis values of the 'Featured Metric' graphs display with seconds instead of numeric values	For all the metrics connectors, the X-axis values of the 'Featured Metric' graphs display with seconds instead of numeric values. This also occurs for ACC-M after an upgrade from Xanadu to Zurich.	**1.** On a Xanadu instance, navigate to the 'Connector Instances List' page. **2.** Select **New**. **3.** Create connector instances of Zabbix metrics, Nagios metrics and Solarwinds metrics with the required details. **4.** Activate the connector instance. **5.** Navigate to 'Metric to CI' and verify that the Metric CI records of the particular source is created. **6.** Navigate to **SOW** > **List** > **CMDB** > **Servers**. **7.** Open the relevant CI and check the featured metrics graph and the values. **8.** Upgrade to the latest Zurich version. **9.** Repeat steps five through seven. Observe that the X-axis values of the 'Featured Metric' graphs display with seconds instead of numeric values.
Declarative Actions PRB1908370	Form layout item UI updates aren't applied at runtime unless it's added to a specific layout		**1.** Create a form action. **2.** Enable the action for all configurable experiences = true. **3.** Open the layout item that has been created. **4.** Update something. **5.** Open a 'Workspace' form. Observe that none of the form layout item changes are applied or appearing. **6.** Add the form layout item to a form layout. Observe that the changes now appear.
Declarative Actions PRB1914488	The ai-sparkle-icon doesn't animate when 'animate icon' is set to 'true'	This issue also occurs when setting it on the **Split** button, Related list actions, field decorator, layout items, and m2m layout items.	**1.** Navigate to a List Declarative Action. **2.** Set the **Icon** field to 'ai-sparkle-fill'. **3.** Notice the **Animate icon** checkbox appearing. **4.** Check the checkbox. **5.** Navigate to a list.

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Problem	Short description	Description	Steps to reproduce
			Notice that the AI sparkle icon is present but doesn't animate.
Developer Sandboxes PRB1921161	Three tabs open after selecting a sandbox in the sandbox list	It looks like there were left over UI Builder generated events in the sandbox management home page macroponent that weren't cleaned. Those extra events should be deleted.	1. Enable sandboxes. 2. Navigate to the sandbox management home page. 3. Create a sandbox if one does not already exist. 4. Wait for the sandbox creation to finish. 5. Select the sandbox name. Notice that three tabs open in the browser.
DevOps (Family) PRB1920798	Updating the sn_devops.table_auto_archive_duration system property doesn't update all archive rules as there are some in other scopes		1. Navigate to sys_properties. 2. Update sn_devops.table_auto_archive_duration to another number (something to test with). Observe that only tables with the DevOps Data Model scope are available for archival.
Discovery PRB1901392	The error suggestions for some codes are insufficient or missing	Related errors: '2025-06-04 01:21:18: Exception occurred while executing operation Cloud REST Query. Custom operation Failed to run script due to the following error: JAVASCRIPT_CODE _FAILURE: com.snc.sw.exception. CommandFailureException: Cloud authorization failed.' 'Check access rights and proper permissions for requested resource...Status: 403 ErrorCode: PERMISSION_DENIED Response: Permission 'resourcemanager .projects.get' denied on resource...'	
Discovery	A pattern step fails intermittently	When running a Discovery schedule, the execution of the	

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Problem	Short description	Description	Steps to reproduce
PRB1909682 KB2411091	due to the 'runCommand' being null	pattern 'Linux Server' sometimes fails on step '1.1 Get system info' where it runs 'uname -a'. The error generated is: 'Exception occurred. . Cannot invoke 'com.snc.sw. commands. RunCommand.exec (com.snc.sw. context. ExecutionContext, boolean, String, com.snc.sw.kb. lang.commands. ExecutionMode, String)' because 'runCommand' is null.' This results in the OS Version attribute on the Linux servers not being populated. The issue is only triggered intermittently and only on a Discovery schedule.	
Discovery PRB1915814	The user can't discover member accounts in SSM	The user can't discover the VMs associated with a member account via SSM. Instead, the user only discovers management account VMs.	1. Add AWS credentials for a management account in the Credentials table. 2. Make sure this account contains member accounts. 3. Run the AWS SSM VM schedule associated with this management. Expected behavior: The user discovers the VMs associated with the member accounts via SSM. Actual behavior: The user only discovers management account VMs.
Document Intelligence Unified Backend PRB1876011	Conversation hangs after a topic is selected	In the syslogs related to DocIntel, scheduled job errors occur.	1. Navigate to the Employee Service Center. 2. Enter the prompt, 'I need to borrow a loaner laptop for work by tomorrow'. Notice that the topic will be selected, and 'Starting 'Loaner Laptop'...' is displayed, but then gets stuck.

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Problem	Short description	Description	Steps to reproduce
Document Intelligence Unified Backend PRB1896682	Create a system property for max page and max field limits for GenAI use cases	Currently, the max page and max field limits are not customizable.	
Document Intelligence Unified Backend PRB1898239	extractData fails to extract text from a CSV file due to an invalid character delimiter issue	Error: 'An unexpected error occurred while processing CSV file: IOException reading next record: java.io.IOException: (line 1) invalid char between encapsulated token and delimiter: java.lang.IllegalStateException: IOException reading next record: java.io.IOException: (line 1) invalid char between encapsulated token and delimiter...'.	
Document Intelligence Unified Backend PRB1902104	Some of the documents aren't processed under GenAI Docintel	Some documents remain in the 'Setup' status and don't get processed. When attempting to create different extraction use cases, the messages 'There no fields defined for this task' or 'The document is being prepared for display' occur, and a recursive business rule is triggered. In some documents cases, the issue resolves upon refreshing the page, but this is not consistent.	1. Open Skill under Now Assist. 2. Navigate to **Platform** > **Document Extraction**. 3. Create a use case with 15 fields. 4. Process the task with documents. Observe that some documents remain in the 'Setup' status and are not being processed, even after an extended period of time.
Document Intelligence Unified Backend PRB1905005	Use the system property max_number_of_task_images for QnA and extraction on Glide to filter documents	This is a product update	
Document Intelligence	Check for the 'Attachment'	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Unified Backend PRB1916124	filter in callPredictionProcess		
Document Intelligence Unified Backend PRB1916127	Add text-only mode	This is a product update.	
Document Intelligence Unified Backend PRB1916128	Extracting user edit fields for text-only mode and classifying as a scanned page for multimodal mode	This is a product update.	
Document Intelligence Unified Backend PRB1916129	Implement functionality in the Glide/ GenAI-App codebases	This is a product update.	
Document Intelligence Unified Backend PRB1916130	Implementation optimizations	This is a product update.	
Document Intelligence Unified Backend PRB1916132	Testing with all 3P models	This is a product update.	
Document Intelligence Unified Backend PRB1916133	PPT document type support for text extraction	This is a product update.	
Document Intelligence	Remove the OCR, PDF Nagini flow for	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Unified Backend PRB1916136	Docintel GenAI use cases		
Document Intelligence Unified Backend PRB1916138	Add Excel/CSV file support for DocIntel GenAI	This is a product update.	
Document Intelligence Unified Backend PRB1919853	Issue with system properties not parsing numbers 0.1 vs 0,1	When an instance is set up with European formatting, such as the decimal being written 0,5 as opposed to the US format of 0.5, the system properties for the threshold values aren't parsed properly, returning an error.	
Document Intelligence Unified Backend PRB1923569	A flow creates duplicate records in IT Asset Management (ITAM) target tables	An extracted table displays 3 rows but the flow ends up creating 6 rows in the ITAM table.	
Dynamic Schema PRB1909876	The **DynamicAttributeStore** field must display and save JSON storage values in form and list views	When loading a record that contains a Dynamic Attribute Store column, the attribute values displayed in the list and form views must be 'Storage values'. By default, these are 'display values'.	
Edge Encryption PRB1915259	Users are unable to attach a 10MB file to a record when logged in with an Edge URL	When logged in with the Edge URL and trying to attach an attachment of 10MB to any of the records in the instance, it keeps loading. But when users load attachments with less than 10MB, it works fine. However, with a normal instance URL, the user is able to attach the larger	

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Problem	Short description	Description	Steps to reproduce
		attachments without any issues.	
Email Interaction for CSM PRB1915830	The inbound action 'Update work order' doesn't get triggered	When receiving mail, the inbound action 'Update work order' doesn't get triggered. The action 'Create an email interaction' gets triggered first, and it has the 'Stop processing' option enabled. As a result, the content of the mail sent from an external user isn't updated in the work order task.	
Email Notifications PRB1912370	A citation source link isn't working in the UI16 view		1. Log in as an admin. 2. Open the sn_customerservice_case list. 3. Open CS0001006. 4. Open an email client in UI16. 5. Use the ERR skill. 6. Select the KB citation link in sources/ using the citation reference number. Observe that the citation source link isn't working. It's not redirecting to the source KB article.
Employee Center PRB1890562	Repetitive subtopics are appear in the Subtopic widget	This issue occurs in the Now Mobile app.	
Employee Experience Framework PRB1918767	Update the Zurich file for Webviews	The window.snmCabrillo .isLoggedIn() method is missing in the SP bundle for now-mobile-webiews, which is trued-up to Zurich. This can be verified using the console on chrome dev tools.	
Employee Taxonomy Framework PRB1894626	Repetitive subtopics display in a subtopic widget		1. Log in as an admin. 2. Configure more than 25 subtopics to any topic. 3. Log in to the Now Mobile app.

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Problem	Short description	Description	Steps to reproduce
			Observe that the subtopics are repetitive.
Employee Taxonomy Framework PRB1909669	Uptake the AI Search EVAM bundle changes for Employee Centre Pro for Web Applications	With this change the following are expected: 1. The image duplication shouldn't be visible for search entries, so no image should be displayed on the left side as thumbnail. 2. Icons would be introduced for category results.	
Event Management PRB1891871	em_events with the Resolution state 'Closing' aren't processed correctly during the CEST clock change window	em_events with the Resolution state set to 'Closing' aren't processed correctly when their timestamp falls during the CEST clock change window. This results in the alert remaining open even though the closing event is received.	
Experimentation Platform PRB1914754	The client captures data from the previous (inactive) experiment instead of the currently active one	The user can complete or cancel an experiment, then activate a new experiment with the same definition ID. However, the framework continues to collect telemetry from the associated usage metrics with the context of the inactive experiment. As a result, stale data is recorded and the exp_variant bucket in the sample map reflects the inactive experiment's variant value. Instead, the client should reflect the latest active experiment linked to a definition, and it should record variant data accordingly after downloading the latest configuration.	

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Problem	Short description	Description	Steps to reproduce
Experimentation Platform PRB1921476	Notification for new experiments don't appear	Once experiments are downloaded to the instance, they begin executing without Admin awareness.	
Flow Engine PRB1855808	Callback is not invoked due to null pointer in FlowCallBack Executor	When an evaluation run from skill kit app is triggered, an attached error log occurred for a particular flow completion, and the run was not marked as complete.	Trigger an evaluation run from skill kit with many data set records. Notice that an attached error log occurs in the instance.
Flow Engine PRB1893452	AI Agent context isn't properly configured for quick flows		Update FlowUserAgentContextIT.java to accurately count the audit. Expected behavior: Quick flow tests in FlowUserAgentContextIT pass. Actual behavior: Quick flow tests in FlowUserAgentContextIT are failing.
Flow Engine PRB1903013 KB2218721	A flow execution step that calls a Now Assist skill kit is failing because it's sending back 'null' as the response from the skill kit	Now Assist's skill kit that calls flows using dynamic input fails to convert in the expected format in Flow Designer if special characters, like a carriage return, are part of the input.	Refer to the listed KB article for details.
Flow Engine PRB1903784	process_flow.engine related zboot errors in the database dump logs	Errors in the database dump logs from Now Assist.	
Flow Engine PRB1905152	The 'Make a decision' flow with invalid reference records in a 'Decision' table fails to execute	When a decision logic flow has no branches (empty flowBlock), it attempts to create a JumpInstruction with empty targets. During execution, this causes a runtime error in the CursorUpdater when it tries to split the cursor.	
Flow Engine	Add a script for GenAI app BUs to create	A script utility was removed from the Flow AI Access Control effort that would create the	

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Problem	Short description	Description	Steps to reproduce
PRB1910437	flow and action ACLs	flow or flow_action access control rule. That utility has been readded.	
Flow Engine PRB1916146	Callbacks invoked on the FD API in Async Quick and from an AI agent shouldn't run as 'system'	This is a product update.	
Flow Generation (Family) PRB1877814	The short description isn't produced when users create a flow with Now Assist		1. Open an instance. 2. Impersonate a GenAI user with NAC. 3. Navigate to Workflow Studio. 4. Select **New** > **Flow**. 5. Select the 'Build with Now Assist' tab. 6. Create a flow using the prompt 'Create a flow that is triggered everyday at 4 am and that creates an incident with a short description set to URGENT.' 7. Navigate to the builder page. Observe that the short description is not set to 'URGENT.'
Flow Generation (Family) PRB1915407	The Now Assist flow builder bypasses system rules	It's not possible for the user to create a manual flow with a trigger on the 'sys_update_set' table. This is because of the system property 'glide.ui.permitted_table.' However, the user can use the Now Assist flower builder to automate the creation of the flow without any challenges.	1. Navigate to the Flow Designer. 2. Create a flow. 3. Use the Now Assist flow builder to generate a flow in which the trigger is the update of a record on the sys_update_set table and the state changes to complete. Observe that the AI generates the flow trigger on a table that should not be available.
Flows (Family Channel) PRB1850039	Code-related text is appearing in the natural language summary for the 'Look up records' action		1. Navigate to Workflow Studio with the latest changes. 2. Navigate to **Create flow** > **Build with Now Assist**. 3. Use the prompt, 'Find all the logged issues yesterday, also if you find any

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Problem	Short description	Description	Steps to reproduce
			#Problem, report the same to manager through email'. 4. Verify 'Look up records' while the response is being generated. Notice there is a text present saying, 'logged_ON_Yesterday@javascript::gs:beginning....'.
Flows (Family Channel) PRB1871518	In the Natural language view, the table's internal name shows up for 'Create Task' (table problem_task)	'Create Task' is displayed as 'Create problem_task Task'.	1. Create a flow with Now Assist. 2. Use the prompt, 'Create a flow that runs every day at midnight, and then find all the newly created problem records for the past day'. 3. Iterate over them. a. If they are not assigned, assign the problem to the level 1 triage group. i. Move the state to 'triaged'. ii. Send a notification to the group. b. If they are assigned, assign multiple records to the level 2 triage group. i. Create a task for each record. ii. Wait for the task to be assigned. iii. Ask for approval from the manager of the task assignee once the task is assigned. Notice that the flow is created in preview, and 'Create Task' is displayed as 'Create problem_task Task'.
Flows (Family Channel) PRB1898848	Duplicate entries of the same flow are populated in the flow versions table when flow generation stops	A flow history entry should be created when the flow is created using AI.	1. Impersonate any user with Flow Designer and Now Assist creator. 2. Navigate to the **Workflow studio**. 3. Select **New Flow/Subflow**. 4. Use any try example. 5. Select **Generate Preview**. 6. Select **Stop generation** after one or two components are populated while the flow is being generated. 7. Select **Save and edit**. 8. Navigate to **sys_hub_flow_version** once the user is in **Flow Designer** button.

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Problem	Short description	Description	Steps to reproduce
			Notice that there are two records with identical flow sysId names; one record with the 'Updated' as the flow type value, which is meant for base instance flows. There should be only one record with the 'Generated' value for the respective column.
Flows (Family Channel) PRB1902025	The subflows are partially generated for the first two example prompts for the subflow	The populate subflow inputs and outputs fail with a code 500.	**1.** Create a subflow using the first and second try example. **2.** Use the following prompts: **a.** 'Create a subflow to create a Flow launcher job using the given job configuration sys id and workload generator parameters. If the job sys id is not empty, assign it as the job exec id subflow output. Start the flow launcher for the created job sys id and assign subflow outputs.' **b.** 'Create a subflow that logs the name of the problem input, and then check if the last updated by person is the same as the assigned to. Output the result from the subflow output.' Observe that the skeleton is generated, but the first call for the populate subflow inputs and outputs fails.
Flows (Family Channel) PRB1918469	There's error checking availability for a flow recommendations skill		
Flows (Family Channel) PRB1921327	LLM one-extend secure changes	This is a product update.	
Flows (Family Channel) PRB1921403	Tools (actions/ subflow) do not honor ACLs/ Roles if the Agent ACL is successfully validated	When a tool inside AI agent is executed with certain roles and its internal_name does not match the display name, it does not honor the ACL/	**1.** Create an Agent. **2.** Add a tool, such as an action with an internal_name that is different the display name.

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Problem	Short description	Description	Steps to reproduce
		role and proceeds with execution.	**3.** Create an ACL for that tool with an internal_name and a dedicated role. **4.** Execute the agent for a user who does not have the required role. Notice that the tool works even though it shouldn't.
Flows (Family Channel) PRB1922279	Glide changes for Text2flow	This is a product update.	
Flows (Family Channel) PRB1922818	Customer Service Spoke flows are missing an internal name	Most of the Customer Service Spoke flows don't have internal names.	
Flows (Family Channel) PRB1923788	Activating plugin and corrupted flow plugin converts to a corrupted flow when added to a flow		**1.** Navigate to WorkFlow Studio. **2.** Create a new Flow/Subflow. **3.** Add the Activate Plugin and/or Rollback Plugin subflows. Expected behavior: Subflows are added successfully to the flow. Actual behavior: Subflows convert to a Corrupted Flow when added.
Form Controller PRB1905183	Add support for RELATED_LIST_FECTCH_COMPLETED event from Form	The 'Related records' tab assumes that data is available and begins internal page processing while data is still being fetched, resulting in erroneous behavior.	**1.** On a Zurich instance, open SOW in UI Builder and navigate to the SRP record page. **2.** Set 'Skiprelated list evaluation' to true in Form controller and make the appropriate changes to the client scripts. **3.** On Runtime of SOW, open any INC record. **4.** In the INC overview tab Impact section, select any Affected CI or Impacted Service card to bring up the **View All** button at the bottom of the section. **5.** Select **View all** **6.** Let focus shift to the Related Records tab.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The tab selected on related records should be the list from where the **View All** button was selected on INC overview tab. Actual behavior: The tab selected on related records is the first list.
Form Templates PRB1909599 KB2479828	Templates are not updated	The Additional comments section is not filled in even though the Work Notes are filled in. The use of special characters for 'greater than' or 'less than' in the template code, specifically in the resolution notes section, causes the template code to break and the resolution notes to not be displayed.	Refer to the listed KB article for details.
Glide Server APIs PRB1921133	Users can't query guest voice agents due to a lack of impersonation ability in a scoped app	The AI Voice agent application makes a call to a platform API to retrieve guest or public voice agents. These are agents that return basic public data such as company hours, location, etc. These agents have an ACL for a guest user. However, the integration user can't impersonate a guest since the app isn't in a global scope.	Call into the voice agent app. Notice in the orchestrator that the public agents aren't queried correctly.
Health and Safety Core PRB1924486	There's an I10n warning against retrue-up		
Health and Safety Incident Management PRB1916809	The Injury illness 'Create' page is blank	This issue was observed in Zurich, but works in previous families.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2324070			
Health and Safety Risk Management PRB1918530	The search function under Hazards in Health and Safety advanced in the Employee Service Center (ESC) is not working	This issue occurs for Health and Safety versions v10 and v11.	**1.** Navigate to ESC. **2.** Create Health and Safety advanced. **3.** Select **Hazards**. **4.** Input a Hazard name under the search bar. Expected behavior: The search function should work as expected under 'Hazards'. Actual behavior: A server error appears.
Health and Safety Risk Management PRB1921969	Under the Health and Safety Inspection survey result, the question order is incorrectly displayed in the NowAgent app	The question order should be displayed the same as the original survey.	
Help Center PRB1929400	Support dynamic guidance in help center	This is a product update.	
HR Service Delivery PRB1895321	RCAs are generated when triggering the **Generate Plan** button	The issue is applicable from both the platform and HR Agent Workspace.	**1.** Provision an instance with the following plugins installed: sn_hr_core, sn_hr_gen_ai - 11.0.0, sn_generative_ai - 11.1.0, sn_genai_platform - 9.1.0, sn_skill_builder - 6.0.0-snapshot, sn_nowassist_admin - 6.2.6, sn_aia - 5.1.4 , and sn_hr_ai_agents - 4.0.1-snapshot. **2.** Enable AI search. **3.** Move the HR case to a 'Ready' state. **4.** Verify that the **Generate Plan** button is available. **5.** Select the **Generate Plan** button. Expected behavior: RCAs shouldn't be created and the plan should get generated immediately without RCAs.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: RCAs are generated for all the HR services.
Instance Data Replication (IDR) PRB1915169	A seeding topic doesn't disappear post-seeding despite not existing in the topic inspector		
Integration Hub PRB1901076	Generative AI Controller (GAIC) fails to handle some streaming responses due to an unexpected format	Not all streaming responses are being returned by GAIC. Upon investigation, the issue was traced to a class in the flow processing code. This component currently supports only SSE or JSON data formats. However, some responses are returned in a different format, which causes the consumer to error out.	
Integration Hub PRB1922262	GEMINI tools break handleStream Message	Users see this issue when using GEMINI with the build agent and asking it to write code that contains an '||' OR operator. Users see this error in the logs: 'Exception in GoogleGeminiResponseHandler while reading content from data chunk: Unterminated string at character 620 of...'	
Integration Hub PRB1925160	Move WS Security signing capability to MID in SOAP step	This is a product update.	
Investigation Framework PRB1909548	The change request 'Checking conflicts' screen loads indefinitely in remedial	The 'Checking for conflicts' message appears indefinitely even though the remedial action is successful in the backend.	1. Set up an investigation tab via ACCF/ MECM. 2. Select any service or process to restart or end from the investigation tab.

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Problem	Short description	Description	Steps to reproduce
	actions playbook		Observe that the playbook is loaded in the contextual side panel. 3. Enter change details such as short description, assignment group, and assigned to. 4. Select **Schedule**. Observe that the 'Checking for conflicts' message appears indefinitely.
Key Management Framework (KMF) for Platform Encryption PRB1916372	A module key rekey job fails for asymmetric keys		1. Navigate to the Crypto module. 2. Open glide_usage_analytics_token_signing. 3. Ensure that the key pair is generated in both instances with the same key alias. 4. Perform a clone. Expected behavior: Users should be able to rekey and deactivate the asymmetric key pair and associated cert if it exists on the sys_certificate table of the source instance Actual behavior: The module key rekey job fails for asymmetric keys.
Key Management Framework (KMF) PRB1927390	An API to get a Public Key associated to the Private Key used for JWT token signing	This is a product update.	
Knowledge Management PRB1913382	The 'Close' tooltip is hard-coded and untranslated	The 'Close' tool tip is translated on the GenAI Modal popup, however it remains hardcoded in Task Selector, Language Popup, and in the Drafting article dialog.	Scenario 1: 1. Create an article from Incident or Case using Agent Flow from UI16. 2. Select **Create Knowledge**. 3. Wait for the popup to display. 4. Notice that the 'Close' tool tip is now translated. 5. Select **Continue**. 6. Wait for the language popup to display. 7. Hover over the cross icon.

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Problem	Short description	Description	Steps to reproduce
			8. Check the untranslated tool tip. 9. Select **Continue**. 10. Hover over the cross icon on the drafting icon popup. Scenario 2: 1. Create an Article from Author flow from UI16. 2. Wait for the popup to display. 3. Notice that the 'Close' tool tip is now translated. 4. Select **Continue**. 5. Wait for the 'Task' selection to display. 6. Hover over the cross icon. 7. Check the untranslated tool tip. 8. Select **Continue**. 9. Wait for the language popup to display. 10. Hover over the cross icon. 11. Check the untranslated tool tip. 12. Select **Continue**. 13. Hover over the cross icon on drafting icon pop-up.
List Administration PRB1888913	The Query field (filter) is reset due to modifications of the state from the list, and the URL on the browser address bar is set incorrectly		1. Side load UXR changes. 2. Open a base instance list. 3. Open console. 4. Execute the line. 5. Navigate to a URL with a custom filter.
List Administration PRB1911482	Unable to apply 'Nest by' for an external user for a hierarchical list	There are some plugin and Store app dependencies associated with this issue.	1. Log in as an admin user. 2. Navigate to a page. 3. Configure the Portal Advanced List widget. 4. Open the instance option for the widget. 5. Apply the following instance options:

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Problem	Short description	Description	Steps to reproduce
			a. Table: sn_install_base_sold_product **b.** Filter: parent_sold_productISEMPTY **c.** Nest by: Parent Sold Product **6.** Check the Hierarchical for sold product record as an admin user. **7.** Impersonate a user. **8.** Check the widget data. Expected behavior: The record's hierarchical list is shown. Actual behavior: The record's data is shown as a flat list.
List Administration PRB1914557	Changes to filtered lists aren't saved	When the user edits a filtered list, the changes aren't saved temporarily and can't be accessed later from the 'Unified Nav.'	**1.** Create a filtered list and make changes to it. **2.** Navigate away from the filtered list. **3.** Returned to the 'Unified Nav' and accesses the filtered list. Observe that the list is no longer filtered in the same way.
List Administration PRB1915162	List column values have different font sizes in NS-Sonic-Workspace	This slows down users as they have to zoom in on forms. There's difficulty reading, especially in the 'list' view.	
List Controller PRB1907127	Some related list DA model fields are not available in related list controller	Related list model fields should have their values populated, but they don't.	**1.** Open **UI Builder** > **Lists Demo** > **Record list** bundle page. **2.** Configure the list controller as the following: **a.** Type: Related **b.** Table: CIs affected (task_ci) **c.** Related list parent table: Incident **3.** Open the page and inspect the action bar component, now-record-common-uiactionbar. **4.** In the console, type $0.daModel. Expected behavior: isParentNewRecord and isParentReadOnly are populated with boolean values.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: isParentNewRecord and isParentReadOnly are null.
List Filters PRB1911228	Assignment group in the list filter not populating correctly	When applying a filter on a list, not all the groups are showing up in the filter condition in the assignment groups.	
Metric Intelligence (Family) PRB1921270	Ignite does not support IPv6	Fixing the implementation to support IPv6.	
MID Server PRB1916650 KB2421892	Patterns on agent commands are randomly failing with allowlist errors	Collecting MSSQL DB details using ACC discovery fails to fetch DB details with an error message. The exception occurred when executing a command on Agent. The error occurs when processing the adhoc check request: 'command failed due to allow list exclusion: check command denied by the agent allow list. Context: Asset allow list empty, using agent config file allow list.'	
Mobile Platform PRB1904246	External content should be supported in standard search results	The user can't see the icon or select the URL without adding an admin.	
Mobile Platform PRB1909655	External content in standard search results should be supported	The full URL is truncated.	**1.** Log in to latest iOS/Android requestor 20.2 app. **2.** Search the home for a question. **3.** Check SharePoint search results. Expected behavior: It should redirect the user to a valid URL. Actual behavior: External content in standard search results redirects the user to an invalid URL.

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Problem	Short description	Description	Steps to reproduce
Mobile Platform PRB1916140	Mobile Now Assist skill kit in product support	This is a product update.	
Mobile Platform PRB1916141	Attachment and external content for standard search results	This is a product update.	
Mobile Platform PRB1916148	Mobile NASS entry point update	This is a product update.	
Mobile Platform PRB1919819	An error occurs when returning standard search results that don't have attachments associated with them	This problem occurs with iOS and Android requestor 20.2.	1. Log in as an admin user. 2. Search for standard search results that don't have attachments associated with them (for example, iPhone). Expected behavior: Standard search results should return. Actual behavior: Error returning standard search results that do not have attachments associated with them.
Model Context Protocol Server PRB1923168	Add the 'MCP' scope to glide.services. rest.allowed_ services to allow the MCP Store app to use sys_service	glide.services. rest.allowed_ services is a static list of scopes that can use the sys_service using ServiceRESTMessage. 'sn_mcp_server=mcp-server' should be added to this list. This allows the scope sn_mcp_server to access the sys_service record mcp-server.	From a Store app, call var rm = new sn_internal_services.ServiceRESTMessage('mcp-server') and use rm to call the mcp-server exposed REST APIs. Excepted behavior: Users are able to call MCP server APIs. Actual behavior: Users are unable to call MCP server APIs.
Next Experience Unified Navigation PRB1926908	Both the polaris_header_logo theme asset and the coreUILogo image can be requested in a direct load due to a race condition	When getLogoSource is called initially for sn-polaris-header.view.js, the CoreUILogoSrc isn't defined. As a result, it falls back to get the logo from the theme asset. Later on, when the CoreUILogoSrc is defined, the request	1. Log in to an HR instance. 2. Navigate to a record page or homepage. 3. Notice the following requests: a. theme asset: 0850a525073220105fca5d1aead30038.assetx b. coreUILogo image: ccbd67c4408f4110f8775ad9518199da.iix

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Problem	Short description	Description	Steps to reproduce
		for loading the corresponding image is sent.	When Next Experience is turned on, only the 2nd image should be requested.
Next Experience Unified Navigation PRB1930430	An additional graphql request from nowAssistUtility has been observed to result in a 300ms slowdown during direct load scenarios	This occurs even when the plugin is not turned on.	
Next Experience User Menu PRB1904194	Filter users of type AI Agents from the 'Impersonate user' list	Disable users from impersonating any user of the identity_type 'ai_agents'.	
Next Experience User Menu PRB1926920 KB2442915	On instances with AI Agents, some users can't be found on the impersonation list	Currently, users with the 'Identity type' field set to 'AI Agent' are filtered out, but they must also be filtered by 'is empty'.	Refer to the listed KB article for details.
Notify PRB1893788	The com.snc.notify plugin takes a long time during the Zurich upgrade	During the Yokohama to Zurich upgrade, the com.snc.notify plugin takes a long time (around 31 minutes).	
Now Assist Panel PRB1909094	The **Show more** button isn't visible on NASS for Safari browsers	When using the Now Assist Panel (NAP), Now Assist for Virtual Agent (NAVA), or Now Assist for Request (NASS) on Safari, the **Show more** button isn't visible after truncation, so the user is unable to see the full message. This prevents users from accessing the complete content of responses.	

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1912777	Citations are not displayed in the Now Assist Panel (NAP)	Observe that the citations are not generated after the plan generation.	**1.** Navigate to an instance. **2.** Navigate to sn_aia_property table. **3.** Create a record with the following details: **a.** Name: show_citation **b.** Value: true **c.** Target table: sn_aia_usecase or sn_aia_agent **d.** Target record: Demo Steps for Incident Resolution or Demo Next Best Action Agent **4.** Execute the use case or the agent in NAP. Expected behavior: Citations should be displayed in NAP. Actual behavior: Citations are not displayed in NAP.
Now Assist Panel PRB1913113	External links on fullfiller Now Assist Panel (NAP) lead to 'No records found'		**1.** Open NAP as user that owns a STRY. **2.** Enter 'what are the seven wonders of the world'. **3.** Open links for Sharepoint under 'Sources'. Expected behavior: The link should redirect to a new tab to log in to Sharepoint. Actual behavior: The links redirect to 'No records found'.
Now Assist Panel PRB1914236	Some channels aren't supported on enhanced chat	These controls aren't supported on all channels: Dynamic Choice, and Script Output.	**1.** Configure enhanced chat in **All** > **Conversational Interfaces** > **Assistants**. **2.** Enable data visualization generation skill in **Now Assist Admin** > **Platform**. **3.** Open Now Assist Portal. **4.** Select **Create a data visualization**. Expected behavior: Message asking for utterance appears. Actual behavior: Channel not supported appears.

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1914534	Other components should be able to request AIEL to execute a skill		
Now Assist Panel PRB1916147	AI engagement layer initiative	This is a product update.	
Now Assist Panel PRB1929041	SKILL_EXECUTION_STARTED passes aiaExecutionPlanId as empty in its payload		1. Navigate to an instance. 2. Select the sparkling icon to trigger AIEX. 3. Keep the debugger at the SKILL_EXECUTION_STARTED' action handler. 4. Trigger the 'Canvas flow' usecase. 5. Observe that SKILL_EXECUTION_STARTED is passing 'aiaExecutionPlanId' as an empty value. Expected behavior: The aiaExecutionPlanId payload value should have execution planId of execution. Actual behavior: The aiaExecutionPlanId value is empty.
Now Assist Panel UX for Agents PRB1912755	Missing inline editing modal for existing ACLs for agentic workflows and agents		1. Open any workflow or agent with an existing ACL from studio. 2. Select **Role** pills in the 'Roles' column of the ACL listed in the 'Define who can access this agentic workflow' section. 3. Edit roles in the appearing modal. 4. Select **Save**. Expected behavior: The modal should appear, and roles can be updated and saved. Actual behavior: No editing modal appears.

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel UX for Agents PRB1913515	'Run As Triggers' at Agent level isn't initiating a conversation in sys_cs_conversation table		1. Install AIA 5.1.SNAPSHOT to IT Ticket Status Agent. 2. Add 'Run As' for any AI user with 'Admin' as a role. 3. Configure triggers on incident table with Run AS AI User. 4. Update the incident to initiate a trigger/conversation. Notice that 'Trigger Conversation' is not getting initiated.
Now Assist Panel UX for Agents PRB1919812	Uptake the security role masking changes on Virtual Agent	This is a product update.	
Now Assist Panel UX for Agents PRB1919813	Changes to accommodate new AIEL and Now Assist Panel configurations	This is a product update.	
Now Assist Panel UX for Agents PRB1919814	Changes to accommodate new AIEL and Now Assist Panel configurations	This is a product update.	
Now Assist Panel UX for Agents PRB1919815	Backend changes to align with sunsetted Now Assist Panel chat component and device type	This is a product update.	
Now Assist Panel UX for Agents PRB1919816	Capture invocation start to sn_aia_execution_plan to determine if it ran from playground,	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	trigger, or chat discovery		
OAuth PRB1903564	Unable to save JWT verifier map for CTT		1. Impersonate an oauthadmin user. 2. Navigate to **Inbound Integrations**. 3. Create new record for the JWT bearer grant. 4. Fill in the mandatory fields. 5. **Save** the record. 6. Reopen the record created. 7. Add the JWT verifier map with all the fields filled in. 8. Select **Save**. Observe that a success message shows that it saved, but the field was not updated.
OAuth PRB1927389	Support JWT Token format for OAuth access tokens	This is a product update.	
On-Call Scheduling PRB1915941	Channels aren't shown in the escalation tracking modal	If the user gives more than ten numbers in custom escalation, the channels aren't shown in the escalation tracking modal.	1. Log in as an admin user. 2. Create a shift. 3. Navigate to cmn_rota. 4. Select **Shift**. 5. Select **Edit escalation and contact Pre**. 6. Add more than twelve users in step one. 7. Add one user and one group. 8. Add 'Contact Pre' as Email, Teams, and Mobile Plus. 9. Create a trigger rule for the subflow with 'On-Call: Assign by Acknowledgement.' 10. Create an incident. Observe that the channels aren't shown in the escalation tracking modal.
On-Call Scheduling PRB1917069	The property 'com.snc.notify.use_subflow_for_conference_escalation' set to		

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Problem	Short description	Description	Steps to reproduce
	true upon upgrading an instance when the user first installs notify and then upgrades		
On-Call Scheduling PRB1922005	Even after rejection, a voice call sends another reminder only with a voice device		1. Log in as an admin. 2. Create a shift. 3. In a custom escalation, add the user and device in step 1 and the user and device in step 2. 4. Add a contact pref as 'Email'. 5. Create a trigger rule with on-call: assign by ack for workflow. 6. Create an incident. 7. Press 2 in call. It's also sending the second reminder.
On-Call Scheduling PRB1925331	In a custom escalation when a user rejects, the notifications for the next attempt for other users aren't waiting for the defined remainder time		1. Log in as an admin. 2. Create a custom escalation with more than one user at step 1 or either user + device. 3. Reject via any one user by any channel. Issue 1: The other users are getting notifications for the next attempt and aren't waiting for the defined remainder time. Issue 2: The timer next to attempts in the tracking model is showing lesser time than the time defined when rejected in the previous step.
OneExtend PRB1920363	checkLLMModelAvailability returns false when the user's preference language isn't English	Inside checkLLMModelAvailability compares 'gr.getDisplayValue('available') == 'true'', but gr.getDisplayValue('available') would return a translated word of 'true'.	1. Call 'checkLLMModelAvailability' in English and see if the result is true. 2. Switch to a different language. 3. Call 'checkLLMModelAvailability' again and see if the result is false.
OneExtend PRB1920515	LLM usage domain separation application		1. Install the latest OneExtend app. 2. Add the domain separation plugin.

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Problem	Short description	Description	Steps to reproduce
	properties aren't installed by default		**3.** Verify the sys_application_property table. **4.** Look for domain.llm. usage.entitled. Notice that the property is missing, even though it's part of the repository.
OneExtend PRB1920527	Elaborate or shortened responses load on form skills when the ACL is set to Now Assist Context Menu (NACM) skills	This issue was found in Washington DC. Responses that have been elaborated or shortened appear even though they are restricted to a particular role in the NACM ACL table. The NACM skill in the skill configuration table also becomes 'inactive' by default.	**1.** Log in to a Washington DC instance. **2.** Ensure Gen AI is setup. **3.** Activate the Resolution Notes generation skill. **4.** Navigate to the ACL table. **5.** Add a role to the NACM ACL, such as workspace_admin. **6.** Impersonate an ITIL user. **7.** Select the text on close_notes. **8.** Elaborate or shorten the text on close_notes. Observe that elaborate and shortened responses are loading even when it's restricted to only the workspace_admin role, and the NACM skill in the skill configuration table is 'inactive' by default.
OneExtend PRB1923466	Search isn't working on the latest znowassiststable	There's exceptions: '#35877 [SEARCH API] OrchestratorScriptUtil: Exception thrown when invoking sn_ais_assist.Conversation OrchestratorUtil script: org.mozilla.javascript .JavaScriptException: java.lang.NullPointer Exception...'	**1.** Set up an instance with latest znowassiststable and store apps. **2.** Search with any utterance on both NAP and NAVA.
OneExtend PRB1923618	Heap OutOfMemory error and node restart in an ITSM use case for Agentic AI Benchmark	This issue may be caused by the Agentic AI workload transaction allocating heap memory of over 1G.	**1.** Run ITSM Benchmark. **2.** Test the load with 500 users on Now Assist and 150 users on the Agentic AI workload.
OneExtend PRB1923685	When executing a couple of Zoom Agents, an	The same issue is observed for the 'Create Meeting' Agent.	**1.** Log in to an instance. **2.** Navigate to Virtual Agent UI.

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Problem	Short description	Description	Steps to reproduce
	IllegalAccess error is thrown		**3.** Provide the prompt, 'Please create a user [user's name] having an email ID as [user email address]. The user should be a basic user only.' Expected behavior: A user should be created in Zoom. Actual behavior: The message appears, '{'message':'Invalid inputs for tools execution: JavaException: java.lang.SecurityException: Illegal access to package_private script include function AIAFdihDataTypeConstants: caller not in scope sn_aia'}'.
OneExtend PRB1923978	Metrics aren't observed and FSD isn't executed for ASYNC mode	Detector metrics aren't created in the sys_generative_ai_metric_list table. Also, FSD capabilities aren't executed and don't present in GenAI logs.	
OneExtend PRB1924111	Incident Summarization keeps spinning indefinitely when Regex is detected	An error message should be displayed instead.	**1.** Open an instance with the latest znowassiststable and GAIC 11.1.1-SNAPSHOT. **2.** Navigate to **Now Assist Settings** > **Guardian** > **Prompt Injection=Block and Log**. **3.** Add the sys_prop com. glide.one_ extend.security _detector.enabled =true. **4.** Add a record in sys_gen_ai_ detector_text _pattern with Type=Full Text match or Regex. **5.** Open an incident. **6.** Modify the content to trigger the regex in step 4. **7.** Summarize the incident. Notice that Incident Summarization keeps spinning indefinitely when Regex is detected.
OneExtend PRB1925075	Flow Designer retries aren't working with async non-quick mode	The OneExtend API returns an error without doing the retries.	

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Problem	Short description	Description	Steps to reproduce
	capability executions		
OneExtend PRB1926131	Unable to store long-term memory, skill 'LTM Identify memories (Azure OpenAI C)' / AIA Identify Episodic Memories throws an error in the log		
OneExtend PRB1927150	User gets a script error for an execution request	The script execution error: 'Script Identifier: null.null.script, Error Description: java.lang.NullPointerException: Cannot invoke 'String.equalsIgnoreCase (String)' because the return value of 'com.glide.one _extend.resource. dto.v2.MultiCapability ExecutionRequestDto .getMode()' is null, Script ES Level: 0...'	
OneExtend PRB1928470	Abnormal GAIC async submission duration	When the user calls certain code with an async request, the response time should be around 0-200 milliseconds. However, the response time can be as high as five seconds because the Builder Entity cache frequently gets reclaimed.	1. Enable logging sn_ais_assist. AISearchNA4S GeniusResultLogger .level=INFO. 2. Run NAVA QnA flow. 3. Look at the splunk log pattern 'AISearchNA4S GeniusResultLogger response received! duration'. Observe that the submission time can reach two to five seconds.
OneExtend PRB1929432	Improved accuracy of security detectors by leveraging attributes exclusion list	This is a product update.	
OneExtend	OrchestratorUtil errors out during a	Observe errors: '#3796 [SEARCH API] OrchestratorScriptUtil:	

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Problem	Short description	Description	Steps to reproduce
PRB1932671	platform upgrade	Exception thrown when invoking sn_ais_assist.ConversationOrchestratorUtil script: org.mozilla.javascript.JavaScriptException: java.lang.NullPointerException: Cannot invoke...'	
Oracle Reconciliation PRB1876511	An install shouldn't be deleted if there are applications pointing to it		
Platform Analytics Dashboard API PRB1893690	External users are unable to generate the bar and pie charts on any columns of a table for the first time	This issue occurs only for the first time the user attempts to generate bar and pie chats.	1. Provision a new TD instance on the latest master. 2. Log in as an admin. 3. Install the OCS plugin. 4. Log in as an external agent. 5. Select **All** on the cases. 6. Select the context on any column, such as 'contact'. 7. Select **Bar chart** or **Pie chart**. Expected behavior: The user should be able to generate bar and pie charts. Actual behavior: The page keeps loading continuously.
Platform Analytics Dashboard API PRB1920884	CIO Dashboard duplication is resulting in failure by the users 'sn_ciodashboard.ciodashboard_admin' and 'sn_ciodashboard.ciodashboard_user'	Users get the following error in the logs: 'DASHBOARD_API: Duplicate API - Widget Collision WidgetCollisionException Collision Widget name: Widget....'	1. Install the CIO app for the instance. 2. Log in to the instance with either of these roles: sn_ciodashboard.ciodashboard_admin or sn_ciodashboard.ciodashboard_user. 3. Try duplicating the dashboard. Observe that it is duplicating the dashboard error, but the dashboard is created in the backend with an incorrect UI.
Platform Analytics Dashboard API	The 'grouping' feature isn't turned on for all dashboards	The par.dashboard.widget.group.enabled.dashboards.list property should be updated to call CxO	Open any CxO dashboard other than the CIO dashboard.

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Problem	Short description	Description	Steps to reproduce
PRB1923076		dashboard sysIDs, so that grouping is turned on for all CxO dashboards.	The grouping feature isn't turned on by default for all dashboards.
Platform Analytics Dashboard API PRB1923080	A new dashboard category, C-suite, isn't available in the platform		Open the analytics_category table in an instance. Observe that there's no C-suite category present.
Playbook Experience PRB1908664	Issues on Incident playbook on Zurich version	Records are replaced.	1. Log in as OHS Manager and create a new incident on Health and Safety workspace. 2. Navigate to 'People Involved' tab. 3. Add a new record under 'People Involved' and select **Save**. 4. Select another record under 'People Involved' and select **Save**. Observe that the section under 'Add persons involved' does not get refreshed after saving until the page is refreshed. Upon adding another person under 'People Involved' and saving, the first record gets replaced instead of adding a new person.
Playbook Experience PRB1916406	When a non-PO invoice is converted to a PO invoice, the PO confirmation pop-up is not closed and the user is stuck		1. From the top menu, select **Workspace** > **Source to pay workspace** > **Invoices** > **All invoices** > **New**. 2. Select. 3. Select PO invoice from the Type drop-down list in the invoice form. 4. Fill in all mandatory details and save. 5. Select the **View Invoice Processing case** button. 6. From the playbook tab, change the purchase order to something else. 7. Scroll down and select **Continue**. Notice that a warning modal opens but none of the buttons work, including the default cross button.

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Playbook Experience PRB1920761	The default value of inputForm ControllerFieldItem and inputForm ControllerSections is an '[]'	Activity UIs that are making a copy of the default and removing the form bundle get an '[]' and it breaks the runtime of the computeFormProperties behavior. This makes DAs not load and other issues could appear.	1. Open the Playbook Activity UI Controller. 2. Navigate to the properties for inputFormControllerFieldItem and inputFormControllerSections. Expected behavior: Both's defaultValue should be '[]' or an empty string. Actual behavior: Both are set to the string of '[]'.
Playbooks (Family Channel) PRB1916240	Duplicating playbook with permissions referencing an activity does not copy over properly		1. Create a playbook. 2. Add a stage and create new record (incident table). 3. Fill out a trigger and parent record. 4. In the playbook permissions tab, reference the activity created. 5. Duplicate the playbook. Observe that the pill errors out.
Playbooks (Family Channel) PRB1917556 KB2461528	The user observes a 'No Playbook stages available' error in the Playbook tab	When creating an HR Lifecycle Events case with the Center of Excellence (COE): HR Lifecycle Events Case, and then moving the case to 'Ready' state, the Playbook tab displays 'No Playbook stages available' instead of showing the expected playbook cards in their respective lanes.	1. Navigate to HR agent workspace. 2. Create an LE case with COE: HR Lifecycle Events Case, HR service: New Hire Onboarding. 3. Move the LE case state to Ready. Expected behavior: Playbook cards are to be visible under playbook tab. Actual behavior: In Playbook tab, the user is not able to see any playbook cards. It is displaying 'No Playbook stages available' instead of playbook card.
Playbooks (Family Channel) PRB1918168	Record Generator does not enforce runtime permissions	An error should display saying that an action cannot occur, but the action occurs anyway,	1. Provision an instance with the Playbook Experience Demo plugin installed. 2. Open **Playbook Designer** > **Playbook Experience Demo**. 3. Auto-upgrade to schema version 3. 4. Impersonate a user with access to Playbook Experience Demo workspace but not access to read/ create on the interaction table.

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			5. Open Workspace: Playbook Experience Demo. **6.** Create a new Interaction. Expected behavior: An error message displays saying that the playbook cannot be displayed. Actual behavior: Playbook Experience Demo opens.
Playbooks PRB1922985	A banner message to install the latest PAD should be displayed on a Playbook Designer page	To inform users to install the latest PAD when the new Now Assist for Platform version is available, there should be a banner message on a Playbook Designer page advising them to upgrade PAD for the Agentic Playbook feature.	**1.** Navigate to any instance with the latest Glide build. **2.** Install Workflow Studio. **3.** Launch Workflow Studio. **4.** Open any particular playbook. Expected behavior: There's an info banner message to install the latest PAD to get the Agentic Playbook feature. Actual behavior: No banner is available.
Predictive Intelligence PRB1890514	A 'Feature Importance' tab displays for java classifications		**1.** Train a classification solution with glide.platform_ml. api.enable_ workflow_classification as 'false'. **2.** Observe that the 'Feature Importance' tab appears even though it's not trained with explainability. Expected behavior: The 'Feature Importance' tab shouldn't appear. Actual behavior: The 'Feature Importance' tab is appearing.
Predictive Intelligence PRB1892456	Workflow predictions fail when the attachment is missing for word vector corpus in the ml_model_artifact table	After deleting the attachment created in the word vector record in the ml_model_artifact table, the predictions fail with a bad URL and the word corpus artifact is referenced incorrectly.	**1.** Set glide.platform_ml.api.enable_workflow_similarity to 'false'. **2.** Create a word corpus record. **3.** Create a similarity definition. **4.** Select the word corpus created in step 2. **5.** Select **Submit and Train**. **6.** Notice that after successful training, the word vector record is created in ml_model_artifact table with an attachment.

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			7. Perform the predictions. 8. Ensure the predictions are successful. 9. Set glide.platform_ml.api.enable_workflow_similarity to 'true'. 10. Delete the attachment from the word vector created in step 5. 11. Re-trigger the training. 12. Perform the predictions after successful training. Notice that the predictions fail with a malformed URL, and the workflow predictions are incorrectly referencing the word corpus artifact.
Predictive Intelligence PRB1921497	For similarity, an empty column in the 'Test' table causes an error during predictions		
Process Mining PRB1905387	Addition of Query ACLs in Process Mining	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Process Mining PRB1912315	Filter set models are calculated on an incorrect number of cases when filter set conditions match more than 10k results	There's issues with filter sets' data upload: 1. Use the correct page size value for fetching filter set case IDs. 2. Add a header line to a filter set file upload for the second page onwards. 3. Avoid a case count query for filter sets' file names to avoid timeouts while the data file name generates for a full mine.	
Process Mining PRB1920054 KB2423567	Condition with transitions are failing when viewing the 'Schedule task' results	This issue occurs when upgrading from Xanadu to Yokohama.	Refer to the listed KB article for details.

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Process Mining Workspace PRB1918498	'Process Configuration' and 'External Data' lists don't show all configurations and external tables on Process Mining Workspace		1. Navigate to the Process Mining Workspace. 2. Open the 'Process configuration' tab. Expected behavior: The scroll must work correctly. Actual behavior: If there are many process configurations, notice that there's no pagination option to flip to the next page. Verify this by sorting the list.
Process Mining Workspace PRB1921809	Enable auditing on Process Mining config tables	This is a product update.	
Request Management PRB1917740	Deprecated legacy workflows are installed on zbooted instances	Several base instance legacy workflows are installed in Zurich.	
Restricted Caller Access (RCA) PRB1925925	Users are unable to see the sparkle icon for an email recommendation		Refer to the listed KB article for details.
Roles PRB1916157	Agent role controls for Identity type	This is a product update.	
Roles PRB1916160	Agent role inheritance restriction	This is a product update.	
Scheduled Jobs PRB1915686	The run_dayofweek field isn't visible until the trigger type is changed	In the cds_client_schedule table, the run_dayofweek field isn't visible for an entry with a 'Weekly' trigger type. The field only becomes visible when the trigger type is	1. Navigate to the cds_client_schedule UI. 2. Create a schedule entry with the trigger type set to 'Weekly.' Observe that the **run_dayofweek** field isn't displayed.

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		changed, then reverted back to 'Weekly.'	**3.** Change the trigger type to a different value (for example, 'Daily'). **4.** Change the trigger type back to 'Weekly.' Observe that the **run_dayofweek** field now appears (for example, 'Day: Monday').
Search Application Configurations PRB1912254	Performance test results for the E2E backend query show high response results	When the user runs a jmter test for a backend E2E query, the test results show a high response time, with an average of 1065 milliseconds.	
Security Attributes PRB1916143	'Are you an Agent?' security attributes	This is a product update.	
Security Attributes PRB1916145	Default access posture security attribute	This is a product update.	
Service Catalog Builder PRB1897911	In ServiceNow Studio, when creating a catalog item using the AES Standard Items template, the catalog item preview fails to properly honor the dark themes for both Coral and Polaris	This issue also occurs when the user attempts to see the item preview after select 'Preview in new tab'.	**1.** Ensure the AES plugin is installed. **2.** Navigate to **Navigation menu** > **ServiceNow Studio** > **Create app**. **3.** Fill in the details. **4.** Create the file. **5.** Enter **sc_cat_item** in the search bar. **6.** Select **Catalog item**. **7.** Select **AES Standard Items template**. **8.** Create a catalog item. **9.** Observe the various item previews available for the catalog item in portal, Mobile and Virtual Agent. Expected behavior: The item preview should honor the dark theme. Actual behavior: The item preview doesn't honor the dark theme for both Polaris and Coral theme.

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Problem	Short description	Description	Steps to reproduce
Service Catalog Portal Widgets PRB1910324	There's a dump error from the catalog in ynowassist	Notice the error: '...glide SYSTEM FailDMTUtil SEVERE *** ERROR *** File GLIDE INF/plugins/com. glideapp.servicecatalog update/ sys_ui_list_std_ ticket_action_input_ model.xml contains a record that will not correctly trigger collision detection. Expected the record to be in a file named sys_ui_list_std_ticket_action _input_std_ticket_config_ action_null.xml'.	standard_ticket/
Service Catalog Portal Widgets PRB1911973	Unable to display the 'show more/ less' menu for the 'Incident ticket' form		1. Navigate to the standard ticket configuration from the navigation menu. 2. Open the incident table ticket configuration. 3. Under 'Info region' tab, mark the **Show description** field as 'Always'. 4. Mark the **Description** field as 'description/short description'. 5. Save the changes. 6. Launch Service Portal. 7. Search for the 'Create incident' record producer. 8. Fill in the variables and submit the form. 9. Observe the ticket details. Expected behavior: The incident standard ticket form must show the description along with the 'show more/ less' toggle. Actual behavior: Despite of the configurations, the 'show more/less' toggle isn't displaying.
Service Catalog PRB1916122	The ability for catalog authors to control prefill behavior	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	(KG, user personalization API, chat history)		
ServiceNow Voice (Family) PRB1894893	Add an AI Voice Agent service type to libkmf		
Service Operations Workspace Admin Center PRB1904917	Stale versions of SRM team governance files	This is a product update.	
Service Operations Workspace for Change Management PRB1877891	The summary section on the change overview page doesn't support dot-walked fields in read-only mode		1. Modify the 'Summary' section of the 'SOW-Change-Overview' view. 2. Add a dot-walked field into the view. 3. Save the view. 4. Open a change request in SOW. Observe that the dot-walked field is not displayed in the 'Summary' section. However, it's correctly displayed when the user edits the form.
Service Operations Workspace for Change Management PRB1891866	The getRiskActions method of SOWChangeUtils throws an invalid table name exception	An invalid table name error occurs.	1. Open Scripts - Background. 2. Execute the code in the sn_cow_chg scope. Notice the error is displayed, 'Error Description: org.mozilla.javascript.EvaluatorException: GlideRecord.get() - invalid table name'.
Service Operations Workspace for Change Management PRB1896342	The **Restore** or **Make next agenda item** buttons overlap with the agenda description text	When the user opens a pending CAB meeting and selects an agenda card, the **Restore** or **Make next agenda item** buttons overlap with the agenda description text.	1. Open a CAB Meeting that's in the pending state. 2. Select any of the agenda cards. Observe that the **Restore** or **Make next agenda item** buttons overlap with the agenda description text.

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Service Operations Workspace for Change Management PRB1898517	Change Requests aren't documented when created from an Incident in Service Operations Workspace (SOW)	This issue is observed in Xanadu and in Yokohama.	1. Impersonate a user. 2. Select **Create New incident**. 3. Create a Change (CHG) from the Incident (INC). 4. Select **Create normal change**. 5. Notice that the **RFC** field is updating in the Incident Related list. 6. Return back to the INC. 7. Notice that in the backend, the CHG is present in INC. 8. Log in to SOW as a user without an ITIL role. 9. Create a new INC. 10. Create a normal CHG from the INC. 11. **Save** it. Notice that the CHG Number is not listed in SOW.
Service Operations Workspace for Change Management PRB1898965	When selecting 'Go to CAB Meeting' on the Service Operations Workspace (SOW) Change sidebar, this navigates to the UI16 CAB and not the SOW CAB if it's installed	The property 'com.snc.change.use_sow_meeting' should be set to 'true'.	1. Load SOW and CAB Meeting. 2. Navigate to a change request that is included in a CAB meeting. 3. Select **Go to CAB meeting** on the Record Information sidebar. Expected behavior: The CAB meeting opens in a new tab within SOW if the property 'com.snc.change.use_sow_meeting' is set to 'true'. Actual behavior: The UI16 CAB meeting is opened in a new browser tab.
Service Operations Workspace for Change Management PRB1900249	The **Copy Change** UI action on Service Operations Workspace (SOW) doesn't allow copying when a mandatory field is not populated	The **Copy Change** UI action on Service Operations Workspace is not allowing until mandatory fields are updated, when in Native UI, it copies without any blockers. When replicating the same on Native UI, the new change is created and no error message occurs.	1. Open any change in SOW. 2. Empty any mandatory field without saving. 3. Select the **Copy Change** button. Expected behavior: A new change should be created. Actual behavior: A new change isn't created, and the error is displayed, 'The following mandatory fields are not filled in...'.

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Problem	Short description	Description	Steps to reproduce
Service Operations Workspace for Change Management PRB1900447	After upgrading to Yokohama and Service Operations Workspace version 7, when creating a CHG from a PRB via SOW, the user is no longer redirected to select a change mode	In a base instance that has SOW v7, and the functionality of a Normal Change Request being created is observed, and there is no option to select a different model.	**1.** Open Service Operations Workspace. **2.** Navigate to **Lists** > **Problems** > **Create a new PRB**. **3.** Save the PRB. **4.** Navigate to the 'Fix Tasks' tab. **5.** Select **New**. Notice that a new 'normal' change request record is immediately opened.
Service Operations Workspace for Change Management PRB1908670 KB2330510	If the 'Standard Change' plugin isn't installed, then the 'Create Change' page doesn't display cards in Software Operations Workspace		Refer to the listed KB article for details.
Service Operations Workspace for Interaction Management PRB1906057	The chat session tab is purple in color	The chat session tab is purple when the page is refresh after an interaction ends	**1.** Log in as an agent and navigate to SOW workspace. **2.** Log in as requestor and start a chat by navigating to /sp portal. **3.** Accept the chat and then end it. Notice that the chat session tab is purple in color.
Service Operations Workspace for On-Call Scheduling PRB1915351	Escalation tracking and escalation triggers don't load or save properly	On a zbooted Zurich instance, the live escalation doesn't load. Also, when the user creates and saves an escalation trigger, the record isn't shown in the left panel list.	**1.** On a zbooted Zurich instance, log in as an admin user. **2.** Navigate to the Service Operations Workspace (SOW). **3.** Navigate to the teams record page of any group. **4.** Select the 'Escalation Triggers and Policies' tab. **5.** Select the **Create Trigger** button. **6.** Fill out the form. **7.** Select **Save.** Observe that the record isn't shown in the left panel list.

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Problem	Short description	Description	Steps to reproduce
			8. Create a trigger rule in UI 16 with some conditions, and make sure the flow is 'On-Call Assign by Acknowledgement.' 9. Create a new incident in SOW. 10. In the side panel, select the escalation tracking icon. Observe that the live escalation doesn't load.
Service Operations Workspace for Walk-Up Experience PRB1900676	The **Check-in** button isn't visible on Service Operations Workspace (SOW) for Walk-up location kiosk records	This issue is caused because of the UI Action Visibility record being shipped, causing the UI action to be hidden from other workspaces.	1. Impersonate an ITIL user. 2. Navigate to **Service Operation Workspace** > **List** > **Walk-Up** > **Location Kiosks**. 3. Select any location kiosk record. Notice that on the top right side, the **Check-in** button isn't visible.
Service Operations Workspace PRB1888160	The 'Configure page' option is missing in the 'List 'page for the List Bundle SNC page variant	The 'Configure page' option is missing for the 'List' page when the page variant used is 'List Bundle SNC'.	1. Hop in to a Xanadu or Yokohama instance. 2. Navigate to any workspace. 3. Navigate to Lists. 4. Select on the User profile icon to see all the options. Expected behavior: The 'Configure page' is seen as an option. Actual behavior: The 'Configure page' option is not available as an option.
Service Portal PRB1900517	The Portal Search box is a rectangle instead of oval with white spaces surrounding it	This issue was found when upgrading from Yokohama to Zurich.	1. Hop in to an instance. 2. Select **Request**. Notice that the Search box is in the shape of an oval, and there is white space around it.
Service Portal PRB1919036	Faceted Search Widget/Genius Result card doesn't have a responsive design and disappears on a mobile browser or a	The issue can be reproduced on mobile and on a computer browser with developer tools.	1. Log in to a Xanadu instance. 2. Turn on AI Search. 3. Turn on Genius Results for Portal. 4. Turn on AI Search on Portal. 5. Navigate to the Portal where this is turned on (/sp or /esc).

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	small browser window		6. Perform a search and view that the Genius Result show. 7. Inspect the page to view the developer tools. 8. Set the dimensions to a phone size. See that Genius Results disappear.
Service Portal PRB1921882	A session isn't reset on the portal enhance chat for Dynamic Window	The session context variables aren't reflecting the updated values after changes are made in the application. Either the server session should be updated or the existing session values should be cleared to ensure the context variables carry the latest information.	
Session Management PRB1921793	Language preferences aren't getting saved	The changes to GlideSession.getLanguage() and LanguageCookieHanlder are breaking how the platform saves the language info when the user logs out. Those changes may also be breaking other functionality inside the language support for non-authenticated users.	1. Log in to an instance. 2. Select a language or change the default language of a user. 3. Once language changes, log out from the instances. Expected behavior: An instance should save the selected language. Actual behavior: An instance isn't saving the changes.
Software Asset Management Content Service PRB1893356	The com.snc.samp plugin fix script is takes long (1 hour and 10 minutes) during the Yokohama to Zurich upgrade	This issue occurs when upgrading from Yokohama to Zurich.	Upgrade a Yokohama instance to Zurich. Observed that the com.snc.samp plugin fix script takes long during the upgrade.
Software Asset Management PRB1899794	Create rotations as a fix script to ensure plugin/store app upgrade rotations are	Rotation schedules aren't created when the plugin is repaired.	1. Provision an instance with the app-sam-ibm-licensing store app installed. 2. Check the tables 'Public Cloud vCore' (ibm_public_cloud_vcore0000 to ibm_public_cloud_vcore0006), 'HMC Virtual Machine

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Problem	Short description	Description	Steps to reproduce
	setup for the 'IBM License Compliance for Software Asset Management' application		vCore' (ibm_vm_hmc_vcore0000 to ibm_vm_hmc_vcore0006), and 'VMware Virtual Machine vCore' (ibm_vm_vcore0000 to ibm_vm_vcore0006). Expected behavior: Rotation schedules are created for the plugin tables. Actual behavior: None of the tables have rotation schedules created.
Software Asset Management PRB1912731	The 'Software Procurement Workflow - Auto Allocation' flow creates allocations even if app-sam-now-assist is activated	The 'Software Procurement Workflow - Auto Allocation' flow allocates 1 license, but shouldn't allocate any if app-sam-now-assist is activated.	
Software Asset Management PRB1913658 KB2290496	On an upgrade to Yokohama, new entitlements may get created from entitlement import errors	Users may observe the issue as duplicate entitlements found after an upgrade to Yokohama, or, after an upgrade to Yokohama, a number of entitlements were added that were created by 'system'.	Refer to the listed KB article for details.
Software Asset Management PRB1920322	On Red Hat, an undetermined reason is caused by an incorrect 'Virtualized By' relationship	A virtual device should have a 'Virtualized By' relationship to a host, but if the 'Virtualized By' is connected to a virtual instance, it's considered as an incorrect relationship. When a virtual install of Red Hat is on a Virtual Machine with an incorrect virtualized by relationship, there's an undetermined reason created for the install. This is because the incorrect VM-host relationship prevented the install to be added in the	1. Create a VM with 'virtualized by' set to a VMWare Virtual Machine instance. 2. Create a Red Hat Enterprise Linux install and set 'installed on' to the VM created in step 1. 3. Create an entitlement for a Red Hat Enterprise Linux (license metric should be per socket pair). 4. Run recon. Observe the undetermined reason created for the install.

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Problem	Short description	Description	Steps to reproduce
		'samp_vminstall_on_pinstall' view, so it can't be found when processing the installs in SamNewRedHat PerSocketPair LicenseCalculator. As a result, the install cannot be reconciled by the calculator and is stamped as 'undetermined'.	
Software Asset Normalization PRB1904901	The enhancements for Norm product / publisher are not cleared / stamped on a few installs		
Software Asset Normalization PRB1916894 KB2397254	A 'Normalization' job isn't re-normalizing discovery models when incorrect content rules are deactivated	When a discovery model table is queried with an array containing more than a million sys_id's in addquery, GlideRecord query silently fails with a QuerySizeTooLargeSQLException.	Refer to the listed KB article for details.
Software Asset Reclamation PRB1907403	Reclamation candidates and reclamation rule issues	For bulk reclamation, 'Auto generate name' and 'Populate install related fields' Business Rules don't run. Therefore, fields like name, description, product, publisher, cmdb_ci, etc. are empty.	
Software Asset Reclamation PRB1916098	SAMPReclamationUtil throws an exception	The NewReclamationWorkflowForMultipleInstallsIT test fails because SAMPReclamationUtil throws an exception. The software installation doesn't have a providerNiceError.	

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Problem	Short description	Description	Steps to reproduce
Software Lifecycles (Family Channel) PRB1910582	There's a duplicate sys_choice for current_lifecycle_phase in sam_sw_product_lifecycle_report	The duplicate might be coming from the older field as they don't exist in that older field anymore.	
Survey Management PRB1918779	Users can't access survey-related functionality from within the Localization Workspace due to the restricted visibility of a key script	The script include LFSurveyProcessorScript is defined with the default access (private) scope. Since it's not accessible publicly, it prevents runtime access from external or scoped applications.	
System Scheduler PRB1920384	There's a missing sys_scheduler_memory_pressure_job_log table on an Oracle instance due to an SQLException in db-dumps		1. Create an instance with an Oracle database. 2. Open the list view for the sys_scheduler_memory_pressure_job_log table. Expected behavior: The table should list the records. Actual behavior: The table displays a 'not found' error due to a zboot error.
Template Management for Field Service PRB1920388	When accessing a work order template, $sm_templates can be slow and cause memory issues on the client-side (browser)	$sm_templates can be slow when accessing Work Order Template and cause memory issue on the client-side (browser)	1. Open https://[instance_name].service-now.com/$sm_templates.do ?sys_id=[template_sysid]. Notice it's slow if the templates have a relatively large number of the task templates. 2. If it loads eventually, load it multiple times. Notice that the page timeouts and becomes blank.
Third-party Risk Management PRB1918672	A TPRM industry fix script looks up a non-existent column	After removing the column from the table definition, the same column is still used by the fix script: fix_script_adding_tprm_industry.xml. During the upgrading,	

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		the fix script is looking for the non-existing column 'industry'. It can take 20+ hours to run the fix script.	
Tier 2 Storage Offload PRB1877226	Conflict on a field name when creating an offload rule	When configuring an offload rule, there's a conflict if a system field is set as an indexed field.	
Tier 2 Storage Offload PRB1889818	The default retry period for failed offloads is too low	The default retry period should be 6 hours.	1. Generate a record whose offload perpetually breaks. 2. Make it fail on offload with a 60 minute retry period. 3. Archive other records that would get offloaded by the same rule. Notice that the records never get offloaded.
Tier 2 Storage Offload PRB1893476	Tier 2 Index tables don't properly store DocumentID data	When creating a Tier 2 offload rule, the user is able to select DocumentID columns for indexing on the cidx_ table created to store the indexed data. Columns of DocumentID type are missing the 'Dependent Field', which impacts the navigation and readability of index tables. This results in no previews or quick links to the record on cidx table.	1. Create an archive and offload rule for sys_email. 2. Create or choose a sys_email record which references some other record in its 'instance' column. 3. Archive the record. 4. Observe that on the archive table, the link to the referenced record is preserve on the column. 5. Offload the record to tier 2. 6. Observe that the link is missing on the cidx_ar_sys_email table, and the data appears '(empty)'. 7. View the XML for the record on the cidx_ar_incident. 8. Observe that the sys_id is in the instance column. 9. Navigate to the **sys_dictionary** table. 10. Open the 'instance' column for cidx_ar_sys_email. 11. Select **Related links** > **Advanced view**. 12. Navigate to the 'Dependent Field' tab. 13. Notice that the **Dependent** Field isn't selected.

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			14. Navigate to the **sys_dictionary** table. 15. Open the 'instance' column for ar_sys_email. Notice that there is a **Dependent** field selected.
Tier 2 Storage Offload PRB1897660	Change the sys_property glide.db.archive.offload.free_storage_max_gb value from 100GB default to 36T		
Transaction Management PRB1909722	Forked transactions close the async context immediately on an error	A few users have reported encountering a blank screen.	
Transaction Management PRB1913194	Unhandled Exceptions in GlideTransaction Processor may leak HTTPTransaction objects, causing memory issues		
Universal Task PRB1912572	UT agent is unable to add/ view checklist items	The UT is configured with task type 'Checklist' for UT agents.	1. Log in to the instance as an agent. 2. Open any HR case/Universal request. 3. Select**Create a universal task** UI action. 4. Fill the mandatory fields. 5. Set the task type as 'Checklist'. 6. **Save** the form. Expected behavior: The agent should be able to access the checklist items and can add/delete an item from the record. Actual behavior: The checklist items are not available to the agent.
Upgrade Center	Upgrading with parallel plugin loading causes Out of Memory	Plugins loaded during an upgrade may require the flushing of caches. The next time they	

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PRB1909306	(OOM) errors due to dense requests to flush caches	are accessed, these caches are reloaded from a database. When combined with the parallel loading of plugin (PPL), the density of requests to flush the caches is much higher, which stresses the system.	
Usage Analytics PRB1923117	Allow the MCP app to access query services	Enable the MCP app to securely query data from the Query Service for faster and more efficient insights.	1. Navigate to any instance. 2. Select any specific app scope or perf dashboard. 3. Create a script and try fetching MCP data using new sn_app_analytics. SNAnalytics QueryService().post. 4. Verify that this script fails due to a scope restriction error. Excepted behavior: Users are able to fetch MCP data. Actual behavior: Users are unable to fetch MCP data due to a scope restriction error.
UX Framework PRB1888918	List with filters isn't rendering as expected when the Chrome extension (Now link Manager) posts the full URL		1. Create a list with filters. 2. Copy the shareable URL. 3. Navigate to another list. 4. Attempt to open the filtered list URL in a new Chrome tab. Notice that the new tab is closed and the URL is posted to the matching Chrome tab (Workspace match), and the filters aren't applied and the entire list is rendered.
UX Framework PRB1901587	Intent Library changes cause a SEND_INTENT_FEEDBACK error due to no meta.generatorForFeedback	The NAP window eventually displays a message that reads: 'An error occurred while saving your app. Please check with your admin.' The following error can be observed in the browser console: 'IntentTranslatorBehavior: LIBRARY-INTENT-CHANNEL#SEND_INTENT_	

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		FEEDBACK action is missing generatorForFeedback from meta'.	
UX Framework PRB1903448	A UI Builder record page has a nodemap with 250 nodes which takes more than 15 seconds to load as per a WPT run		
UX Framework PRB1905564	Rendering of 'Incident overview' impact section cards and their content is delayed	Old layout values are persisted.	1. For any existing macroponent, check its layout bound values in UX Layout Bounds table. 2. Export that macroponent XML and make some changes to it. 3. After making the changes, import the XML. 4. Check the layout bound values again. Expected behavior: New layout bound values are reflected with respect to the changes made in the macroponent. Actual behavior: The Business Rule does not run when the user imports the XML/system upgrade/plugin upgrad, causing the old layout values to persist.
UX Framework PRB1909151	Bundle prefetched route icons	This is a product update.	
UX Framework PRB1912438	Redundant render calculation of subtree if the node is in suspend mode	When a node is in suspend mode, it will not be stamped into the DOM tree, but still build childrenContent of the suspended node in the view function regardless the mode.	1. Open Chrome dev tool. 2. Open 'renderMacroponentNode.js' in the source tab. 3. Add a conditional breakpoint. 4. Check the 'childrenContent' variable. Observe that it's built regardless of the mode.
UX Framework	The ui-core-bundle may perform better	The ui-core-bundle is large, but its size can be reduced by moving	

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PRB1915549	If the sn-ui-logger and the ui-analytics-bundle are moved to another bundle	the ui-analytics-bundle and the sn-ui-logger to another bundle. This may benefit the network load and the the CPU cycles for the repeat view (because of the script evaluation and script parsing time).	
UX Framework PRB1915794	Data doesn't display in the Teams module on the Zurich instance	Data doesn't display in the Teams module on the Zurich instance. For example, assignment groups may not appear.	
UX Framework PRB1915996	The client script added on 'macroponent ready' and 'macroponent property changed events' doesn't trigger	When the user creates a controller and adds a client script on 'macroponent ready' and 'macroponent property changed events,' the client script isn't executed.	
UX Framework PRB1916142	Intent library updates for Gen AI Canvas	This is a product update.	
UX Framework PRB1918618	Session tabs above the maxCachedPageCount stay in DOM		1. Open the Service Operations Workspace incident records list. 2. Open at least 7 record tabs. 3. Select one of the opened tabs. Expected behavior: There should be only 6 (1 active + 5 chrome_main.maxCachedPageCount) session tab content in the DOM, the rest of tabs should have their sn-canvas-screen #shadow-root nodes detached. Actual behavior: All 7 tabs are open and all their shadow-root nodes are stored in DOM.
UX Framework PRB1920715	UxExperienceURLConverter.convertToRouteToPayload doesn't support URLs	When the URL points to a UXF page that also has an encoded persisted state (__state__), the	

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	that have '__state__'	generated route payload doesn't contain that state and hence is inaccurate to the URL. This is causing an issue with the history menu, where the route payload attached to history items only contains the list id and no persisted state, and selecting the history item is opening the list but not matching the description of the query conditions for that URL, because the route payload doesn't contain the persisted state.	
UX Framework PRB1923265	Preload cacheable content for screen and shell		Open ITSM Workspace. Observe that partial requests aren't preloaded early in the document.
UX Framework PRB1923311	UX dependency tracing should use LargeContent DiskCache.getMetadata to avoid file touching	File descriptors should not increase when there is a cache hit.	**1.** Access a workspace homepage (for example: CSM, SOW, or Case Record). **2.** Re-load the page multiple times. **3.** Monitor open file descriptors for LSOF. **4.** Notice the file descriptor entries. Notice that the file descriptors increase even when there's a cache hit.
UX Framework PRB1924691	Improve toolbar and session tabs rendering for direct load repeat view		**1.** Navigate to any instance. **2.** Do a direct load for pages in workspace with UXR Workspace Appshell.
UX Framework PRB1925967	Engagement Messenger isn't loading chats after upgrading	The chat box in Engagement Messenger is blank, and loads no content. The errors occurs, 'SecurityError: Failed to read a named property 'uxfIntentLibrary' from 'Window'.	**1.** Launch the Engagement Messenger. **2.** Select the chat box. **3.** Observe that the chat box is blank. **4.** Navigate to a Yokohama instance. **5.** Navigate to Agentic Portal in a separate browser tab, but don't attempt to log in.

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			6. Open the dev console. **7.** Execute the script. **8.** Execute the code. **9.** Select the chat bubble that appears after the code finishes executing. Expected behavior: The chat loads with content. Actual behavior: The chat load is blank and a security error appears in console.
Virtual Agent Designer Legacy PRB1891033	Marking the 'AI Agent'/ 'Agentic Workflows' as 'Promoted' from VA designer does not show up as a Promoted action in Virtual Agent	The user should be able to mark AI Agents / Agentic Workflows as 'Promoted' from VA Designer, but this does not appear as a promoted action.	**1.** Ensure all Agentic Workflow and Now Assist Virtual Agent plugins are updated on the instance. **2.** Navigate to **Conversational Interfaces** > **Virtual Agent** > **Designer**. **3.** Select the tab 'Agentic Workflow' and select an base instance workflow. **4.** Mark the workflow as 'promoted'. **5.** Ensure the Agentic Workflow is active, visible and discoverable. **6.** Navigate to the esc portal. Notice that no promoted Agentic Workflow / AI Agents appear as a button (promoted action).
Virtual Agent Designer Legacy PRB1891079	Validate NLU discoverable topics retrieved from cache when domain separation is turned on	Provide a scriptable function vaSystem. getNLUDiscoverableTopics (String languageCode) that returns the names of the active and discoverable topics given a language code. If no languageCode is given, it uses the session language. If NLU is turned off on the instance or com.glide.cs.cache.topic_type.enabled is false, it should return an empty list and log why.	

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Virtual Agent Designer Legacy PRB1917696	Virtual Agent Designer isn't displaying options for subflows if there are more than 100 spokes	.	1. Log in to an instance with more than 100 spokes. 2. Navigate to **Virtual agent designer** > **Open a new topic**. 3. Add the 'Action' component to the designer. 4. Check the option 'subflows' for 'invoke flow designer object'. 5. In the 'Spokes' menu, select a spoke which is at the end of the list in the 'Spokes' table. 6. Select the 'subflow' menu. See that there isn't any options.
Virtual Agent PRB1879865	Now Assist doesn't generate Japanese answers properly	The results are mostly in English.	
Virtual Agent PRB1881959	The user doesn't receive small talk responses in WhatsApp LLM mode	When using Whatsapp in LLM mode, the user receives search-related responses instead of small talk responses.	1. Navigate to Whatsapp in LLM mode. 2. Try to say 'hello,' 'how are you,' or 'thanks.' Expected behavior: The user gets small talk responses. Actual behavior: The user gets search-related responses.
Virtual Agent PRB1887850	Setting com.glide.cs.task.transaction.enabled sysprop to true causes multiple issues	A sys_generative_ai_log record with definition = 'Summary (Now LLM Mixtral)' has nothing recorded for prompt_token_count and response_token_count.	
Virtual Agent PRB1890524	Increase in heap utilization due to expression cache for search	This issue occurs from a script include expression cache from platform.	1. Set up Now Assist Virtual Agent (NAVA) on a Yokohama instance. 2. Perform search actions from the chat window. 3. Notice that the expression cache is filled due to this.

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			Notice that the load of 25 users on a single node for one hour for the search action performed occupies more than 500MB.
Virtual Agent PRB1890944 KB2338484	Large /api/now/v1/cs/consumerAccount/unreadMessage calls from Proactive Trigger exhausts instance API resources	Some users on Portal have over 1 million //api/now/v1/cs/consumerAccount / unreadMessage call observers in the node logs. This causes an issue as it exhausts the API rate limit and prevents people from submitting forms on the portal and other issues. The API call is constantly sent out even when the session is timed out.	Refer to the listed KB article for details.
Virtual Agent PRB1892135	A reference datatype gives multiple output cards instead of one card		
Virtual Agent PRB1892416	Incorrect column usage when updating the One API Service Plan Invocation record	A warning occurs in the logs.	1. Execute any simple Now Assist Virtual Agent use case (for example: small talk, what is spam). 2. Notice the warning in the logs: '2025-05-13 08:59:06 (140) glide.cs.worker.93 SYSTEM txid=c1dfd72c876d SSI_ef76d022b7cf9a109d63827b5e11a913 WARNING *** WARNING *** getGlideElement called for unknown field 'startedAt' in table 'one_api_service_plan_feature_invocation' 2025-05-13 08:59:06 (140) glide.cs.worker.93 SYSTEM txid=c1dfd72c876d SSI_ef76d022b7cf9a109d63827b5e11a913 WARNING *** WARNING *** setValue called for unknown field 'startedAt' in table 'one_api_service_plan_feature_invocation''.
Virtual Agent	Support 'Sync' mode for Java execution path	Currently, the Java execution path for OE system executor capabilities are limited	

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PRB1892510		to just the async mode. This is limiting the ability to execute troubleshooting tools via background scripts. The 'Sync' mode execution should be fully supported for the Java path as well.	
Virtual Agent PRB1893137	Virtual Agent LLM Survey shows the question twice	There is LLM support for a survey, and the questions asked in the survey are populated twice.	1. Access a Yokohama instance with Now Assist Virtual Agent. 2. Navigate to **Designer**. 3. Create a test topic. 4. Add the topic block node. 5. Add 'Survey-LLM' for the topic block. 6. Pass any survey ID with at least five choices. 7. Test the topic. Observe that each question populates twice.
Virtual Agent PRB1894001	Processing messages appear when using the AI Agent Studio	When the user creates a workflow or agent and runs the test in playground, the 'Planning the next steps' and 'undefined' messages appear.	1. Create a workflow/agent. (It can be very basic, like Hello world.) 2. Run the test in playground. Notice that the 'Planning the next steps' and 'undefined' messages appear.
Virtual Agent PRB1894063	The sendFeedback method throws an error: 'User is not authorized to update log record'		1. Log in to an instance as an admin. 2. Initiate a conversation with LA. 3. Log in as a user. 4. Carry out a conversation. 5. End the chat. 6. Modify the LLM generated short description. Expected behavior: An edited response field should be updated in the sys_generative_ai_log table. Actual behavior: An edited response field isn't updated.

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Virtual Agent PRB1894471	Virtual Agent push notifications aren't coming through on mobile	Noticed on Android.	1. Set up a user with a push token and mobile client with NASS chat. 2. Start a chat. 3. Send a sequence of messages synchronously. 4. Close the mobile client when they are sending. 5. Wait. Expected behavior: Users should see a push notification. Actual behavior: There's no push notification in NASS.
Virtual Agent PRB1894545	LLM responses are not unmasked if streaming is enabled with java proxy enabled		1. Enable NowAssist assistant with streaming. 2. Use GPT4-0. 3. Enable masking for email address and/or phone number types for the phrase 'what is my contact information'. Expected behavior: The unmasked email/phone numbers are displayed. Actual behavior: The email/phone numbers are displayed with masks.
Virtual Agent PRB1894930	The AI Agent gets stuck in the 'Ongoing' state when invoking the static method 'sendDynamic ProgressMessage'	The AI Agent gets stuck in the 'Ongoing' state when invoking the static method 'sendDynamicProgressMessage' from within the agent's tool. The syslog also shows lock version mismatch and conversation context mismatch errors.	1. Set up Glide with the latest track/ znowassist. 2. Provision an instance with the latest sn-app-deploy node package globally installed. 3. Clone the now-assist-deploy-plans repo and check out the main branch. 4. Run the deploy plan to install the Now Assist AI Agents and all of the dependent apps. (This process takes around 40 minutes.) 5. Set up the Azure GPT-4o connection and credential under the connection alias 'Azure OpenAI' on the sys_alias table. 6. Install the sample agent with the name 'Find User.'

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			7. Navigate to the 'Create and Manage' module from the 'AI Agent Studio' application menu in the filter navigator. 8. Select the 'Testing' tab, then select the **Find User** agent from the drop-down list. 9. Paste the following into the **Task** field: 'Find user by email [example email].' 10. Select **Start test.** Observe that the agent gets stuck in ongoing state. The syslog also shows lock version mismatch and conversation context mismatch errors.
Virtual Agent PRB1895090	The dynamic loader doesn't display in NAVA on iOS	When the user launches NAVA and enters an utterance, the dynamic loader doesn't display. This occurs on iOS, but it works as expected on Android.	1. Connect iOS requestor Version 20.1 (.4061) to mobiletrackznowassist. 2. Log in as an admin user. 3. Launch NAVA through the chat launcher. 4. Enter the utterance 'Categorize INC0000025.' Observe that the dynamic loader doesn't display in NAVA. However, it works as expected on Android.
Virtual Agent PRB1896418	Gaic Timing on for App Generation on XP3 with NAFC NAFC26.4.0	This is a product update.	
Virtual Agent PRB1896593	Shouldn't be relying on the 'Greetings' topic for portal's Virtual Agent hand off	Users can have custom 'Greetings' topics. For those users, the hand off is broken.	
Virtual Agent PRB1896645	The header/ title isn't updated until the agent tool execution completes	The header/title isn't updated until the agent tool execution completes when invoking the static method 'sendDynamicProgressMessage' from within the agent's tool.	1. Set up Glide with the latest track/ znowassist. 2. Provision an instance with the latest sn-app-deploy node package globally installed. 3. Clone the now-assist-deploy-plans repo and check out the main branch. 4. Run the deploy plan to install the Now Assist AI Agents and all of the

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Problem	Short description	Description	Steps to reproduce
			dependent apps. (This process takes around 40 minutes.) 5. Set up the Azure GPT 4.1 connection and credential under the connection alias 'Azure OpenAI' on the sys_alias table. 6. Install the sample agent with the name 'Find User.' 7. Delete any records in the 'sys_gen_ai_feature_mapping' table. 8. Navigate to the 'Create and Manage' module from the 'AI Agent Studio' application menu in the filter navigator. 9. Select the 'Testing' tab, then select the **Find User** agent from the drop-down list. 10. Paste the following into the **Task** field: 'Find user by email [example email].' Observe that the header/title isn't updated until the agent tool execution completes.
Virtual Agent PRB1898661	Non-LLM time has increased from 2544 to 3065 milliseconds (ms), leading to 500-900 ms in some NAVA use cases	In NAVA use cases, users observed 500–900 ms degradation from 2544 to 3065 ms in non-LLM async time. For a synthesized response, the non-LLM has degraded and it's spending additional 1.2 secs on that. Hence, the overall gain on the response stands at 5.3 seconds (6.5-1.2).	
Virtual Agent PRB1899360	Virtual Agent changes to publish message to AMBNodeDeliveryMessageQueue also effects FDIH flows	These changes were only aimed to be used by Virtual Agent flows, not other FDIH flows.	
Virtual Agent PRB1901579	When streaming is on, results aren't coming back	If streaming is turned off, results are coming back.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1902898	Attachments aren't deleted post-chat deletion		**1.** Start a conversation from Dynamic Window (DW). **2.** Trigger a skill which includes a file upload. **3.** Post a skill execution. **4.** Navigate to sys_cs_conversation. **5.** Open the same active conversation and mark conversation the state as 'faulted'. **6.** In DW and under 'Chat', delete the same chat listed in the closed chat. **7.** Navigate to the sys_attachment table and the 'Conversation task' table. Expected behavior: The file upload should be removed. Actual behavior: The file upload still exists in both places.
Virtual Agent PRB1903011	The error 'Cannot invoke 'org.apache.commons.httpclient.StatusLine.getStatusCode()' because 'this.statusLine' is null' for LTM capabilities	The error is observed in the Gen AI logs for the conversation.	**1.** Switch to any model. **2.** Try any utterances. Observe that in the Gen AI logs for that conversation, there's an error, 'Error: Cannot invoke 'org.apache.commons.httpclient.StatusLine.getStatusCod because 'this.statusLine' is null Error Code: 200000'.
Virtual Agent PRB1903705	Chat type indicator and the message sender info is missing when a chat with a guest user and base instance guest user is deleted	Even though the Asynchronous Message Bus message is received, a new message isn't rendered.	**1.** Install the Agent Chat plugin. **2.** Navigate to **CI settings**. **3.** Enable the public access for web client to allow the user to start a chat as a guest without logging in. **4.** Disable the business rule. **5.** Delete 'Guest' as an admin user. **6.** Open the sys_user table. **7.** Delete the guest user record. **8.** Open another browser. **a.** Log in as one of the agents. **b.** Navigate to the Service Operations Workspace. **c.** Mark the agent as 'available'.

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Problem	Short description	Description	Steps to reproduce
			9. Start a chat as a guest through the $va-web-client-app.do. 10. Accept the chat as an agent. 11. Allow the guest requestor to type and send something. Expected behavior: Agent should see the type indicator when the guest is typing, and should see the message with the guest avatar when the message is sent. Actual behavior: A type indicator isn't shown and no new message is rendered until the screen re-rendered.
Virtual Agent PRB1905872	A new conversation with a skill created in sessionContext does not execute	A newly created conversation with a skill does not execute.	1. Load an instance and open devtools. 2. In the elements pane, find 'sn-polaris-layout'. 3. In the console, type 'allow pasting'. 4. Run a sys_id from sys_gen_ai_skill. Notice that the skills is not executed.
Virtual Agent PRB1906437	LTM Identify memories error out and conversation gets stuck	Conversation gets stuck in the GenAI logs. The user observes these errors: Cannot invoke 'java.util.Map.get(Object)' because 'originalResponse' is null for LTM Identify memories (Azure OpenAI Chat Completions).	
Virtual Agent PRB1907551	After invoking an abort action in an Agentic Virtual Agent Flow, the conversation breaks	The conversation gets stuck when the **Stop** button is selected during a query.	1. Provision an instance with an agentic flow that is executable via Virtual Agent. 2. Enter an utterance like 'help me resolve inc0000025' and select the **Stop** button while the flow is in progress. Observe that the conversation gets stuck.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1907682	Skill Discovery doesn't work after stopping Agentic Flow	An error message displays.	1. Enable 'Generate Resolution Plan Use Case' for NAP. 2. Execute 'Generate Resolution Plan Use Case' for NAP. 3. Once the **Stop** button appears, select it. 4. The user is prompted with: 'The current conversation has been stopped, but you can begin again. I'm an AI-powered virtual assistant that can handle work-related questions and requests.' 5. Enter a 'Summarize a record' utterance. Observe that the skill is not discovered, and the following message is displayed: 'Unfortunately, there is not enough information available to address this query completely. Assistance can be provided on other topics such as reporting performance problems, creating incidents, booking meeting rooms, or learning about workstation security if needed.'
Virtual Agent PRB1908803	api.insertSkillACLBySkillId operation accepts role as String instead of Array of Strings	This is a product update.	
Virtual Agent PRB1908805	API for authoring 'gen_ai_skill' acls from NASK UI	The goal of this ticket is to create a script include API in global scope (shipped as part of OneExtend plugin). This API should be restrictive with hard-coded values for the ACL of type: 'gen_ai_skill' and operation: 'execute'. It should take id as skillConfigId_[human_readable_name] as the name and some roles from the user in NASK user experience. It should allow create,	

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Problem	Short description	Description	Steps to reproduce
		update and delete of the ACL given an id.	
Virtual Agent PRB1910141	Duplicate messages are seen after receiving multiple notifications in NAVA	This issue is observed in the standard chat experience.	1. Open a conversation in NAVA with the system admin. 2. Impersonate another user (Abraham Lincoln). 3. Update the HR case: HRC0001023 state multiple times with the Abraham Lincoln user. This triggers multiple notifications in Virtual Agent. 4. Impersonate the system admin user. 5. Navigate to the ESC portal. Observe the same message appearing in NAVA after all notifications have been received.
Virtual Agent PRB1910766	One extend APIs aren't honoring a timeout with Virtual Agent (VA)	Even though timeout is set to 20 seconds, executions aren't exceeding that and completed at over 20 seconds. There are quite a lot of Gen AI calls with more than 20 seconds duration from the conversations. In the last 7 days, there have been a total of 5079 Gen AI log records from conversations that took more than 20 seconds.	1. Set up Now Assist for platform and related apps. 2. Make sure Knowledge Graph is installed and enabled for VA QnA. 3. Ask a question involving a large amount of records to be returned like, 'give me all user details' or 'List all the incident details'. Expected behavior: VA conversations are shouldn't error out. Actual behavior: VA conversations are errored out.
Virtual Agent PRB1911623	Conversation doesn't continue when a guardrail is triggered in Now Assist Virtual Agent (NAVA)	After receiving the response from Guardian, the conversation should continue by providing options to the user 'dark roast' or 'medium roast' for the example scenario. When the user enters 'dark roast,' it kicks off the order coffee topic all over again.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1912380	Don't log agent skill execution licensing	It shouldn't create a licensing record when an agent skill is executed. The AIA framework does its own calculation/logging for agent execution based on the execution tasks created at runtime.	
Virtual Agent PRB1912588	AiAgentSecurity Migration and AiAgentSecurity Helper script Includes needs to be in the global scope		
Virtual Agent PRB1912822	No option to add an optional security attribute in the insert or update functions in the GenAiSkill SecurityUtils API		
Virtual Agent PRB1913154	Non-actionable notifications under regular cases create interaction records for channels and NASS	For channels and NASS, it creates a conversation and does a silent handshake for NASS/NAVA. This creates a conversation and an interaction internally, which is incorrect.	1. Make sure that the user has had some conversation with NASS/Channel. 2. Trigger a non-actionable notification. Expected behavior: A conversation associated with the notification shouldn't have an interaction record. Actual behavior: An interaction record is created.
Virtual Agent PRB1913835	Canvas isn't displaying the Show/Hide options when executing a skill	While Web Agent is executing the goal, the live 'Screenshot' view isn't loaded. After the execution, it's displaying the Show/Hide view, which is displaying all the screenshots.	1. Create an Agent WF. 2. Promote it. 3. Navigate to Now Assist Portal. 4. Switch to the 'Maximize' view. 5. Select the skill and start it. 6. Verify the live 'Screenshot' view isn't loaded.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1913892	Validation should be added for security attribute ID in global.GenAiSkillSecurityUtils().insertSkillAclBySkillid(...) and global.GenAiSkillSecurityUtils().updateSkillAclByAclId(...)	While calling global.GenAiSkillSecurityUtils().insertSkillAclBySkillid(...) and global.GenAiSkillSecurityUtils().updateSkillAclByAclId(...) with invalid sys id of security attribute, the security attribute is created with an empty condition. Since it is expected to used with Background script, the user should be informed of the invalid value used for the security attribute.	
Virtual Agent PRB1914417	Stopping agentic conversation show an undefined message		**1.** Start any agentic flow from Dispatcher Workspace, Now Assist Panel, NASS, or Playground. **2.** Select the **Stop** button once it's displayed. Observe the undefined message is displayed.
Virtual Agent PRB1914550	The Virtual Agent (VA) input box is disabled after page refresh	When the user refreshes a page in dynamic window (DW), the VA input box is disabled and VA is not useable.	**1.** Navigate to the /ESC portal. **2.** Start DW. **3.** Start web search by selecting the globe icon. **4.** End web search by selecting **END** in the banner. **5.** Refresh the page. **6.** Open DW. Expected behavior: The input box is available so the user can continue to use VA. Actual behavior: The input box is disabled and VA is not useable.
Virtual Agent PRB1915170	Web search ends if the user sends the 'End' emoji in a standard chat	When the user sends the 'End' emoji, the Virtual Agent responds by ending web search. After a page refresh, the web search globe icon is still enabled. If the user selects the	**1.** Navigate to **/SP**. **2.** Start a standard chat. **3.** Start web search mode. **4.** Send the 'End' emoji.

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Problem	Short description	Description	Steps to reproduce
		globe icon again, web search doesn't end.	Expected behavior: The emoji doesn't cause web search to end. The user retains normal functionality in the Virtual Agent. Actual: The Virtual Agent responds by ending web search. After a page refresh, the web search globe icon is still enabled. If the user selects the globe icon again, web search doesn't end.
Virtual Agent PRB1915460	gen_ai_agent and gen_ai_workflow advance is turned off in the ACL form16 UI		**1.** Navigate to sys_security_acl.do. **2.** Select the type as gen_ai_agent or gen_ai_workflow. Observe that there's no option called 'advanced'.
Virtual Agent PRB1915751	Midtopic switch isn't switching to a new topic and runs into an error on the continuing existing topic		**1.** Navigate to Dynamic Window. **2.** Type 'i want to order food'. **3.** Answer one of the prompts. **4.** Type 'i want to order coffee actually'. Expected behavior: The user should be given an option to switch to the 'Order coffee' topic and have an option to continue the request. Actual behavior: The user gets the order food topic started again and choosing 'continue' runs into an error as well.
Virtual Agent PRB1915793	There's an incorrect name for flows when creating 'invoke_from_ai' ACLs		Execute this API to create ACLs for flows used as tools: 'new global. AiAgentSecurityMigration() .run(true)'. Observe that for the subflow ACLs, the ACL is created with 'name' instead of 'internal_name', which is incorrect and it's missing ACL evaluations at run time. It's defaulting to global * ACL due to the incorrect name of the flow.
Virtual Agent PRB1916057	Fall back options aren't displayed when 'Displeasure Small Talk' is triggered	When the user triggers 'Displeasure Small Talk,' the response 'Hmm, I don't understand this request' appears instead of the fall back options.	**1.** Start a conversation from NAP. **2.** Enter 'Summarize a record.' **3.** Enter the record number when prompted. **4.** Once the summary is generated, enter 'Am not happy.'

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Problem	Short description	Description	Steps to reproduce
			Observe that the response 'Hmm, I don't understand this request' appears. No fall back options are displayed.
Virtual Agent PRB1916762	An ACL restriction on sys_one_extend_resource_edge prevents websearch from being accessible to users		
Virtual Agent PRB1917121	Update the ACL name for OE skills to align with changes from the OE team	Update the ACL name format to use the '<sys_name.skillConfigId' format instead of the 'skillConfigId:<sys_name' format (where skillConfigId is the sys_id of the record, and sys_name is the name of the record in sn_nowassist_skill_config). This is only applicable when the 'internal_name' column in the sn_nowassist_skill_config table is empty.	
Virtual Agent PRB1917378	Agentic eval metric score standardization	It should incorporate the changes in NASK to display the label in the list view and the drill down view.	
Virtual Agent PRB1918363	Canvas isn't working	The **Show** button doesn't appear at end of the execution.	1. Set up Canvas 2. Navigate to Now Assist Panel on the instance. 3. Select **Canvas Flow**. 4. Enter **Yes** to answer the question that it's ready to execute Canvas. Expect behavior: At end of the execution, users will see the **Show** button. Actual behavior: Nothing appears.

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Virtual Agent PRB1918740	Querying on virtual column for retrieving skill metadata fails		1. Navigate to AI Agent Studio. 2. Choose an existing workflow or agent which has Now Assist Panel or Virtual Agent roles enabled. 3. Create a new agent or workflow. 4. Choose a role for those who can access the workflow or agent. 5. Save and continue. Expected behavior: Previously associated skill applicability records should be deleted. Actual behavior: Previously associated skill applicability records still exists.
Virtual Agent PRB1920529	Skip define access in guided setup doesn't clone the NACM default ACL		
Virtual Agent PRB1920729	Multiple conversations fail to maintain an 'adapter' state	consumerAccount and externalConversationId are missing sys_cs_adapter_conversation_lookup for the first conversation.	
Virtual Agent PRB1920790	A high query execution count contributes to performance degradation		
Virtual Agent PRB1921188	Citations aren't returning in multilingual scenarios	Instead, 'null' is printed.	1. Navigate to /esc. 2. In the NAVA chatbot, enter '¿Qué son las legumbres?'. Observe that a Genius result comes back, but there's console errors flagging 'no citation' as well as no citations appearing in the UX. Observe that in output of AIA Planner 2 (gpt_large), the document is cited in the **Response** field.
Virtual Agent	When topics are executed via Skill	The topic should fail and redirect to an error	

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Problem	Short description	Description	Steps to reproduce
PRB1921721	Discovery, topic script exceptions result in stuck conversations	topic, but it 'sticks' instead.	
Virtual Agent PRB1922067	A incorrect action is executed by a tool	Creating an action or a flow and changing its name before its first publish ends up with mismatch between the main snapshots internal_name and the definitions internal_name. The FlowActionProviders getMinimalMain ActionTypeSnapshot returns the internal name of the master_snapshot and not the definition, which is incorrect and won't work when calling a flow by it internal name.	**1.** Log in to an instance. **2.** From the playground and NAVA, select **Smartsheet user management AI agent**. **3.** Pass the utterance as 'get admin details'. Observe that it throws a 'Unexpected token: 'error. In the background execution, observe that wrong action is executed.'
Virtual Agent PRB1923131	sn-chat-choice-picker appears instead of text-picker for users that turned on the new sys prop	A choice picker with radio buttons appears for users that turned on the new sys prop, instead of the expected text picker with a list of topics.	**1.** Turn on Now Assist Virtual Agent. **2.** Create a virtual agent topic. **3.** Select static/dynamic node and populate choices. **4.** Run the topic in NAVA. Expected behavior: If the user turned on the new sys prop, a text picker with a list of topics is displayed. Actual behavior: A choice picker with radio buttons is displayed.
Virtual Agent PRB1923271	With streaming turned on, a response gets stuck	Occurs when CEA agentic is off.	**1.** Turn on streaming for CEA or bot. **2.** Navigate to CEA or bot. **3.** Type 'hi'. **4.** After getting a response, type something else. Expected behavior: The stream should complete without any issue. Actual behavior: The streaming is stuck and times out.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1923622	After selecting 'log in' and the user authenticating itself on the server, the conversation is refreshed but it's not resumed	In Agent Studio, after selecting 'log in' and the user authenticating itself on the server, the conversation is refreshed but it's not resumed. It's again asking to authenticate by displaying the same 'Log in' link in the conversation. In order to continue with the execution, the users has to restart the flow.	
Virtual Agent PRB1923828	Fix choicepicker branding for NAVA	Choice picker shows default NAVA branding even though different branding was selected.	**1.** Navigate to the 'Assistants' page. **2.** Create a new branding record in the sys_cs_branding_setup table. **3.** Change the branding of the new record to 'Polaris-dark'. **4.** Navigate to /esc portal. **5.** Select a topic that uses the choice-picker. Expected behavior: The choice picker matches the selected branding. Actual behavior: The choice picker displays the default NAVA branding.
Virtual Agent PRB1924171	Fallback isn't working		**1.** Navigate to /esc. **2.** Search for something that doesn't bring back any results, like 'which is better AMD vs Intel'. Expected behavior: Virtual Agent (VA) should go into fallback, and offer the user websearch, record producer, or live agent (whatever is enabled for fallback). Actual behavior: The users are getting an 'unfortunately' message and VA is having a technical issue.
Virtual Agent PRB1924923	Slow API queries for NowAssistConversationHistory()._getTranscriptForConversationHistory API		**1.** Open an instance. **2.** Navigate to the ESC portal **3.** In the NASS chat, type an utterance like 'Hello!' **4.** Check the system logs for keywords starting with

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Problem	Short description	Description	Steps to reproduce
			'NowAssistConversationHistory: Time taken to retrieve transcripts for conversation history is.' For a new conversation, observe that the first hit to this API takes over 500 milliseconds.
Virtual Agent PRB1925496	SQL does a table scan on the sys_cs_session_binding table for auxiliary subscripting, causing high SQL time	Auxiliary is the only subscription timing out, and the SQL processing time is more than 500ms.	Launch Now Assist Virtual Agent (NAVA). Notice the processing time for the subscription when launching the chat client.
Virtual Agent PRB1925600	Users are unable to remove prod bot integration from an instance		**1.** Connect prod bot to an instance. **2.** Send a few messages in Teams. **3.** Try to remove the Teams integration for prod bot. Expected behavior: The integration is removed from an instance. Actual behavior: The user gets the error 'failed to remove integration...' and the integration isn't removed.
Virtual Agent PRB1926867	The skillParams in a session context isn't persisted		
Virtual Agent PRB1927087	Cold starts on Teams/ CEA and LA handoffs are running into a fallback error		**1.** Navigate CEA. **2.** Type 'hi'. **3.** Type 'i want to connect to a live agent'. **4.** After getting an LA card, select **Connect to agent** for handoff. Expected behavior: The handoff works without any error. Actual behavior: After handoff, the user runs into a fallback error.
Virtual Agent	Fallback in NAVA returns a technical error		**1.** Navigate to NAVA. **2.** Send a gibberish message or anything that returns fallback as a user.

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Problem	Short description	Description	Steps to reproduce
PRB1927417			Expected behavior: The user should get a fallback response. Actual behavior: The user gets a fallback response and then a technical error.
Virtual Agent PRB1930014	The true-up version in repo files needs to be updated with a hotfix version post-sign off		
Virtual Agent PRB1930434	Multilingual functionality is broken, and the complete flow is not working as expected	This issue was observed in Yokohama with RAG 3.0.4 after the ynowassist nightly build occurred.	1. Impersonate as user with Japanese session language. 2. Ensure 'glide.sys.language' system property is in Japanese with the system property value would be 'ja'. 3. Create a skill. 4. Add RAG as tool. 5. Execute the skill. Expected behavior: The skill and RAG tool should execute successfully. Actual behavior: RAG is failing with attached error.
Virtual Agent third-party integrations PRB1920178	Updating a message flow for a third-party message is sending a reply back to the requestor		1. Initiate a chat between an agent and requestor using the Virtual Agent API. 2. Add the 'third_party_chat' custom adapter property to true with reference to a provider application. 3. Send a message from an agent. 4. Update the message text using the **UPDATE_MESSAGES** action. Expected behavior: An updated message must not be sent as a reply to a requestor when an API call is triggered. Actual behavior: Observe that an updated message is sent as a reply to a requestor when an API call is triggered.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1893104	In Now Assist Multi-Turn Catalog Ordering, the 'Data/Time' type variable isn't showing the current time, but as 00:00AM in Virtual Agent for non-English language mode	The 'Data/Time' type variable should be displayed as the current time across all language modes.	1. Activate the following plugin/store apps to last version: a. UXC Generative AI (sn_uxc_gen_ai) b. Now Assist for IT Service Management (sn_itsm_gen_ai) c. I18N: Japanese Translations (com.snc.i18n.japanese) 2. Navigate to **Conversational Interfaces** > **Assistants**. 3. Enable Now Assist for Virtual Agent with 'Now Assist Multi-Turn Catalog Ordering' skill active in the Service Portal. 4. Create a catalog item with one 'Data/Time' type variable. 5. Navigate to **AI Search Index** > **Indexed Sources**. 6. Open 'Name='Catalog Item Table'. 7. Select **Index All Tables** so that the newly created catalog item will be included in the Virtual Agent search via AI Search. 8. Switch to the Japanese language mode after the reindex is done. 9. Navigate to Service Portal. 10. Open Virtual Agent. 11. Search the newly create catalog item. 12. Start the request. 13. Check the 'Data/Time' type variable display. Expected behavior: The 'Data/Time' type variable should be displayed as the current time, which is the same in the English language mode. Actual behavior: The 'Data/Time' type variable displays as 00:00AM in the Japanese language mode.
Virtual Agent Web Client	Console errors for va_web_client API failures are displayed	Two console errors related to va_web_client are observed: '/api/now/va_web_client_settings /	1. Log in to an instance. 2. Navigate to CSM portal or Engagement Messenger.

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Problem	Short description	Description	Steps to reproduce
PRB1896390	When launching a chat in the CSM portal and Engagement Messenger	get_va_web_client_settings' api results 403 error' and '[SNAnalytics] Invalid property name'. Console errors shouldn't be displayed and chat functionality should work as expected.	**3.** Launch Virtual Agent chat/start a chat. **4.** Observe the browser console.
Virtual Agent Web Client PRB1896591	Emoji panel loading is slow in Windows OS	Chrome and Edge browsers freeze for one minute after the user selects an Emoji icon in the Virtual Agent Web Client.	
Virtual Agent Web Client PRB1897932	NAVA isn't picking interaction context variables when enhanced chat is turned on	Account and contact fields aren't populated on an interaction record. Note that the issue isn't reproducible when enhanced chat is turned off in Virtual Agent.	
Virtual Agent Web Client PRB1911025	The 'Chats' panel header title is empty for both requestor and fulfiller	In another scenario, the unread conversation count badge should be enabled by default for requestor clients.	**1.** Open Dispatcher Workspace. **2.** Toggle to the 'Chats' panel by selecting the hamburger icon on the header. **3.** Notice that the 'Chats' panel header title is empty by default. **4.** Update the 'Left Panel Header Label' in the branding record to the correct value. Expected behavior: Even without updating the **Branding record** field, the 'Chats' panel header should have a default value. Actual behavior: The default value for chats header is empty.
Virtual Agent Web Client PRB1912866	Initiating a live agent in the same conversation right after canceling a live agent		**1.** Navigate to Dispatcher Workspace (DW). **2.** Use 'Contact live agent' to connect to a live agent. **3.** Cancel the request. **4.** Request a live agent again.

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	request doesn't work		Expected behavior: The live agent should move to a 'Request' state. Actual behavior: Nothing happens.
Virtual Agent Web Client PRB1912902	The **Close** button on the People card in 'Sources' doesn't close the card		**1.** Navigate to Now Assist Virtual Agent (NAVA). **2.** Enter the utterance, 'Who is Abel Tuter'. **3.** Select **Citation** after getting the response in 'Sources'. **4.** Select **X** to close the People card. Expected behavior: The People card should close. Actual behavior: The People card stays open.
Virtual Agent Web Client PRB1912919	New messages below the indicator exhibits old behavior and an outdated arrow		**1.** Navigate to **sys_cs_branding_setup.list**. **2.** Enable new messages below the indicator. **3.** Navigate to **Now Assist Virtual Agent (NAVA)**. **4.** Send an utterance with a long response. Expected behavior: The new message indicator is an arrow and shows text when hovering over it. Actual behavior: The new message indicator has the old behavior 'new message below' text with arrow.
Virtual Agent Web Client PRB1915596	Web search ends if the user sends the 'End' emoji in a standard chat	When the user sends the 'End' emoji, the Virtual Agent responds by ending web search. After a page refresh, the web search globe icon is still enabled. If the user selects the globe icon again, web search doesn't end.	**1.** Navigate to **/SP**. **2.** Start a standard chat. **3.** Start web search mode. **4.** Send the 'End' emoji. Expected behavior: The emoji doesn't cause web search to end. The user retains normal functionality in the Virtual Agent. Actual: The Virtual Agent responds by ending web search. After a page refresh, the web search globe icon is still

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Problem	Short description	Description	Steps to reproduce
			enabled. If the user selects the globe icon again, web search doesn't end.
Virtual Agent Web Client PRB1920026	Proactive trigger topics don't launch		**1.** Set up proactive triggers on the instance so there are topics that launch when selected. **2.** Navigate to the portal where proactive trigger is configured. **3.** Launch the associated topic when proactive trigger is received. Expected behavior: The topic should launch in Dispatcher Workspace. Actual behavior: The topic doesn't launch, and the user just sees the welcome message.
Virtual Agent Web Client PRB1920035	The 'VTT' icon isn't available in previous model of Now Assist Portal (NAP)	The issue occurs when the user switches from the new model to the previous model with VTT turned on.	**1.** Install any of the BU skills. **2.** Turn on NAP with VTT. **3.** Turn on the microphone from the browser preferences. **4.** Toggle 'on' accessibility settings. **5.** Select the **NAP icon**. **6.** Ensure the VTT icon is available in the new model. **7.** Change the model to old model (Self service modal dialog). **8.** Refresh the page. Expected behavior: The VTT icon should be available. Actual behavior: The VTT icon is not available in the old model of NAP when the user switches from the new model to old model with VTT enabled.
Virtual Agent Web Client PRB1921096	When an agent has a topic using the 'file upload' node, it triggers some odd UI in Web Client input		**1.** Navigate to an instance. **2.** Navigate to /esc portal. **3.** Enter: 'Summarize meeting into actionable items'. **4.** When it asks to upload a file, upload the attachment. Expected behavior: 'Executing Agent Meeting Action Item Agent' should be triggered by the utterance.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The input field displays 'Processing...' and the uploading icons.
Virtual Agent Web Client PRB1921129	Citations for skills are still available once skill execution starts on Now Assist Portal (NAP)		**1.** Turn on Agentic for NAP. **2.** Navigate to NAP. **3.** Type 'summarize a record'. **4.** After skill execution starts, check the citation link. Expected behavior: The citation link is turned off and selecting it doesn't trigger any action. Actual behavior: The citation link is available to select and runs into an error if selected.
Virtual Agent Web Client PRB1922217	ServiceNow Chat.open isn't opening Portable Virtual Agent		**1.** Implement the 'ServiceNowChat Third Party' API. **2.** Call serviceNowChat.open(). Notice that the chat never opens.
Virtual Agent Web Client PRB1922858	A new chat is created for the same search results when a user selects 'Go to Search Results'	It shouldn't create a new conversation when selecting the search icon from the feedback panel.	**1.** Navigate to Dynamic Window (DW). **2.** Type 'I want dell XPS 13'. **3.** Navigate to the bottom of the results. **4.** Select the **Go to Search Results** icon. Expected behavior: A new chat shouldn't be created in DW. Actual behavior: A new chat is created for the same search.
Virtual Agent Web Client PRB1923459	Context variables aren't accessible in the enhanced chat	Context variables aren't accessible in the enhanced chat, whereas they are accessible in the standard chat using either 'vaContext.liveagent_' or 'vaVars.liveagent_'.	
Virtual Agent Web Client	Users get an empty message when asking for Abel Tuter's assets		**1.** Open a znowassiststable instance with September apps. **2.** Navigate to /esc. **3.** Query: 'what are able tuter's assets'.

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Problem	Short description	Description	Steps to reproduce
PRB1924539			Expected behavior: Virtual Agent should return a list of Abel Tuter's assets. Actual behavior: Users get an empty message in Virtual Agent.
Virtual Agent Web Client PRB1925994	Engagement Messenger isn't loading chats after upgrading Yokohama	The chat box in Engagement Messenger is blank, and loads no content. The errors occurs, 'SecurityError: Failed to read a named property 'uxfIntentLibrary' from 'Window'.	**1.** Launch the Engagement Messenger. **2.** Select the chat box. **3.** Observe that the chat box is blank. **4.** Navigate to a Yokohama instance. **5.** Navigate to Agentic Portal in a separate browser tab, but don't attempt to log in. **6.** Open the dev console. **7.** Execute the script. **8.** Execute the code. **9.** Select the chat bubble that appears after the code finishes executing. Expected behavior: The chat loads with content. Actual behavior: The chat load is blank and a security error appears in console.
Virtual Agent Web Client PRB1927881	Virtual Agent topic options for dynamic choice input aren't displayed in Now Assist Portal (NAP)	For dynamic choice input, the options aren't appearing for the first time on NAP. If users enter a random string that isn't one of the expected options, it repeats the question and then displays the options on the second or third attempt.	
Virtual Agent Web Client PRB1928501	Context variables are not accessible in the enhanced chat	The context variables are not accessible in enhanced chat, but they are accessible in standard chat using either 'vaContext.liveagent_' or 'vaVars.liveagent_'.	
Workflow Studio PRB1844972	Files are missing from AI search indexes after	After installing NAFC 27.1.0 in Yokohama, files related to AI semantic search are skipped in the WFS	

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Problem	Short description	Description	Steps to reproduce
	installing NAFC 27.1.0	plugin progress and the records don't appear in the tables.	
Workflow Studio PRB1922333	A Workflow Studio upgrade message doesn't display for non-admins		1. Log in to an instance without the latest Workflow Studio version. 2. Navigate to Workflow Studio homepage. Expected behavior: The banner displays that a new version is available. Actual behavior: The banner doesn't display.
Workflow Studio PRB1922988	A banner message to install the latest PAD should be displayed on Workflow Studio	To inform users to install the latest PAD when the new Now Assist for Platform version is available, there should be a banner message in Workflow Studio advising them to upgrade PAD for the Agentic Playbook feature.	1. Navigate to a Zurich instance. 2. Install Workflow Studio. 3. Launch Workflow Studio. Expected behavior: There's an info banner message to install the latest PAD to get an Agentic Playbook feature. Actual behavior: No banner is available.
Work Order Management PRB1912592 KB2266119	There's an incorrect info message for work order tasks	Currently, the displayed info message is 'Task WOTXXXXXXX Closed successfully. Work Order (WOXXXXXXX) is also closed'. This should be 'Task WOTXXXXXXX Closed successfully.' since there's still another task open for the work order.	
Work Order Management PRB1914183	Google Maps API doesn't work when calculating travel time in Field Service Management when changing the system date format	.	
Work Order Management	Update the SMCoreConfig CacheManager.getSMConfig	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1917364	API to make it backward compatible with latest SMConfigurationHelper code		
Work Order Management PRB1920024	Team Calendar isn't displaying events		1. Impersonate as a manager. 2. Create an event to make sure that an event is there. 3. Check the Team Calendar for events. The created event isn't displaying.
Work Order Management PRB1921026	'Status' field choices differ from those on the 'Work Order' form view when setting up a Work Order Task (WOT) template	When setting up a WOT template, the choices that appear for the Status [state] field differ from the choices that appear on the WO form view. Also, when setting up a WO template, choices don't appear for the 'Service Request Type' field.	1. Navigate to the list of Work Order Models [cmdb_workorder_product_model]. 2. Select the **GE ULRICH ASSEMBLY** model. Notice that under 'Request Information', 'Service Request Type' doesn't provide selections. Also, notice that under 'Task information', the 'Status' choices differ from the choices that are available on the WOT form view.
Work Order Management PRB1925821	A Dispatcher Workspace group filter displays no results when a wm_dispatcher persona accesses the workspace	Users with the 'wm_dispatcher' role were unable to query the 'dispatch_group' field on the 'sm_m2m_group_dependency' table due to a missing access.	1. Impersonate a user. 2. Log in to Dispatcher Workspace (now/cwf/agent/dispatch). 3. Select the 'Assignment group' filter. 4. Expected behavior: The 'Assignment group' filter should populate values correctly. 5. Actual behavior: Observe that there are no results even when they have assignment groups configured.
Workplace Case Management PRB1921823	Moving bars aren't working in scenario planning		
Workplace Case Management	Moving bars aren't working in Scenario Planning		

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Problem	Short description	Description	Steps to reproduce
PRB1927638			
Workplace Central PRB1914686	'Add/Change allocations from map-based administration' isn't working in Zurich instances		
Workplace Central PRB1919180	When selecting 'Create schedule', it takes more time open the 'Schedule' page and sometimes it doesn't open	When the user selects 'Create Schedule' it should open directly, and they should be able to view the schedule before publishing the plan. This issue occurs on new instances from Xanadu to Zurich, and has been observed in existing instances as well.	
Workplace Maintenance Management PRB1919220	Unable to copy the schedule because the list appears empty when it's selected for Maintenance Plans	When a schedule is previously created for a Maintenance Plan, it can't be copied over to a new plan because the list appears empty and the previously created plan doesn't appear.	1. Create a Maintenance Plan. 2. Navigate to **Workspaces** > **Workplace Central** > **Preventive Maintenance icon**. 3. Navigate to **All Plans** > **New**. 4. Give any plan name. 5. Choose a start date in the future. 6. Choose a end date in the future. 7. Select the location. 8. Select any building. 9. Select **Next**. 10. Select one maintenance item. 11. Select **Next**. 12. Select **Create schedule**. 13. Create schedules with the following: a. Schedule: 1 b. Name: Schedule 1 c. Trigger: Duration d. Trigger type: Interval e. Repeat: Days - 1 14. Select **Save**.

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Problem	Short description	Description	Steps to reproduce
			15. Select **Publish**. 16. Create Plan 2 with the previous the steps, up to the maintenance items selection. 17. Do not select **Create Schedule**. 18. Attempt to copy the schedule. Notice that the previously created schedule does not appear.
Workspace App Shells PRB1912366	Empty white space is showing for the interaction type 'Phone' for the Voice Interaction Page		1. Navigate to the **CSM/FSM Configurable Workspace**. 2. Create new interaction with the type 'Phone' Expected behavior: The white space shouldn't show up. Actual behavior: The empty white space shows up.
Zero Copy Connectors (Glide) PRB1891523	The databoard isn't working for prod and sub prod glide instances		

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Zurich security and notable fixes
- All other Zurich fixes

Zurich security and notable fixes

The Zurich release contains important problem fixes.

Zurich was released on July 31, 2025.

- 07-23-2025_1759
- glide-zurich-07-01-2025__patch0-07-15-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

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Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Security-related fixes

Zurich includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Zurich, refer to KB2249737.

Notes for Zurich

QueryRangeACLAuditor

This patch includes the May Maintenance update script in the form of a script include (QueryRangeACLAuditor). This script is not triggered automatically and must be run after a patch upgrade. More details on running the QueryRangeACLAuditor and its functionality can be found in KB2046494.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Access Control PRB1833782 KB1721153	There's slowness when loading forms with **TableChoice** fields related to the RecordFamilyResolver.archiveTableHasACLTerms code path	Accessing any form with a **TableChoice** field where the instance has more than 250 archive tables can result in slowness due to RecordFamilyResolver.archiveTableHasACLTerms code path and a change to CACHE_ARCHIVE_TABLE_HAS_ACL_TERMS in Xanadu.	Refer to the listed KB article for details.
Access Control PRB1840256	Excessive syslog logging from AccessTerm 'Slow ACL'	Excessive logging from AccessTerm 'Slow ACL' is detected in syslog shards.	
Access Control PRB1840787	itil role users receive an error on short description suggestions	itil role users observe several errors when selecting the **Suggestion** button on	**1.** Access a base Xanadu instance. **2.** Impersonate an itil user.

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Problem	Short description	Description	Steps to reproduce
		short descriptions on incident records.	**3.** Navigate to **All** > **Incident** > **Create New**. **4.** Select the **Suggestion** button next to **Short description**. Observe errors regarding the 'sys_choice' table.
Access Control PRB1868511	Adding other roles to the 'Contains role' tab in the 'snc_internal' role causes unexpected behavior	Newly created users don't receive the 'snc_internal' role when logging in, or getting impersonated, for the first time.	**1.** Provision an instance with 'sn_dlir' installed. **2.** Add the 'sn_dlir.secure_file_download' role to the 'Contains role' related list in the 'snc_internal'. **3.** Create a new user. **4.** Impersonate or log in under the newly created user. Expected behavior: Roles can't be added to the 'Contains role' related list in the 'snc_internal', or there's a business role or another check that informs the user when they are doing it. Actual behavior: A newly created user doesn't receive 'snc_internal'. In node logs, users can observe: '*** WARNING*** RoleAccessHandler: User does not have the role...'
Action Bar Component PRB1840507	An incorrect action bar intermittently displays		**1.** Navigate to /now/cwf/agent/home. **2.** Impersonate a user. **3.** In the list, select **My cases** > **New**. **4.** Select **Accept UI Action**. Expected behavior: The action bar shouldn't change. Actual behavior: The action bar changes in a few seconds after the case is accepted.
Activity Stream Compose Component PRB1897434	The 'Email' tab in the Activity Stream in the CSM Configurable Workspace doesn't resize when the text is larger than	This issue is found in Yokohama, but works as expected in Xanadu.	**1.** Navigate to a Yokohama instance as an admin user. **2.** Navigate to the **Activity Stream** > **More** > **Email**. **3.** Select **Return past vertical limit**.

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Problem	Short description	Description	Steps to reproduce
	the vertical limit		Expected behavior: The email text box auto-resizes vertically. Actual behavior: The email text box doesn't auto-resize.
Activity Stream PRB1830587	Activity Stream doesn't limit the size of journal fields	The maximum size of journal entry appears to be either 50Kb or 100Kb by default. UI16 has a 10MB limit on the total journal field size. Once this limit was reached it truncates every journal entry to 50K. The entry cap is 250 by default. The entry cap is 30 for attachments. The size cap + entry cap is what ensured no out of memory errors in UI16.	**1.** Create a script that creates a 10MB work note. This can be a 100 character string that is appended to the work note 100,000 times in a loop. **2.** Add 2-3 of these to a single incident. **3.** Request the incident in Service Operations Workspace (SOW). Expected behavior: The incident should load with these massive strings. Actual behavior: Chrome and Edge crash as the browser runs out of memory. **1.** Add 100 of the 10MB work notes from #1. **2.** Request the incident. Expected behavior: The incident should load in SOW. Actual behavior: The Glide server crashes with an out of memory error.
Activity Stream PRB1858894 KB2027692	Application Programming Interface (API), Now Platform, and GraphQL are slow due to the Table Cleaner being throttled causing heavy replication lag	API, Now Platform, and GraphQL calls are slow specifically because of the Table Cleaner on sys_activity shards. Using Instant Alter added an index, and as a result, all records were replicated with the load causing replication lag. When replication lag is detected, Table Cleaners are throttled, which can exacerbate the amount of data that is being replicated and cause timeouts. Timeouts are caused by the Table Cleaner running synchronously	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		in the Activity Stream load request.	
Activity Stream PRB1860591	Work notes are presented as encrypted text within the 'Activity' section of the ServiceNow Workspace when the encryption configuration is active	There's column-level encryption enabled and configured for the **work_notes** field. When a user with a target role specified in the sys_platform_encryption_configuration record is posting worknotes in workspace, they are unable to see unencrypted text. Instead, they're seeing encrypted text. When the same user posts worknotes in the native view, the text isn't encrypted.	
Activity Stream PRB1870524	If user_id is in the form of a sys_id, then the user isn't displayed correctly in the activity stream	The sys_created_by can be a user_id or a sys_id or an email, so it guesses based on the format. If the user_id is copying the sys_id format, then this process doesn't work.	1. Create a user with a user_id in the format of a sys_id. 2. Give the user sufficient roles to view workspace. 3. Impersonate the user created. 4. Navigate to some record on workspace and add a comment or make a field change. Notice this user's user_id is displayed instead of the display name.
Activity Stream PRB1893483	No activity displays in UI16 when a blank journal event is added to the Activity Stream	After upgrading to Yokohama, some records display 'No Activity' on the platform view. A null pointer exception displays.	
Agent Chat PRB1862727	A 'Show audio' modal appears when an agent presence state is changed to 'Available' for Safari users	A user interaction is required on the page for the audio to work, especially in inactive tabs. This was enforced by a modal when the audioContext was detected to be suspended, which occurs when a new AudioContext is	

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Problem	Short description	Description	Steps to reproduce
		created in the page. Now, the modal appears for Safari whenever the presence changes in the inbox to 'Available' to avoid having users refresh the browser to see the modal.	
Agent Chat PRB1887118	The 'new message' sound and desktop notification aren't working in legacy workspace		1. As an agent, navigate to the legacy workspace with the url /workspace/agent. 2. As a requestor, start a chat. 3. After an agent accepts the work item, as a requestor, start sending some messages. Expected behavior: When desktop and sound notifications are turned on, an agent should hear the sound for a new message and receive desktop notifications for the new message. Actual behavior: There's no sound or desktop notification.
Agent Chat PRB1900981 KB2226265	Inbox audio is delayed when the 'Workspace' tab is inactive or out of focus before receiving the first work item	When the work item assigned, audio isn't heard. Audio is heard only after switching back to the workspace. The agent may not get notified at the time of assignment due to this issue, and the work item may expired by the time agent is back on the workspace tab.	Refer to the listed KB article for details.
Agile Development PRB1900463 KB2251764	Global search isn't working for certain records after upgrading to Yokohama	After upgrading to Yokohama, pre-fix for certain records, such as Release, Feature, Phase, got updated. This prevents the global search from working as expected. The new pre-fix records are searchable, but existing records created before the upgrade using	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		the old prefix aren't searchable.	
AI Search Glide PRB1590070	Index events take a long time when there's a substantial amount of data in the sys_translated table	When indexing the **Translated** field from the sys_translated table, all the data for a particular table is cached at once. When there's a frequent update or insert to the sys_translated table, the rebuild cache takes an average of 5 seconds to 8 seconds per event.	**1.** Enable a language plugin. **2.** Index a record with a **Translated** field with a translation in the sys_translated table (e.g. sys_ui_list, title field) **3.** Navigate to **cache_inspect.do**. **4.** Observe that all data for the same table will be loaded into the private TS_TRANSLATED_MAP cache. **5.** Flush the cache. **6.** Reindex one record. Observe the cache was rebuilt with all data from that table.
AI Search PRB1823459	AI Search indexing 'Topic Path Translation' doesn't work for a non-system user preference language	Session users assigned as 'guest' with the sys_user_preference file 'name=user.language' and 'value=some_non_user_session_language' have topic paths indexed in this language. The set language isn't effective, which is the cause of incorrect translations.	**1.** Ensure sys_language has two active languages, **en** for English and **de** for Deutsch. **2.** Create an entry in the sys_user_preference table with the following values: ○ system = true ○ user = empty with language as 'de' **3.** Create the catalog item with translations for topic and topic path. Expected behavior: AI Search should index, and be able to search with the 'en' topic value. Actual behavior: AI Search indexes content with Deutsch translations for documents with both English and Deutsch languages, and the search for English fails.
AI Search PRB1824166	A translated reference field is indexed in a different language in a single record update instead of a full table index	The peekahead is using the same value for different langauges.	**1.** Enable i18n Spanish. **2.** Insert a KB record kb_knowledge_base=knowledge, language=es. **3.** Wait for incremental index and dump the document. **4.** Verify that kb_knowledge_base is in Spanish.

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Problem	Short description	Description	Steps to reproduce
			5. Re-index kb_knowledge. **6.** Wait for incremental index and dump the document. Expected behavior: kb_knowledge_base is in Spanish. Actual behavior: kb_knowledge_base is in English.
AI Search PRB1825963 KB1763961	Index KBB throws an exception about journal peekahead	An error is thrown: 'IngestService: Unable to index Glide Record [9b85baaa3bf11a10 c4589c8c24e45a2b] u_kb_template_topic_category. fa8191f6fb059 e507863f46b5eefdc1d : Cannot invoke "java.util.Map.get(Object)" because "journalElementToValuesMap" is null java.lang.NullPointerException: Cannot invoke "java.util.Map.get(Object)" because "journalElementToValuesMap" is null...'	Refer to the listed KB article for details.
AI Search PRB1836358 KB1790348	A race condition causes an incorrect deleteMultiple() query to be generated on the v_search_genius_result and sys_variable_value tables	When the AI Search Genius Result is requested and processed in a multi-threaded, high-concurrency environment, such as when multiple users simultaneously perform search functions on a portal or virtual assistant (VA), a thread safety issue arises. This issue may cause an incorrect deleteMultiple() query to be generated, potentially leading to the deletion of excessive records from the sys_variable_value table. As a result, various components, including the	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		Integration Hub, Service Catalog items, and workflows, may malfunction due to the absence of these critical records.	
AI Search PRB1837035 KB2187724	Catalog item access isn't evaluated correctly when there is service_portfolio in some cases		Refer to the listed KB article for details.
AI Search PRB1837962	When a query is performed in 'OR' mode, the pagination breaks	0 results are returned.	1. Change the property 'glide.ais.query.search_operator' to 'OR'. 2. Perform a search on Service Portal that returns more than 12 results. 3. Select the **Next page** arrow button. Observe that there's no matches.
AI Search PRB1841283	There's errors in logs during ingestion for users without GAIC or Semantic Search	If there's no semantic search configured, the log shouldn't be polluted with errors.	
AI Search PRB1843005	The text '(number) results for (keyword)' text is not translated when using AI Search	After installing a language plugin and switching the language to a non-English language, the text '(number) results for (keyword)' is not translated when using AI Search. This occurs when a keyword is misspelled when using AI Search.	1. Provision an instance with the 'Language' plugin and AI Search installed. 2. Log in to the instance. 3. Switch the language to non-English. 4. Open an Employee Service Center portal. 5. Search for any misspelled keyword. Expected behavior: The text '(number) results for (keyword)' text is translated to the non-English language. Actual behavior: The text '(number) results for (keyword)' text is seen in English and is not translated.
AI Search	The AI Search class can't	If the [sysevent] table isn't configured for table rotation, AI	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1844340 KB2084368	Handle a non-rotated table	Search can't process indexing events and an error is seen in the system logs.	
AI Search PRB1850631 KB1949808	The **Table** field for EVAM view configuration matching of a search record is always the parent table	With the new EVAM-lite implementation, there are 3 gaps in the logic for determining which view configuration to use for a given search result. 1. If a view configuration has a condition based on a field that isn't included in the list of table fields, that field won't be returned from AIS, and so the condition never matches. Even if the field is included on the 'Table Fields' list, if it's a field that only exists on a child table of the table the indexed source is based on, the field won't be returned from AIS and so the condition never matches. If the first view configuration for a particular table comes after the default/global view config, it is never used. Whereas, EVAM had a more nuanced selection process that would look for all view configuration that matched on the table before falling back to those for ancestor tables or the global/ default table.	1. Set the system property glide.search.evam .logger.enabled to true. 2. Open the Service Portal and search for 'new hire'. 3. Open the syslog. 4. Filter on 'Created'. 5. Notice there's a message that contains: '[SEARCH EVAM] SearchResultTemplateGenerator: Using View Config 633c3b5d53a 71010968a ddeeff7b1218 for Result with table sc_cat_item and sys_id 6690750 f4f7b4200086 eeed18110c761'. Expected behavior: Service Portal's EVAM Def'n has a view configuration called 'Catalog Search Results - Order Guides', which has a condition of 'sys_class_name = sc_cat_item_guide^EQ'. This is the view configuration that should be used, and the syslog entry should contain: '[SEARCH EVAM] SearchResultTemplateGenerator: Using View Config 44c37371 c32020108 25039b06 e40dd4b for Result with table sc_cat_item and sys_id 6690750 f4f7b4200086 eeed18110c761'. Actual behavior: The incorrect view config is being used. 633c3b5 d53a71010968 addeeff7b1218 is the sys_id of the view configuration called 'Catalog Search Results', which is the generic view configuration for catalog items, and doesn't have any conditions beyond table. But the 'New Hire' category item is an 'Order Guide', and there's an EVAM view configuration specifically for that.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1862241	There's an error in the logs when using a catalog Genius Result	One generates every time that a user requests a Catalog Genius result when the mode is async.	**1.** Ensure Catalog Genius Results are enabled for a Service Portal (SP) search profile. **2.** Navigate to SP. **3.** Search for 'Miro'. Observe the error: '[SEARCH API] SearchCheckpointService: Unable to post checkpoint, Callback name missing: no thrown error'.
AI Search PRB1875775	Field-level permissions should only apply when building template props		**1.** As a user with elevated privileges, navigate to AIS-enabled Service Portal (SP) and search for 'new hire order'. **2.** Select the first regular result. Observe that the user is taken to the 'sc_cat_item_guide' portal page. **3.** Impersonate a non-admin user. **4.** Open SP and search 'new hire order'. **5.** Select the first regular result (should be the same result as Step 2). Expected behavior: The user is taken to the 'sc_cat_item' guide page. Actual behavior: The user is taken to the 'sc_cat_item' portal page.
AI Search PRB1885285 KB2182142	When Zing is the search engine for global search, data broker is still executed and pollutes the syslog	The underlying cause is that the composite data broker resource in the UI Builder app for the global search page is wired up to use the search term from the URL as an input, and so executes every time it changes after the initial search.	Refer to the listed KB article for details.
AI Search PRB1885594	AI Search attachment results aren't redirecting to the parent record	The issue is reproducible in Yokohama and Xanadu instances.	**1.** Log in to an instance. **2.** Navigate to the ESC portal. **3.** Search for 'Dental'. **4.** Select the doc result of the article. Notice that it's not redirected to the parent record. It's redirected to the

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Problem	Short description	Description	Steps to reproduce
			sys_attachment.do? sys_id=undefined& searchterm=detail.
Analytics Data API PRB1845187 KB2238953	Drilling down on KPIs in a Performance Analytics dashboard produces an error 'no internet connection"'	Drilling down on any value redirects the user to the KPI details page with a 'No Internet connection' error.	Refer to the listed KB article for details.
API Usage Analytics Dashboard PRB1842140	API_INT Semaphore queue depth shows a negative value in stats.do misguiding analysis and troubleshooting	There are two problems. First, the count shouldn't go negative when any exception happens. Second, it shouldn't throw an exception, which ultimately drops the request on the floor and never responds to the browser.	
Application Install Engine PRB1846815	Admins users aren't able to repair/install all dependencies when domain separation is enabled	An issue was observed where a parent application (e.g., Now Assist For CSM) was installed successfully, even though its dependencies (e.g., sn_genai_platform) weren't installed during the process. This behavior is unexpected.	**1.** Open an instance where domain separation is enabled. **2.** Create an admin user in a different domain. **3.** Log in or impersonate as that admin user. **4.** Change the domain to global. **5.** Attempt to install a parent application with known dependencies. New dependencies aren't installed and there's domain related errors in plugin logs. **6.** Try to repair the same plugin. **7.** Verify that the new dependencies are still not installed and the domain related errors in plugin logs are still present. All the dependencies should be installed with the parent app.
Application Manager PRB1834952	The Service Bridge Base plugin doesn't automatically upgrade when	This issue occurs for users in a non-global domain or scope.	

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Problem	Short description	Description	Steps to reproduce
	the Service Bridge for Providers plugin is upgraded		
Appointment Booking PRB1894193	The scope of the Appointment Booking service's configuration was changed in Yokohama, which leads to a scope access issue	After upgrading to Yokohama from Washington, the value of the 'Availability' table changed from wu_appointment to empty in some Appointment Booking service configuration records.	
Approvals PRB1845668 KB1810362	Multi-Level approval skips steps due to race conditions	Overlapping transactions on the sc_req_item table cause race conditions allowing approval steps to be skipped.	Refer to the listed KB article for details.
Attachments to Records PRB1849752 KB1885864	There's an issue with archive table clean-up using the PurgeOrphanAttachments job	There's an issue that may result in the unintentional removal of records from the sys_attachment table under specific conditions. The issue may impact instances on Washington DC and later releases.	Refer to the listed KB article for details.
Audit History PRB1795159	Business rules aren't running on the 'Audit delete' table	The issue was reproduced in a Washington instance.	1. Create a business rule (BR) on the sys_audit_delete table and make it to execute before the insert. 2. Write a simple script gs.log to know the BR trigger. 3. Delete an entry from the cmdb_ci table so that it creates an entry in sys_audit_delete. Expected behavior: The BR triggers and creates a log. Actual behavior: The BR isn't triggering.
Authentication PRB1889955	The new banner menu of Yokohama refers to glide.multifactor.	This causes an issue if the sys_id has already been used by the instance.	1. Log in as an admin. 2. Turn on MFA, AA and MFA Context.

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Problem	Short description	Description	Steps to reproduce
	enforcement. acknowledged by the sys_id instead of the property name		3. Set 'Role Based MFA' to a role like 'Admin'. 4. Set the glide.multifactor. enforcement. acknowledged property as false. 5. Set the property of SWP and MAX SWP as '30' and '90'. 6. Log in via an admin user who hasn't enforced MFA. 7. Navigate to an admin profile. 8. Select the **Acknowledge** link in the message. Expected behavior: Verify that the admin should be able to acknowledge the message and the glide.multifactor. enforcement. acknowledged property should be true now. Actual behavior: The **Acknowledgment** link does not work.
Banner Frame PRB1679019	UX Banner announcements appear for users with orphaned roles when they don't belong to the group needed to view the announcement	UX Banner announcements appear for the user even though they have an orphaned sys_user_has_role record and don't belong to the banner group.	1. Create a new group named 'banner group'. 2. Create a banner announcement. 3. Navigate to the **Show for** field. 4. Select **Users with specific role/ groups**. 5. Associate the banner group with the banner announcement. 6. Associate the banner announcement with the Unified Navigation configuration. 7. Create an orphaned record in sys_user_has_role. 8. Find a user with records in with the sys_user_has_role. 9. Open the sys_user_has_role records for that user. 10. Export as XML. 11. Change the following fields: a. Set 'inherited' to 'false'. b. Change the role sys_id to one that doesn't exist in the sys_user_role table. c. Change the 'role' display_value.

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Problem	Short description	Description	Steps to reproduce
			d. Change 'name' to non-existent roles in the sys_user_role table. **e.** Change the **sys_id** field to one that doesn't exist in the sys_user_has_role table. **12.** Import the record back into the instance. **13.** Observe that in the sys_user_has_role, the record imported says 'empty' for the **Role** field. **14.** Impersonate the user with the orphaned sys_user_has_role record. Notice that the UX Banner announcement created appears for the user even though they belong to the group.
Banner Frame PRB1878987 KB2091173	An HTML link for a page header caption (glide.product.description) is broken in a logo tooltip	On Yokohama, an HTML href attribute (link reference) included into a page header caption on the 'Basic Configuration UI16' page (glide.product.description sys property) doesn't render the href attribute.	Refer to the listed KB article for details.
Business rules (Classic) PRB1759349	The child table of the cmn_location table doesn't trigger the business rule for full names	The business rule doesn't populate for child tables for cmn_locations, 'Location - generate full name'. The business rule on the table just calls the 'HierarchicalReference #generate()' function, and the changes need to happen in the function.	**1.** Make a cmn_location table extendable. **2.** Create a child table for cmn_location. **3.** Create a record on the child table. **4.** Choose the parent from the cmn_location table. Expected behavior: The full name 'Apac/India/Hyderabad/test' is populated. Actual behavior: The full name doesn't populate accurately.
Case and Knowledge Management for HR Service Delivery	The Vendor Portal 'Take-questionnaire' page stops working when the HR	Users observe an error on the page.	

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Problem	Short description	Description	Steps to reproduce
PRB1860702	application is installed		
Case and Knowledge Management for HR Service Delivery PRB1905312	Feedback definition table doesn't display any feedback records	Feedback definitions aren't visible. Also, users can't create a feedback definition.	**1.** Log in to an instance. **2.** Navigate to the feedback definitions (sn_ex_sp_pro_feedback_definition) table. Actual behavior: Feedback definitions aren't visible. Expected behavior: Feedback definitions should be displayed. **1.** Log in to the instance. **2.** Navigate to the feedback definitions (sn_ex_sp_pro_feedback_definition) table. **3.** Select the **new** button. Actual behavior: Users are unable to create a feedback definition. Expected behavior: Users should be able to create a feedback definition.
Change Management Collision Detector PRB1868251	The 'Conflict Detection' job, especially the ChangeCheck ConflictsSNC script include, can lead to an OutOfMemoryError and node restarts	This seems to happen when the Affected CIs [task_ci] table has a large amount of records on it. In one of the cases, there were 93,685,849 records.	Run the 'Conflict Detection' job and notice it loops in the ChangeCheckConflictsSNC script include.
Change Management PRB1880887 KB2116476	com.snc.change_management.standard_change is activated on an upgrade	com.snc.change_management.standard_change_catalog standard_change_flows is installed on an upgrade and zboot. This has a dependency on the standard change catalog. The dependency needs to be removed.	Refer to the listed KB article for details.
Cloud Provisioning and Governance with Amazon	The API transaction /api/now/cloud_event' triggered by 'AWS events-driven	These transactions are processing on Default Semaphores instead of Integration Semaphores, leading to semaphore exhaustions impacting	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Web Services PRB1788540 KB1709741	discovery' is overloading Default Semaphores and should be routed to Integration Semaphores	the user experience. During a severe influx, these transactions can take more time for processing due to DB locks, and a single transaction can take 45 seconds to execute due to the wait time. This can potentially cause an outage.	
CMDB Query Builder PRB1889722 KB2127777	The 'CMDB Query Builder Suggested Relations' job can fail to process all CMDB_REL_CI records	The 'CMDB Query Builder Suggested Relationships' job changed in Yokohama to use a new batched approach to improve memory consumption and processing speed. However, there are two scenarios (Invalid relationship data and Environment date format) under which it doesn't proceed to the next batch, resulting in an incomplete data set in cmdb_class_relationships.	Refer to the listed KB article for details.
Column Level Encryption Enterprise PRB1874479 KB2070474	The security banner message 'One or more security migration jobs have failed in your instance' appears constantly and isn't dismissed after one day	As part of the Column Level Encryption (CLE) migration process from Yokohoma and later, there are cases where the 'Key migration' job is failing as there's no key to migrate. As the key migration job fails, there's a security banner announcement 'One or more security migration jobs have failed in your instance', which is appearing in the instance post-migration. The red banner message for migration errors isn't dismissed. The banner message should appear only for one day and be dismissed after that. However,	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		the banner message is displayed constantly.	
Communities PRB1865845	Some characters are displayed as unicode in blog titles	When a blog article in posted in the Community portal, some characters are encoded in unicode and then are displayed without being decoded.	1. With the Communities plugin installed, set up a forum and put 'blog' in the 'Content type' related list. 2. Navigate to the Community portal. 3. Navigate to **Community** > **All forums**. 4. Select the created forum. 5. On the right-hand side menu, select **Post Content** > **Blog**. 6. In the blog title, input something like 'test漢字テストﾃｽﾄ７7'. 7. Input a description. 8. Select **Save as draft** or **Publish**. Observe that the title is now 'test漢字テストﾃｽﾄ７7'.
Condition Builder PRB1843987 KB2153113	Predicate Builder's 'Date Time' filter displays a JavaScript condition with quotation marks missing around the date parameter	Quotation marks should be surrounded by the condition '-->', causing an issue with the query.	Refer to the listed KB article for details.
Configuration Management Database (CMDB) PRB1830256	If eligible records are more than the batch size, certification audit results are duplicated for failed CIs	The checkTableAttributesAgainstTemplate method doesn't respect the current batch it is running in. It instead queries the entire CI class tables and logs the failed results.	1. Create more than 1000 records in CI tables, like cmdb_ci_linux_server or cmdb_ci_business_app. 2. Update any of the attributes, like cmdb_ci_linux_server.os_version or cmdb_ci_business_app.active_user_count, to a particular value for half of the records 3. Configure cert_audit where certification attributes match half the records updated in step 2. Use only 1 attribute to certify. 4. Run the audit. Expected behavior: The number of records in the cert_audit_results table shouldn't be more than one.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The total_num_records/1000 +1 times the results get duplicated for failed results.
Configuration Management Database (CMDB) PRB1840516	When using an absolute value for a lifecycle stage, it moves to empty, but it accepts and saves a string value with a 'contains an' operator	On that policy form, the filter is using the **Lifecycle stage** reference field where the dictionary is configured to use 'reference key' = 'name'. The record lookup is done using the **Name** field instead of default 'sys_id'.	
Configuration Management Database (CMDB) PRB1893468	The 'Sync Managed By Group from CI Class' script action has an infinite loop edge case		
Configuration Management Database (CMDB) PRB1895685	If a CI's sys_mod_count value is empty, CMDB Health jobs become stuck	The platform allows the autoSysFields function to be used when inserting and updating CIs from a script. A script turns on or off the update to the fields sys_updated_by, sys_updated_on, sys_mod_count, sys_created_by, and sys_created_on. This is often used for manually updating field values on a record while leaving historical information unchanged. CMDB Health jobs becomes stuck if a CI's sys_mod_count value is empty due to being inserted like that.	
Content Management System PRB1880403	The CMS portal is corrupted after a Yokohama upgrade	It looks like there are CSS files for the portal that aren't loaded as expected.	

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Problem	Short description	Description	Steps to reproduce
Contextual Search PRB1868773	canWrite on GlideElement for variable sets returns a null pointer exception	There's an issue calling a canWrite on a variable set when applying form changes to be filtered. The individual variables behave correctly.	
Core Platform PRB1775831 KB1818197	When the user accesses a CTI record URL before SSO or a local login, they are redirected to an incident.do record	When the user is logged in to an instance, a CTI link takes them to the correct record. However, when they are logged out, they are directed to the incident.do page.	Refer to the listed KB article for details.
Database Indexes PRB1788235	Redundant indexes are created on a column with a non-unique index when a unique index is created on it	Creating a unique index on a column that already has a non-unique index on it leads to duplicate indexes on the same column.	Scenario 1: **1.** Log in to any base instance. **2.** Create a non-unique index on a column of any table using the Tables & Columns module. **3.** Once the index is created, create a unique index on the same column of the table using the tables & columns module. **4.** Validate the indexes on the table. Notice that there are two indexes on the same column, where one is unique and the other one is non-unique. Scenario 2: **1.** Login to any base instance. **2.** Create a non-unique index on a column of any table using the Tables & Columns module. **3.** Navigate to **Dictionary**. **4.** Open the table/column with the created index. **a.** Attempt to set the unique flag to 'True'. **b.** Notice a pop-up stating, 'A non-unique index exists on this column. To create a unique index for this column use IndexCreator in the Tables & Columns page or in this column's Table record'.

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			5. Navigate to Tables & Columns module. **6.** Create a unique index on the same column. **a.** Attempt to set the unique flag to 'True'. **b.** Notice that the same a pop-up appears stating, 'A non-unique index exists on this column. To create a unique index for this column use IndexCreator in the Tables & Columns page or in this column's Table record'. **7.** Drop the non-unique from the backend. **8.** Invalidate the table cache. **9.** Attempt to set the unique flag to 'True' in sys_dictionary for that record. Notice that the activity will be successfully completed.
Database Persistence - Data Access PRB1857656 KB1935234	A Glide function with a substring function may return a 'negative substring length not allowed' error if the arguments are negative	A Glide function with a substring function may return a 'General Data Exception detected by database (ERROR: negative substring length not allowed)' error if the arguments are negative.	Refer to the listed KB article for details.
Database Persistence - Data Management PRB1840970 KB2007890	Monthly/Yearly scheduled jobs named 'Physical Table Stats Aggregator/ Gatherer' causes slow CPU and instance responses	This problem manifested primarily on demo instances that have more than 300 DBIs, but it isn't necessarily isolated to demo hosts.	Refer to the listed KB article for details.
Database Persistence - Data Management PRB1859358	The orphan cleaner does not check both the primary and archive tables to determine if	Orphan cleaner is enabled by setting property 'glide.db.orphan_cleaner.peripheral_tables' to clean records from the peripheral tables sys_attachment,	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1968830	a record is an orphan	sys_attachment_doc, and sys_audit, sys_journal_field. It only checks if a record exists based on the document ID reference's tablename. When the document ID reference's tablename is not updated after archiving records during archive reparenting, the orphan cleaner deletes non-orphan records.	
Database Persistence - Data Management PRB1868796 KB2071053	Updating a record in the sn_vul_vulnerability table via Data Management Update Jobs (sys_dm_update) throws an error	The user can open a record in the sn_vul_vulnerability table and update it, but when the same user tries to update it via the sys_dm_update job, it throws an error. Error: 'The user does not have the necessary permissions to update records in table sn_vul_vulnerability'.	Refer to the listed KB article for details.
Database Persistence - Data Management PRB1881515	The 'Collect Reliability Metrics for Data Management' job causes history lest length (HLL)	The instance experiences resource constraints.	
Database Persistence - Data Scale PRB1266075 KB0728469	If all tables that are part of a database view are on the same gateway database, Glide should be able to redirect the query to the gateway	Database views that are connecting to tables that are sharded aren't working. They aren't honoring the gateway configuration and still look in the base database.	Refer to the listed KB article for details.
Database Persistence - Data Scale	A Glide connection gets stuck when statement	When a statement is canceled, Glide sends a request to the Oracle server, which replies with 'break', and	

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PRB1759098	cancelation response from the server is lost	sometimes the reply doesn't return due to some error.	
Database Persistence - Data Scale PRB1829039	Users are unable to add query rewrite if the execution time greater than 10 seconds	Trying to add a index hint/rewrite on Xanadu where the total execution time is greater than 10 seconds rewrites if the execution time is greater than 10 seconds.	
Database Persistence - Data Scale PRB1840823	Temporary files are left by PG-JDBC driver	There must be obsolete .trs files in /glide/nodes/node port/tmp directory. Obsolete files are created 1 hour ago or before and not touched.	
Database Persistence - Data Scale PRB1844798	An error message for an unknown system variable 'sql_generate_invisible_primary_key' warning is received	This issue was observed in a Xanadu instance.	1. Open a Xanadu instance. 2. Created a new table from sys_db_object_list.do. Observe the warning error message, 'Unknown system variable 'sql_generate_invisible _primary_key''.
Database Persistence - Data Scale PRB1846741	Adjust tuple size thresholds to avoid failing legitimate queries	Adjusting the threshold to a reasonable value to avoid failing some queries.	
Database Persistence PRB1593310	Updating an application from the application repository to change the column type from 'Date' to 'String' doesn't change the column type in the database	.	
Database Persistence	Oracle prepared statements	When running Glide with an Oracle database, when	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1849730 KB1901158	leaked for sys_attachment_doc queries	loading an attachment, a PreparedStatement leaks. This leak eventually cleans up when its database connection is recycled. However, if enough attachments are loaded before the connection is recycled, an OutOfMemoryError can occur, resulting in the application node restarting.	
Discovery PRB1648843 KB1282470	Active processes from Windows ADM fails to collect active processes on some devices	The issue may present itself as process classifiers not being triggered, for example vCenter or MSSQL patterns not being triggered. The 'Active Processes' table isn't populated, causing the classifiers to not be triggered.	Refer to the listed KB article for details.
Discovery PRB1657280	There's inaccurate error logging for failed application patterns due to running processes that have bounced or stopped before pattern process detection executes	Commands using the PID and PORT from the ADM Probe return null in the pattern failures. There's no log in the 'Discovery Log' table of what occurred during process detection, and no indication in the failure message of the HD Log that the pattern failed due to the running process having bounced with a new PID or PORT.	1. Ensure access to the target server running the application instance. 2. Run Discovery on the target server. 3. Open the **Discovery Status** record. 4. Wait for the Discovery to complete. 5. Stop the service for the app running on the target server with **command sudo systemctl stop** after the ADM Probe ECC Queue Input is returned either. 6. Open the ADM Probe ECC Queue Input record. 7. Select the **Run Again** related link. 8. Check the Discovery Status related list for Discovery Logs. 9. Wait for the newest Pattern Log for the Application to return with an error for Failed Exploring Pattern. 10. Open the HD Log record.

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			11. Check the logging for why the pattern failed. 12. Check the Process Detection section before the Identification sections ran. Notice that commands executed that use the PID or the PORT discovered by the ADM Probe will return null, as they no longer exist on the target server. There's no logging to the Discovery Log table of what occurred during Process Detection.
Discovery PRB1681149 KB1500612	The Storage Server (SMIStorageServer) probe causes a MID server OutOfMemoryError	When running storage discovery, multiple SMIStorageServer probes are triggered. Each probe uses large amount of memory, eventually causing an 'OutOfMemoryError: Java heap space' error.	Refer to the listed KB article for details.
Discovery PRB1791510 KB1718735	Discovery is hanging for certain schedules due to WMI queries failing		Run Discovery on Windows devices where the WMI queries fail in Windows OS Patterns.
Discovery PRB1812384 KB2234218	Inclusion pattern discovery fails with a NullPointerException if one of the identifications fails for a parent pattern	When the main pattern identification a fails, a NullPointerException exception is thrown: 'com.snc.sw.exception.PatternDebuggerException: Debug task failed to initialize parent CI for entry point: null.'	Refer to the listed KB article for details.
Discovery PRB1843836 KB1821378	There must be guardrails/ warnings for 'mid.sm.discolog.max_object_size' properties	Setting 'mid.sm.discolog.max_object_size' too high can lead to a ECC Queue payload too large and can cause an instance to run into memory errors when processing the results.	Refer to the listed KB article for details.
Discovery PRB1843863	Shazzam Insights doesn't display any data in Discovery	Shazzam Insights information isn't populated in the table 'Shazzam_Insights' and an error appears in the	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2061931	Admin Workspace	system logs related to 'com.glide.util' usage.	
Discovery PRB1874074	A slow query with the hash '874618095' is triggered from the script include 'ShazzamInsights'	There's a slow query with the hash '874618095' is triggered from the script include 'ShazzamInsights' while processing the event with the name 'discovery.complete'.	1. Ensure that the discovery_device_history table has at least more than 50M records. 2. Ensure that there isn't any index on the source column present in discovery_device_history. 3. Set the property value glide.discovery.shazzaminsights value to true. 4. Create a new discovery schedule with an IP range of 1k to 2k. 5. Run the discovery. 6. Check the shazzam_status and shazzam_summary tables for the records being created. 7. Note the discovery completed event for the Shazzam Insights. 8. Apply the defect. 9. Run the schedule created in step 4. 10. Once the discovery completes, note down the discovery event for the Shazzam Insights. Observe that when comparing the two noted times, the discovery completed event of Shazzam insights is much less.
Document Management PRB1884923	Users can't preview or publish to a case, and a null pointer exception (NPE) is thrown: 'Cannot invoke "java.io.ByteArrayOutputStream.toByteArray()" because "pdfOS" is null: HtmlToPdfConversionController'	In this process, if the HTML has images fetched from the db_image table then shared service, it's unable to process it. In a few scenarios, it's throwing a NPE.	
Document Management Services	There's a PDF error when scheduling	Scheduled PDF type reports are failing for	

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Problem	Short description	Description	Steps to reproduce
PRB1847231	reports with the donut or graph types on classic dashboards	donut, graph, and bar chart report types.	
Dynamic Translation PRB1875022 KB2033255	Users observe /> tags when translating	A translation displays /> tags instead of line breaks.	1. Navigate to a Yokohama instance using Dynamic Translator. 2. Open an incident or record with a translate option in the activity log. 3. Select **Translate**. Observe that /> prints.
Edge Encryption PRB1887439	In Yokohama, when a user goes through an Edge proxy with a home page that includes encoded characters such as %2f as a re-direction result after login, a 400 error occurs	When the user's default home page contains encoded characters, or is redirected to a URL with encoded characters, Edge throws a 400 error, blocking access to the home page.	1. Use an Edge proxy in Yokohama. 2. Add abel.tuter as a workspace_admin and workspace_user. 3. Log in as abel.tuter through edge. 4. Navigate to **Preferences**. 5. Set the home page to **Default**. 6. Log out. 7. Log in as abel.tuter through Edge again. Observe the http 400 error.
Email Notifications PRB1764089 KB2191121	The display_ name 'email address' set on 'Select From List' or 'text' of 'From Generation Type' doesn't work if the template is custom table based	When using two email templates, the oldest one gets 'error invalid' from the address when the email is sent. This error occurs when two email templates are on the same table but are from different addresses. Both email templates work if the 'from' address is set to the same value.	1. Open a record in the Agent Workspace. 2. Navigate to **Activity**. 3. Select **Reply** on the most recently received email. 4. Select the tab 'Popup email draft to new workspace'. 5. Select **Email template**. 6. Choose an email template. Notice the display_ name format and the error message, 'The email address in the **From** field is invalid.'
Email Notifications PRB1778099	The inbound action **Update comments and attachments** doesn't account for email image	Email image filtering should filter out unwanted images smaller than a specific size, such as images in email signatures. Images and	

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Problem	Short description	Description	Steps to reproduce
	filtering, and copies all attachments from the email	attachments should be filtered out based on the properties 'glide.email.inbound.image_sys_attachment.filter.action' and 'glide.email.inbound.image_sys_attachment.filter.minimum_bytes'.	
Email Notifications PRB1815750	The instance doesn't generate the access token for push applications		**1.** Log in to an instance. **2.** Navigate to the push application. **3.** Open any push application update the fields. **4.** Push as Direct and Google authentication type as HTTP V1. **5.** Try creating a new token. Expected behavior: The token is added to the instance. Actual behavior: It is throwing insert error.
Email Notifications PRB1878510	'Could not process unsupported sys_attachment' isn't properly logged by sn_sec_cmn	When a user reports a phishing email with an unsupported attachment, the instance receives the email and discards the attachment without logging the issue properly. The issue is only logged in node logs even though it should properly be logged in the syslog_email and sys_email_attachment tables.	
Email Notifications PRB1881286 KB2074932	In Yokohama, recipients are no longer populated in Email Client and the Major Incident Recipient list when using JavaScript	The **Recipient** field should be populated with all recipients.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Event Management PRB1838597 KB1743614	Event Rule changes can cause event_rule.update_events to block system events processing, causing a performance issue in the instance	When Event Rules are inserted or updated, an 'event_rule.update_events' system event is fired in the default events queue to re-check any event records not yet covered by any previously existing event rule. The script action 'Update event rules for empty events/ Update rules after deletion of ER' runs for the event, which processes batches of system events from the platform and other features. When an instance has a large number of em_event records matching the new rule criteria, this causes a long running transaction. Events can take several minutes to process, blocking the 'Events process 0' job of the app node, delaying the processing of other important events that should be processed in near real time.	1. Open an instance with Event Management installed. 2. Insert, update, or delete an Event Rule in which there will be a considerable number of existing em_event record that will match it.
Event Management PRB1840029	There's an out of memory error due to glide.db.DBLazyWriter	com.glide.db.DBLazyWriter causes an 'OutOfMemoryError: GC overhead limit exceeded' error.	
Event Management PRB1844087	SCOM Connector goes down sporadically and the configuration file content becomes blank	A SCOM Connector goes down with the following error: 'Error running SCOM client: The system cannot execute the specified program.SCOM connector failed. The system cannot execute the specified program'.	
Event Management	Event Management Events in	.	

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Problem	Short description	Description	Steps to reproduce
PRB1877169	certain buckets are stuck in 'Ready' for hours after migrating		
Field Service Quality Management PRB1860999	The dictionary override on wm_task causes issues	In a Washington DC instance, there's no override attribute for the **State** field at the wm_task. In the Xanadu, the override attribute is introduced for the **State** field at the wm_task.	
File-based Discovery PRB1843684 KB1779115	Since Xanadu, Discovery runs 'Fire FBD Probes for Java Processes' even though FBD discovery is turned off	Since FBD is turned off, it should not run any FDB probes.	**1.** Provision a Xanadu instance with Discovery, SAMP, and File-based Discovery (FBD) installed. **2.** Set system property glide.discovery.file_discovery.enabled=false to turn off FBD. **3.** Run discovery against a Windows server (which may need to have java processes). Expected behavior: Since FBD is turned off, it should not run any FDB probes. Actual behavior: The discovery_log in the discovery_status logs 'Fire FBD Probes for Java Processes', even though it doesn't actually fire any probes.
Flow Engine PRB1751544 KB1710818	There's a change in behavior from V1 to V2 in handling JS arrays	This change in behavior causes the failure of a following REST step in a Surf action where the 'If_Matches' header whose value is 'etag' isn't matching.	Refer to the listed KB article for details.
Flow Engine PRB1818766	There's flow issues when rejecting an approval	The flow becomes problematic when the person who requested the approval is a non-admin and the approval is rejected by a non-admin user and goes to the 'Send Email' activity. The following are the problematic flows: Change -	

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Problem	Short description	Description	Steps to reproduce
		Cloud Infrastructure - Authorize, Change - Emergency - Authorize, Change - Normal - Assess, Change - Normal - Authorize, and Change - Unauthorized - Authorize.	
Flow Engine PRB1825217 KB1709497	When applying inline scripting to pass the value in an input of a dynamic template, it's not working, and the field appears empty	When users create an action from scratch with one input of a dynamic template and apply inline scripting to pass the value to this input in the flow, it doesn't work.	Refer to the Jira spoke action 'create issue'.
Flow Engine PRB1828174 KB1709903	The 'Do-In-Parellel' branch remains in a 'Waiting' state after a MID action	The flow should go to a 'Complete' state after it returns from MID, but it remains in a 'Waiting' state with only one of the parallel branches having been executed.	Refer to the listed KB article for details.
Flow Engine PRB1829297	Sub-flow updates aren't reflected in the parent flow	When a subflow updates a record which was passed to it as a reference type, those updates are available in the calling flow if the 'Wait for completion' checkbox is checked.	
Flow Engine PRB1832599	There's an unparsable date when a transform is applied on the 'Date/time' pill in a condition string	There's a strict type check for date comparison in V2, but the 'Year' transform applied on the date is giving the year as an integer, which is an unparsable date.	
Flow Engine PRB1834120	A flow variable is changed when the flow variable is set from values in MRVS	This issue occurs when there's three or more Date/Time variables used in MRVS. It arises when the smallest date among the entered variables is retrieved using a For Each loop and then set to a flow variable.	

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Problem	Short description	Description	Steps to reproduce
Flow Engine PRB1840526	The **Submit Catalog Item Request** action fails if a multiline text variable is populated with a string containing '\"'	Appears to be the same behavior as PRB1718202, but this affects multi-line text.	**1.** Create a catalog item with a multi-line text variable. **2.** Create a subflow that accepts a string as an input and passes it to the multi-line variable when requesting a catalog item. **3.** Test the subflow using a string containing '\"'.
Flow Engine PRB1846526	A scripted sub-flow behaves differently with a stage set in a parent flow for Flow Engine v2	If the user has a sub-flow that carries out a scripted action, there's a difference in execution when using Engine v2, which can interfere with previously published flows.	
Flow Engine PRB1861062	A dot-walk in a custom action fails when executing on MID server	This is related to MID, since this works as expected if the flow is forced to move back to the instance, either by adding a lookup record or waiting before the action using the value is executed.	**1.** Provision an instance with com.glide.hub.integrations installed. **2.** Have a valid MID server. **3.** Create an action that goes to MID. **4.** Create simple custom action that takes the 'Reference.User' as input. **5.** Add a log step that prints the sys_id of that user. **6.** Create a flow that is triggered by incident record CRUD operation. **7.** Add the MID action created in 3. **8.** Add log action create in 4. The input for should be **Trigger** > **Incident** > **Opened By**. **9.** Run the flow with an incident that has a valid 'opened by' user. Expected behavior: The 'Opened by' user sys_id is in the log. Actual behavior: The log is empty.
Flow Engine PRB1863274 KB2019495	There's a unique key violation error in Integration Hub steps when its ran in a loop	The error_message key is written in to runtime values in case of a failure (non-null error_message ouptut) in retryable integration operations. The	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		duplicate key violation error is causing the flow context to terminate with an error when checked for errors during the OutputRepository.writeToDB call.	
Flow Engine PRB1874873 KB2042735	A deserialization issue occurs to flows when upgrading from Washington DC to Yokohama	Flows containing the 'Make a decision' logic don't resume and error out after upgrading to Yokohama. This is caused by a deserialization issue in Flow Engine V2, which prevents the flow from progressing.	Refer to the listed KB article for details.
Flow Engine PRB1881084	The CurrentContext Tracker reset scope and meta stack are in the wrong order	CurrentContextTracker attempts to clean up meta stack and script contexts after a flow execution. Both are reloaded in reverse to how they initially appeared when the flow starts. This happens because the ArrayDeque collection removes elements from the stack. The array from the queue is in the expected order (A, B, C, etc). When the elements are added back, the ArrayDeque adds elements at the front of the queue, so iterating from first to last on the list and pushing will result in a reversed stack. So the queue contains (C, B, A) instead of (A, B, C).	
Flow Engine PRB1888071 KB2153671	Deserialization issue with 'Make a decision'	When upgrading from a Washington DC to Yokohama instance, flow executions created with 'Decision' in both families don't resume and result in an error.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1774269	When a catalog item's flow has an 'Error' state set, the message 'Set current stage state to : [Error]' occurs upon submitting the item on the 'Request Summary' page	If a flow has the 'Error' state set, an item using that flow is submitted from portal and the error message, 'Set current stage state to : [Error]', occurs on the 'Request Summary' page.	1. Open any flow that has the 'Service catalog' trigger. 2. Add an 'Error' state within this flow. 3. Open portal. 4. Submit the item that uses this flow. Observe the message 'Set current stage state to : [Error]' on the Request Summary page; when the page is re-loaded, the message goes away.
Flows (Family Channel) PRB1816646	The update number on the record remains the same when it is updated by the subflow and parent flow in sequence, causing inconsistencies in SLA executions	When the subflow updates the trigger record, and parent flow updates the same trigger record, the update number on the trigger record remains the same. This impacts respective SLA executions on the record.	
Flows (Family Channel) PRB1834406	App installation deletes the base instance sys_complex_object 'FDCollection'	Deleting the flow doesn't remove the sys_complex_object record from the source instance, but the app installation removed the record from the target instance. Sys_complext_object isn't listed in the application file of the app, but appears in the payload of the sys_hub_flow record.	1. Navigate to any base instance. 2. Create a scoped app. 3. Create a flow (sys_hub_flow) with some actions, such as log. 4. Confirm the sys_id is being included in the flow. 5. Check the payload of the captured flow from sys_update_xml. 6. Delete the flow from the list view of sys_hub_flow. 7. Confirm the deletion is captured in sys_metadata_delete. 8. Published the scoped app to a repo or app store. 9. Install the app from another instance from the app store. Notice that after the installation, the base instance sys_complex_object removes a sys_id on the instance.

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1834495	On a save, a flow is sending extraneous/ corrupt data to the backend	After upgrading to Xanadu, flows with extraneous/corrupt data are being exposed by the stricter v2 engine data model.	
Flows (Family Channel) PRB1841737	Users are unable to make changes to a flow after deleting a flow variable	The variable is broken once it is used as a reference in the **Send Email** action and later removed. The **Save** button is also turned off when trying to remove the variable.	
Flows (Family Channel) PRB1849882	The sysapproval_ approver. source_table changes after upgrading	The source table shows the child table after addressing PRB1780076. Before addressing PRB1780076, the source table showed the parent table.	
Flows (Family Channel) PRB1887330	NaN output results in 'Exception while executing request: Could not deserialize value' when opening the flow execution	.	1. Create a flow action. 2. Configure an output for the action of type 'Floating Point Number'. 3. Make the output NaN via javascript '0/0'. 4. Add this action to any test flow. 5. Execute the flow. All users see the error, and won't be able to see any flow execution details.
Form Builder PRB1820975 KB1987480	A form isn't saved on a cross scope in ServiceNow Studio	There's an error in the networking calls. When 'Form layout' is opened in the Form Builder, if the form belongs to a Xanadu scope while the session scope is set to Yokohama, a cross-scope banner appears. However, after selecting 'Edit in original scope' from the banner, any changes made in the Form Builder aren't saved.	Refer to the listed KB article for details.

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Form Controller PRB1812174	The Glide form saves the previous date		1. Provision an instance with the Project Workspace store app installed. 2. Navigate to Workspace. 3. Select **/project workspace**. 4. Select any project. 5. From the side panel, select **Status report**. 6. Select the bottom **Create page** button. 7. From the open Glide form, don't change anything on the form and submit. The report generates for the previous day.
FX Currency Conversion PRB1861950 KB1962510	Daily currency rates retrieval from European Central Bank (ECB) may fail due to a lack of response from an Online Certificate Status Protocol (OCSP) endpoint	The 'Retrieve System Rates' and the 'ECB Exchange Rate Load' jobs, which are used to capture currency exchange rates using the ECB endpoint, are failing intermittently across multiple instances because the OCSP endpoint for ecb.europa.eu isn't answering validity questions during certain times.	Refer to the listed KB article for details.
GlideAggregate API PRB1827509	The Platform Analytics Experience Migration tool creates a dashboard data visualizations error: "No data available' after migration'	When using the Platform Analytics Experience Migration tool to move a dashboard to the Platform Analytics Workspace, reports seem to break when using this tool. For certain reports, the Data Visualization returns the following message: '"No Data Available" There is no data available for the selected criteria'.	1. Provision an instance with the latest sn_par_mig_center plugin installed. 2. Create a bar chart report. 3. Create a dashboard using **Self-Service** > **Dashboard**. 4. Add the report from step 1 to the dashboard. 5. Navigate to **Performance Analytics** > **Migration Center** > **Try with selected content**. 6. Once it pulls up pa_dashboards_list.do, select the most recent dashboard with the report created in step 1. 7. Select the newly created report. 8. Select **Actions on selected rows...**.

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Problem	Short description	Description	Steps to reproduce
			9. Select **Migrate Dashboard**. 10. Open the dashboard and observe the message: '"No Data Available" There is no data available for the selected criteria'.
GlideRecord PRB1796984	The event alert 'Inactive Delegator' triggers a message inserted into sys_status, which can lead to a downstream impact as sys_status isn't designed to contain thousands of records	There's a 'FAILED TRYING TO EXECUTE ON CONNECTION' error on select query results in a GlideRecord API return false when next() is invoked. Subsequently an insert is invoked, and it succeeds. This resulted in excessive inserting of glide.policy.eventdelegator records into sys_status. This results in the slow loading of xmlstats.do.	
GlideRecord PRB1837475	There's a NullPointerException in GlideElement Compressed. setValue()	Users may notice that upgrades may fail to populate details on the upgrade history when running the 'Upgrade summary' job.	
Granular Delegation PRB1840636	Adhoc granular delegation isn't working on production	There's an error in the logs: 'Root cause of JavaScriptException: java.lang.NullPointerException: java.lang.NullPointerException: Cannot invoke "com.glide.delegation. DelegationRule.isApprovals()" because "rule" is null: com.glide.delegation. ApprovalDelegationMapper .doesMapRule (ApprovalDelegationMapper. java:46)'.	
GRC Platform Plugins PRB1843595	The **Details** field is missing in Attestation Designer after an Xanadu upgrade	.	1. Navigate to Attestation Designer. 2. Select the gear icon for any of the questions. Observe that no **Details** field is present. 3. View the same attestation designer in a Washington DC instance.

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Problem	Short description	Description	Steps to reproduce
			Observe that the **Details** field is present.
Hermes (Family) PRB1834407 KB1818607	Reduce DB calls during initialization for Hermes		Refer to the listed KB article for details.
History Set PRB1844946 KB1923828	There's intermittent duplicate comments in an activity stream due to sys_email records	Some comments are duplicated due to the presence of sys_email records. This duplication occurs when a comment is added in a way that causes the incident's sys_updated_on timestamp to be one second earlier than the corresponding sys_journal_field record. If emails are triggered by the incident update, the loading of sys_email records within the related sys_history_set interferes with the **last_update_recorded** field in sys_history_set. This disruption ultimately results in the duplication of the comment whenever the next update to the incident occurs.	Refer to the listed KB article for details.
HR Service Delivery PRB1819942 KB1783588	HTML tags are seen in the **Description** field of an HR case	This issue occurs using a single method to populate both the rich **Description** field and the **Description** field.	Refer to the listed KB article for details.
HR Service Delivery PRB1830128	Quotes aren't correct in HTML in HR Workspace and Playbook after upgrading from	Special characters are rendered in an encoded format.	

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Problem	Short description	Description	Steps to reproduce
	Vancouver to Xanadu		
HR Service Delivery PRB1831691 KB2043348	HTML dynamic parameters on HR templates don't work as expected	There's an issue in Xanadu and Yokohama where HTML dynamic parameters aren't replaced with their actual values when used in links. The issue arises in the HTML-sanitizer enabled HTML and translated HTML fields during template replacement with HTML data.	Refer to the listed KB article for details.
HR Service Delivery PRB1874464	The 'Suspended Reason' is overwritten with its previous value when the case moves from 'Draft' to 'Suspended state'	The issue is only reproducible when: the state moves directly from 'Draft' to 'Suspended', on HR Agent Workspace and not on UI16, and when the 'Suspended reason' [sla_suspended_reason] field is on the form.	1. Log into an instance. 2. Impersonate a system administrator. 3. If the **Suspended reason** [sla_suspended_reason] field isn't on the HR Case 'Workspace UIB' view, add it to the form. 4. Open HR Agent Workspace. 5. Create an HR Case with the HR service 'General Inquiry'. Notice how the **Suspended reason** field displays as 'User' but it's empty. 6. Manually set the **State** field from 'Draft' to 'Suspended'. A pop-up window displays. 7. On the modal, set the reason to 'Group', add work notes. 8. Select **ok**. Expected behavior: The 'Suspended Reason' should be 'Group'. Actual behavior: The 'Suspended Reason' is set to 'User'.
HTML Field Type Editor PRB1881482	Read-only HTML fields aren't rendering the content properly	Users are unable to see the content of the field. The field becomes read-only and no content appears.	1. Navigate to any Yokohama instance. 2. Ensure that the user preference for Next Experience is turned off. 3. Type 'kb_knowledge.do' in the filter navigator.

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			4. Enter the text in the article body. **5.** Open the browser console and run the command: g_form.setReadonly('text',true);. Expected behavior: The article body should be read-only and the content should appear. Actual behavior: The article body is read-only and the content doesn't appear.
Inbound Email Actions PRB1841147	Sensitive Data Redaction doesn't work for inbound email actions if 'Stop processing' is turned on	This issue impacts inbound email actions even if 'Stop processing' is turned on.	
Integration Hub PRB1775255	Increase the attachment limit in the SFTP step in Integration Hub	There's a hard-coded value of 100,000 KB for SFTP imports. When the user attempts to import more than the hard-coded limit, it fails. Even though it lets the user to set a limit, if it is higher than 100,000 KB, it isn't allowed.	
Integration Hub PRB1834445	GCF Data Egress recorder should support 0 byte inputs	GCFDataEgressRecorder throws an error with an invalid event value when an event with 0 bytes is recorded, creating an error in the log.	Post to the instance on an endpoint. Notice that this returns an 204 (no content) zero byte response.
Interactive Filters PRB1837354	Filters no longer support reference list types	It used to be possible (up until Xanadu) to select 'Incident."Watch List"' as the data to filter in the filter configuration. This seems to no longer be possible.	
Internal Platform Security Services	There's a MIME type check error when attaching a txt (sjis code) file	MIME Type check error: '[File type not permitted or mime type does not match the file content]'.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1813597 KB1790767	after upgrading to Xanadu		
JVM at Scale PRB1810485	Memory remediator is killing transactions and restarting glide	Notice the log 'low.memory.remediation.restart No transactions were cancelled' are on standby nodes only.	
Knowledge Article Templates PRB1852356	Articles in the 'Published' state aren't changed to the 'Pending retirement' state when retired	Knowledge Base (KB) articles that have the retire policy set to 'Knowledge - Approval Retire' can't be changed to the state 'Pending review'. This problem is found in Yokohama.	1. Locate any KB that has the retire policy set to 'Knowledge - Approval Retire'. 2. Find any article in the 'Published' state within that KB. 3. Select **Retire action**. 4. Select **No** in the pop up dialog for the option to replace the current article with a new article. 5. Return to the article. Notice that the workflow state hasn't been updated yet.
Knowledge Article Templates PRB1855083	Toolbar options and plugins for the TinyMCE editor are missing in the dictionary attribute for the Knowledge **Article body** field	Options like A11yChecker, Clear formatting, Anchor, and others are missing.	1. Create or open any knowledge record. 2. Notice that some of the TinyMCE toolbar options are missing in **Article body** field.
Knowledge Management PRB1819563	Some keystrokes aren't recognized when typing in the **Post Comment** field of a knowledge article, resulting in typing errors	The issue is intermittent.	
Knowledge Management PRB1827639	Selecting a knowledge base from 'Explore our Knowledge	A URL with incorrect search results is returned when selecting a knowledge base from /esc?	

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Problem	Short description	Description	Steps to reproduce
	Bases' in a portal redirects to the incorrect URL	id=kb_home with AI Search enabled on the application 'Knowledge Management - Service Portal' version 1.0.0.	
Knowledge Management PRB1849608 KB1906766	Knowledge Management (KM) notifications are unable to be triggered	Email notifications aren't triggered for Knowledge Articles because some KM artifact records in the Knowledge Advance plugin are overridden by the Activity Subscription plugin. This occurs in Xanadu and Yokohama.	1. Select any Knowledge Base (KB) that is under subscription. 2. Publish any Knowledge Article from the KB. 3. Notice that the published article is not triggered to the subscriber in the KM subscription. 4. Attempt to trigger the published article by navigating to **Notification** > **Related list** > **Email log**. Notice that the notification is not getting triggered for 'KM Subscription: Article published'.
Language and Translations PRB1750563	The translation of notes is updated when installing the plugin sn_doc	The record sys_ui_message.list notes is updated and translated when installing the plugin sn_doc.	1. Provision an instance with the the plugin com.snc.i18n.japanese installed. 2. Open sys_ui_message.list. 3. Find the record by searching the following: a. Key: Notes b. Language = ja c. Message = メモ 4. Install the plugin sn_doc. Expected behavior: The record sys_ui_message.list isn't updated. Actual behavior: The record sys_ui_message.list is updated with the key, notes, and message values.
Language and Translations PRB1814149	'AND' isn't translated into Japanese in the list for Condition Builder	In Condition Builder, 'AND' is not translated in Japanese after upgrading from Washington DC to Xanadu.	1. Install Washington DC. 2. Enable the Japanese plugin. 3. Navigate to **incident.list**. 4. Switch the language to Japanese. 5. Select **Show/Hide** filter icon. Observe 'AND' is translated as 'および'.

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Problem	Short description	Description	Steps to reproduce
			6. Upgrade the instance to Xanadu. **7.** Navigate to **incident.list**. Expected behavior: 'AND' is translated as 'および'. Actual behavior: 'AND' is shown as 'AND'.
Lifecycle Events PRB1881856 KB2208698	When a Lifecycle Event (LE) case is created directly in the 'Ready' state, the message 'Case reopened by...' is added to the work notes	This issue only happens in Yokohama and not in Xanadu.	Refer to the listed KB article for details.
List Administration PRB1237246 KB0752370	String values displayed in list V2 and list V3 automatically remove or truncate more than one empty space to one empty space	This issue causes inconsistency to users when they copy the string from the display of the list, as the actual value isn't truncated, and only the displayed value is truncated.	**1.** Log in the latest base instance. **2.** Navigate to **Incident** > **Create New**. **3.** Create a new incident with short description containing more than one empty space between words, for example, 'test 123'. **4.** Include the **Short description** field in the Incident list. **5.** Filter the incident list with short description 'test 123'. **6.** Observe that the system will fetch and display the new incident record which was created with short description, and this short description is displayed on the list. Expected behavior: The data should be displayed without any auto truncation, and the short description should be displayed as 'test 123'. Actual behavior: The data is displayed with auto truncation, and the short description is displayed as 'test 123'.
List Administration PRB1402594	Users are unable to edit a field in the list view when it is dependent on another	This issue has been observed since New York. Users aren't able to edit a field on a list view when it's dependent on another	**1.** Open any incident record. **2.** Set the field **Contact type** in the dictionary definition to be dependent on 'Configuration Item.Asset', which is read-only by default.

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Problem	Short description	Description	Steps to reproduce
KB0956006	field that is read-only for the user	field that is read-only or has an ACL making it read-only.	Expected behavior: The field should not be editable only when there is a list_view ACL preventing the field from being edited. Actual behavior: In the form view, the field 'Contact type' is editable, but in the list view it is not.
List Administration PRB1698906 KB1633481	The Workbench license consumption breakdown list view changes when the software product life cycle report changes	Editing columns in the Software Asset Workspace License Usage Report updates columns on the related lists.	1. Log in to an instance. 2. Navigate to the **Software Asset (SAM) Workspace**. 3. Navigate to **License Usage** > **Microsoft** > **SQL Server** > **Standard**. 4. Select **License Metric Results**. 5. Select the number link for the 'License required' column. 6. Open the side view by selecting the number link for any 'License required' column. 7. Select **Reports Software Product Lifecycle Report**. 8. Change the column in the list view. 9. Add some columns. 10. Refresh the License Consumption Details and Software Install Licensing. Notice that the details do not render in the table.
List Administration PRB1801160 KB1710229	In the calendar picker, the start of the week isn't the same on the Workspace list and form	Changing the day format to 'Monday to Sunday' doesn't work, and the 'start of the week' system property glide.ui.date_picker.first_day_of_week isn't honored.	1. Navigate to any Vancouver instance. 2. Create the following system properties: a. glide.ui.filter.first_day_of_week = 2 b. glide.ui.date_format.first_day_of_week= 2 c. glide.ui.date_picker.first_day_of_week = 2 3. Navigate to the incident. 4. Add a **Date** field. 5. Attempt to edit it so the day format is from Monday to Sunday. 6. Edit the day format to from Monday to Sunday on the Form.

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Problem	Short description	Description	Steps to reproduce
			7. Open the CSM Configurable Workspace. 8. Open any incident. 9. Notice that the calendar the format is Monday to Sunday. 10. Open the incident in list view. 11. Add the date column. Notice that the format is Sunday to Saturday.
List Administration PRB1840299	The user is unable to dot-walk via column selection for lists	Dot-walking doesn't work in column editing.	
List Administration PRB1844708	Changes to 'My Lists' from the 'List' bundle SNC variant aren't saved	When the user creates a list under 'My Lists' in Service Operations Workspace and configures the columns or changes the filters, the changes reflect immediately. But if the user switches over to another page or list, the changes are reverted.	
List Administration PRB1862590	Non-admin users see ACL errors when using suggestions on form fields	Non-admin users who do not have sufficient access to the **sys_choice** table fields encounter ACL errors when selecting the suggestion icon on a form field.	
List Administration PRB1865237	Checking 'Hide quick edit' in a UX List record doesn't hide the **Quick edit** button	After checking 'Hide quick edit' in a UX List record, the **Quick edit** button isn't hidden in Service Operations Workspace.	
List Administration PRB1875957 KB2115689	The 'Personalize List' option isn't working as expected	When using the 'Personalize List' option, if users click anywhere on the list other than the slush bucket, the slush bucket disappears. This causes the list	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		to get stuck, making it impossible to access any of the list elements such as filter, personalize, UI actions, or the contextual menu.	
List Administration PRB1880653	After a Yokohama upgrade, special characters are incorrectly interpreted in a list when using 'show column filtering row' only in workspaces	The issue is reproduced only on Yokohama instances in list column header filters when using workspaces.	**1.** Log in to any Yokohama instance. **2.** Navigate to any workspaces. **3.** Open any lists. **4.** Ensure that the list is enabled with 'show column filtering row'. **5.** Enter any special character in the search filter fields under any column. **6.** Notice the characters get converted to some other hard-coded characters. Expected behavior: Characters should remain the same and display list results based on characters matching. Actual behavior: Characters get converted to some other hard-coded characters. This issue is reproduced only when using workspaces and works fine in Platform UI.
List Administration PRB1881066	A list editor pop-up disappears as users scroll down on a dashboard/ report	It's not working in the case of snListEditContainer, where a list is in some parent container.	**1.** Log in to an instance. **2.** Create a list report on any table. **3.** Add it to a dashboard. **4.** Try editing a cell in the **Short Description** field. Notice that as users scroll down the list and attempt to edit additional cells, the selection context is lost, and some fields don't even populate the editable input, making it impossible to edit them.
List Controller PRB1847141	Lists in Service Operations Workspace (SOW) aren't automatically refreshing	When users enable the glide.lists.live_ list_enabled property and make any changes in any record of the list, then the list refreshes in SOW version 5.0.1 but not in version 6.1.1.	**1.** Navigate to an instance. **2.** Open Service Operations Workspace version 6.1.1. **3.** Navigate to any list in the SOW. **4.** Select the record number, and make some change to the record that should be visible on the list. **5.** Save and close the record.

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Problem	Short description	Description	Steps to reproduce
			6. Observe that the record still displays in the list without the changes that were just made. **7.** Open a new browser session in a different browser. **8.** Navigate to the same list and make a change. **9.** Save. Observe that the list on the first browser session doesn't change. Eventually, a number appears on the **refresh** button at the top of the list. Select the button, and the data refreshes.
List Controller PRB1872228	Upgrading an instance from Washington to Yokohama is breaking the **New** button	Upgrading an instance from Washington to Yokohama is breaking the **New** button in Service Operations Workspace when the 'Knowledge' template isn't activated.	**1.** Log in to a newly upgraded instance. **2.** Navigate to **SOW** > **List tab** > **Knowledge** > **Navigate to any of the 3: Your unpublished articles | Knowledge - Your published articles | All articles** > **New button**. Expected behavior: The form loads. Actual behavior: The 'knowledge record not found' error message appears.
List Editor PRB1842085 KB1803766	A 'Discard your changes?' modal displays when quick editing and the record was already saved	This issue isn't reproducible in Xanadu.	Refer to the listed KB article for details.
List Filters PRB1764233 KB1706870	The 'Report' filter isn't working on the Workspace Dashboard when selecting 'View all'	This issue occurs in the CSM/FSM Configurable Workspace for Vancouver and Washington DC instances.	**1.** Open any Washington DC or Vancouver instance. **2.** Ensure CSM/FSM Configurable Workspace enabled. **3.** Open the CSM/FSM Configurable workspace experience in UI Builder **4.** Add a **Simple list** widget or component to the body of landing page. **5.** Take the 'Incident' table as a reference. **6.** Add the following filters:

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Problem	Short description	Description	Steps to reproduce
			a. 'Active=true' **b.** 'Priority is high' **7.** Add columns to display from the 'Default display' section under the configuration panel. **8.** Navigate to the 'Events' tab. **9.** Create event mapping with 'View all clicked'. **10.** Create an event handler with 'link to destination'. **11.** Use dynamic binding to bind data from the table. **12.** Save the changes. **13.** Navigate to the workspace landing page. **14.** Check the count of incidents filtered on the widget. **15.** Select **View all**. Observe that the count changes and the list containing all the incidents doesn't respect the filters.
List Filters PRB1801767	Japanese names can't be filtered by a Japanese term but can be filtered by an English term under the Japanese setting	Users are unable to filter lists by **Translated Text** fields in non-English languages when using the non-English translation.	
List Filters PRB1818705	**Group By** tags are not working in extensible lists	The **Group By** column action won't be available for certain column types like 'Tags' (internal_type: related_tags). **Group By** tags works in UI16, but it's not supported in NRLC and **Group By** and filtering options are turned off.	**1.** Log in to any instance. **2.** Navigate to the /now/lists-demo/record-list-bundle demo page. **3.** Edit columns to add a 'Tags' column. **4.** Inline edit and add tags to a few rows. **5.** Select the column action **Group By** for the 'Tags' column. Expected behavior: If **Group By** isn't supported for the 'Tags' column, the **Group by** column action shouldn't be available for 'Tags'.

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			Actual behavior: It doesn't return results based on **Group by** for tags. Returns 'No data to display'.
List Views PRB1854405	The Xanadu Date Picker Calendar pop-up appears below the field, making it difficult to select other dates	The Xanadu Date Picker Calendar opens on the below field and isn't letting users select other dates when they add a variable editor on the form configuration.	**1.** Navigate to a Xanadu instance. **2.** Navigate to incident.LIST. **3.** Add a variable section. **4.** Add an incident variable editor to the form. **5.** Navigate to the TASK SLA related list. **6.** Select the **Start time** field. Notice that the calendar pop-up appears below the field, making it difficult to select other dates. The date picker should open above the field.
Major Incident Management PRB1891876	The **View Workbench** UI action is redirecting to a broken 'Activity' section when opening it for a second time on a major incident form on the classic UI	After upgrading in Yokohama, when managing a major incident (MI) in the classic UI and moving to the 'Workbench' view, it's not loading properly. It's redirecting to a MI management broken activity view.	**1.** Open any major incident. **2.** Select **View workbench**. MI workbench loads. **3.** Select **View form**. **4.** Once the form is loaded, select **View workbench** again and wait. See that a different form view is loaded instead of workbench. It seems to be that the redirection URL is changing to this form view.
Metric Intelligence (Family) PRB1784201	'ITOM model building' jobs cause CPU spikes on Clotho, which causes processing metrics issues	A ITOM fitter class uses a parallel stream for model fitting, this parallel stream uses all the resources available in the JVM settings which causes CPU spikes and issues in the metric processing pipeline of Clotho.	
MID Server PRB1777909	Container-based MIDs fail to upgrade from Utah or Vancouver to Washington DC	Since the Washington DC release, MID servers deployed through the docker recipe stop working when self-upgrading after each restart.	

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Problem	Short description	Description	Steps to reproduce
MID Server PRB1840424 KB1772428	MID Server ECCSender thread gives an 'Invalid byte 2 of 4-byte UTF-8 sequence' error, blocking sending of valid ecc_queue inputs to an instance	This is most likely to be seen in LDAP user imports, or Import Set JDBC Data Sources, where large data is involved. Large data is likely to include extended unicode characters such as emojis. For LDAP probes, emojis have been seen in OU/CN group names and user details data. For REST integrations synching incidents, emojis have been seen in comments of cases. They could potentially appear anywhere, for any feature's probe result data.	Refer to the listed KB article for details.
MID Server PRB1842102	Session mismatch on MID server when an agent experiences VPN issues	Host data collection also fails with MID logs showing, 'Failed to send check instance check-discovery-basic due to closed communication session'.	**1.** Use MID in the ITOM lab. **2.** Connect the agent to MID in ITOM lab. **3.** Disconnect the agent by disconnecting from the ITOM VPN. **4.** Reconnect the agent by reconnecting to ITOM VPN. **5.** Check the MID logs. Expected behavior: Notice the MID logs with the agent ID mapped to the message, 'Agent registered for communication', and the agent websocket session should be different than it was before it disconnected. Actual behavior: Notice the MID logs with the agent ID mapped to the message, 'Agent registered for communication', and the agent websocket session is the same according to MID logs.
MID Server PRB1864193	Upgrading a Linux MID Server to Xanadu reverts mid.shconf_override to the default setting	mid.shconf_override has an empty setting. It's reverted to default setting after upgrading.	

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Problem	Short description	Description	Steps to reproduce
MID Server PRB1870465 KB2022624	ECCSender does not use the correct character set when reading XML queue files	ECCSender uses the default file encoding/ character set when reading XML queue files from a disk. This results in incorrect characters in the response for some special characters. ECCSender should use UTF-8 when reading these files, as XML queue files on disk are always UTF-8.	Refer to the listed KB article for details.
MID Server PRB1912171	Yokohama MID Server upgrades do not upgrade all jar files in lib	Yokohama MID Server upgrades don't upgrade all jar files in lib, causing NoClassDefFoundError for various classes, and MID Server to go down.	
Mobile Platform PRB1835448	Uppercase in the choice value breaks the dependency on the Mobile App	.	
Mobile Platform PRB1840375	InputFormScreen doesn't work when the function containing the InputFormScreen comes from a list	An InputFormScreen with Fetch Type = Prefetch/OnDemand doesn't display the dependent parameter of level three (parameter3 depends on parameter2 which depends on parameter1).	1. Open the mobile (requestor) app. 2. Log in to an instance. 3. **Tap 'ALP List' tab** > **'AppletList' section** > **ListSegmentsWotInc**. 4. Swipe left on item from the list. 5. Choose 3LevelsParamsNotInline_IFSPrefetch / 3LevelsParamsNotInline_IFSOnDemand. Expected behavior: Choice three shows the option 'None', and when picking values in choice one and choice three, choice three shows the values configured to it. Actual behavior: Choice three doesn't show value at all, and when picking values in choice one and choice three, choice three does not show the values configured to it.

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Problem	Short description	Description	Steps to reproduce
Mobile Platform PRB1843738	Field parameters for the URL button type that are used for the URL template are encoded even when it's not needed	When selecting the options on the Now Mobile app, the page doesn't navigate as expected. Instead, it is taken to a 'The page you are looking for could not be found' search screen. After selecting **Go**, the page is redirected correctly. Options: 'Open my Reservation » mesp?id=wsd_reservations' and 'Create a new general reservation »mesp?id=wsd_search'.	
Next Experience Notifications Menu PRB1851718	A URL isn't updated when navigating from the migrated dashboard by clicking the notifications	There's an issue on the unified navigation side that is causing this for several releases.	**1.** Navigate to pa_dashboards.LIST. **2.** Select a dashboard. **3.** Choose **Migrate Dashboard** from the 'Actions' menu. **4.** Open the migrated dashboard from the message displayed on the top of the page. **5.** Search for the migrated dashboard and open it. **6.** Have a notification in the notification bell at the top-right hand corner of the Next Experience UI. **7.** Select the bell. **8.** Select the incident record in the notification list. Observe that while the record displays in the main window, the URL bar isn't successfully updated and the tab name is wrong.
Next Experience Unified Navigation PRB1690651	Zing Exact Match search on workspaces intermittently navigates to an incorrect URL in Next Experience	Zing Exact Match search opens the record in the record view instead of the kb_view.	**1.** Log in to an instance in incognito mode. **2.** Ensure that Next Experience is enabled. **3.** Ensure that global and workspace searches are using Zing. **4.** Select **Service Operations Workspace** in the search context.

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Problem	Short description	Description	Steps to reproduce
			5. Perform an exact match search for KB0000001. **6.** Notice that it should open the record in kb_view. **7.** Wait for 5 to 10 minutes. **8.** Repeat the steps. Observe that the record opens in the record view.
Next Experience Unified Navigation PRB1814384	Adding a parent application and child module to the configurable menu breaks the menu API		**1.** Create a configurable menu. **2.** Add the application 'Benchmark' to the configured items of the menu. **3.** Add a child module of 'Benchmark' to the configured menu. Expected behavior: The API should return the menu items' response. Actual behavior: The API returns 500.
Next Experience Unified Navigation PRB1836091	There's a 'Session Expired 401' modal on public pages	The 'sn-banner-announcement-list' component emits an HTTP_ERROR_OCCURRED event causing a CANVAS_GLOVAL_ERROR event to open the 401 alert dialog.	**1.** Create a page in UI Builder. **2.** Make it public. **3.** Log out. **4.** Open that public page. Notice a 'Session Expired (401)' dialog displays.
Next Experience Unified Navigation PRB1871341	Text is truncated in the 'leave page' pop-up in Next Experience after upgrading to Yokohama	The issue isn't happening on previous releases like Washington DC or Xanadu. The issue is also not happening with UI16 on the Yokohama release.	**1.** Turn on Next Experience. **2.** Access the 'Basic Configuration UI16' module. **3.** Modify the value of 'Browser tab title' to a longer value. **4.** Select **Save**. **5.** Re-log in the instance to make sure the change take effect. **6.** Select **Create New** under the 'Incident' or 'Knowledge' module to create a record. **7.** Make some changes on the form. **8.** Select the **Back** arrow on the left-top of the form.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The 'Leave page' pop-up appears, which displays a completed message. Actual behavior: The 'Leave page' pop-up appears, but it displays a truncated message.
Next Experience Unified Navigation PRB1875808	The desktop notification banner doesn't display in Windows when multiple tabs are open	It displays the notification in the Notification Center but it doesn't display the banner.	
Next Experience Unified Navigation PRB1908169	An exact match for an experience with an invalid routeConfigId doesn't navigate	A new issue was found which results in Zing search results aren't opening properly within a workspace.	
Now User Experience PRB1890272	A custom banner logo for an instance doesn't display for unauthenticated users	A broken image icon displays on the 'Log in' page.	
On-Call Scheduling PRB1868011	The 'Show Schedule' link doesn't work for a non-admin user	After upgrading to Xanadu, non-admin users aren't able to access the on-call schedule.	1. Impersonate a non-admin user. 2. Open any on-call schedule for the group. 3. Select the 'Schedule' column for any schedule. 4. Select the UI action **Show Schedule**. Observe that an error is thrown.
On-Call Scheduling PRB1886730	The 'On-call Who' API intermittently isn't returning users		
OneExtend PRB1864500 KB2216882	Activating Now Assist skills creates unnecessary [sys_update_xml] records which shouldn't be	Unexpected customer updates are being automatically generated for one_api_* tables extending [sys_metadata]. This	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	transferred between instances	causes confusion among users as they are unaware of how the updates are generated and these records aren't intended to be transferred via an update set.	
PDF Generation PRB1890095 KB2184477	A PDF created from a view with dot-walked fields aren't displaying those fields or the exported PDF (30B size) is corrupted	When exporting a form, if the form contains dot-walking fields, then the value of those fields are empty in the exported PDF file. If the parent of the dot-walking field isn't present and dot-walking fields are present, then a corrupted PDF is generating with an error: 'Failed to load PDF document.'	1. Navigate to a Yokohama instance. 2. Find a record with dot-walked fields. 3. Right-click the form header and export to PDF. Notice that the dot0walked fields **Model.model_number** and **Model catergory.Name** aren't displaying. Also, if the parent of the dot -walking field is missing, then the corrupted PDF is generated with 30 bytes. The exported file (30B size) displays 'Failed to lad PDF attachment'.
Performance Analytics Dashboards PRB1900147	Users are unable to open responsive CoreUI dashboards	An error message appears: 'Sorry! The requested dashboard has not been shared with you.'	
Platform Analytics Dashboard API PRB1760775	There's an issue with reports on a workspace dashboard	Legends display duplicate values when translated into a non-English language.	1. Provision an instance with the 'Install Platform Analytics workspace' plugin installed. 2. Create a Platform Analytics dashboard with a column report with 2 data sources. 3. Change the language to Brazilian Portuguese.
Platform Analytics Dashboard API PRB1865224	The first modal displays despite 'Don't show...' being checked		
Platform Analytics Dashboard API	Changes in the dashboard only appear in the session language	Users are experiencing inconsistent behavior in Platform Analytics dashboards depending on the selected user	

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Problem	Short description	Description	Steps to reproduce
PRB1909529	where they were made	language. When viewed in English, the dashboard reflects the latest updates. When switched to Italian, an outdated version displays, even after clearing the cache using cache.do.	
Platform Analytics Filters PRB1838937	When a non-admin user creates a Platform Analytics 'Date' filter, 'Field' flashes briefly and is then cleared when selected, depending on the table chosen	Depending on the table chosen in the data to filter modal, entries selected in 'Field' flash briefly and are then cleared, and don't remain selected.	1. Grant a non-admin user the analytics_filter_admin role. 2. Impersonate the user. 3. Navigate to **Platform Analytics** > **Library** > **Filters**. 4. Select **New**. 5. Navigate to **Filter Type** > **Date** > **Data to filter** > **Add**. 6. Select **Task** in the field **Table** in the Data to filter modal. 7. Select **Created** under **Field**. Observe that 'Created' flashes briefly and is then cleared, and the selection does not remain.
Platform Runtime PRB1855493	Nodes are closing the TCP socket after 20 seconds of being idle and ignoring the property tomcat.connector.all.keepAliveTimeout, causing ADC to generate a HTTP 502 response	Application nodes are closing the TCP socket after 20 seconds of being idle and ignoring the property tomcat.connector.all.keepAliveTimeout, which is set to 70000 in the file '/glide/nodes/ NODE_NAME/conf/ overrides.d/03-custom.properties'. This causes the ADC load balancer to generate an HTTP 502 response.	
Playbooks (Family Channel) PRB1839341 KB1891818	An update set with a Playbook change failed to install	The invalid preview error, 'Could not find a record in sys_pd_snapshot for column snapshot referenced in this update' occurs when moving changes to related to Playbook via	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		an update set from one instance to another.	
Process Mining PRB1903878 KB2229304	After upgrading from the Xanadu to Yokohama release, process mining filter sets and scheduled tasks are deleted	During the upgrade from Xanadu to Yokohama, the process mining filter set conditions and scheduled tasks are being deleted. Due to a backend issue, the upgrade script execution unintentionally deletes saved filter sets and scheduled tasks of Process Mining Projects. This particularly affects configurations with 'transition filters' linked to scheduled tasks. Although no other user data was affected, this issue may disrupt functionality where the deleted filter sets or scheduled tasks were actively used.	Refer to the listed KB article for details.
Project Management PRB1829307	A project actual isn't populated in the resource aggregated monthly for October, though it's populated for September and November	A category project actual isn't populated in table resource_aggregate_monthly for October. It does populate for September and November. There's one record for a project actual in October. When looking in resource_aggregate_weekly, all project actual records are there.	1. Open the resource aggregate monthly [resource_aggregate_monthly] table. Only 1 record displays under the monthly table and it excludes the month of October. 2. Check in resource aggregate weekly [resource_aggregate_weekly]. Records are displayed as expected including the month of October.
Project Management PRB1850637	Duplicate resource_aggregate_weekly and resource_aggregate_monthly records are created intermittently	Code in the UpdateActualsFromTimeCard function of the Resource Actuals SI raises an event to update aggregates for each day when a time card is approved or recalled, causing duplicate resource_aggregate_weekly	

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Problem	Short description	Description	Steps to reproduce
		and resource_aggregate_monthly records to be created intermittently.	
Project Management PRB1880926	The **Overall health** field and other related fields aren't displaying as per the option selected on the project status report on a project form	For example, when selecting values in the **Overall health** field, the color should be displayed as per the value selected.	
Related Lists PRB1884173	Users can't add/remove the first option in the slushbucket from side to side when accessibility is enabled in Classic (Core UI)	Users can't move the first 'Available' option to the 'Selected' side with a double-click or by using the **Add** button. Selecting one option but then double-clicking another moves both over. If users shift-click to select multiple options, they don't all move over - one remains. CTRL +A doesn't select all options; rather, it appears to toggle the set of selected options.	
Related Lists PRB1887019 KB2122691	Users can't edit from a related list on a reference field configured to be read-only in the dictionary	Users are no longer able to add existing related records via the 'Edit' function on a related list when the reference field on the target table is marked as read-only. This behavior was previously functioning as expected. The issue has been verified in multiple relationships. Removing the 'read-only' attribute from the reference field restores expected functionality, confirming the change	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		in behavior post-upgrade.	
Reporting PRB1324625 KB0855859	Stack trace error 'No matching records: com.glideapp.report.charting_v2.exceptions.ChartDataGenException is thrown when no data is returned for a multi-level pivot report	When a multi-level pivot report doesn't have any data to return, the following error is logged to the syslog table: 'No matching records: com.glideapp.report.charting_v2.exceptions.ChartDataGenException: No matching records...'	**1.** Create a new report with the following values: **a.** Source Type: Table **b.** Table: Incident **c.** Type: Multi-level pivot table **d.** Select Columns: Active to Incident table **e.** Select Rows: Assigned to **2.** Open the filter conditions. **3.** Add the following filter to ensure zero rows are returned: **a.** Created **b.** After **c.** Today **4.** Run the report. Expected behavior: The error message appears, 'Cannot generate the report. No matching records'. Actual behavior: The error message appears on screen, 'Cannot generate the report. No matching records' and an error is generated in syslog table: 'No matching records: com.glideapp.report.charting_v2.exceptions.ChartDataGenException: No matching records...'.
Reporting PRB1853349	Visualizations in non-global domains aren't displayed in the list of visualizations	When trying to add some dashboard to a library, it's not saved in any sub domains. It's getting saved only in the global domain. In the sub domains, when they try to save the dashboard, it says it's saved but it's not.	

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Problem	Short description	Description	Steps to reproduce
Reporting PRB1874881	A calendar report doesn't display Japanese characters correctly	The issue is reproducible in Yokohama.	1. Create a record on the vtb_task table with short description '保守：YokohamaへVerUpリグレ開始'. 2. Create a CoreUI Calendar report based on the vtb_task table and the **Updated** field. 3. On the Calendar report, Japanese characters aren't displayed correctly. Expected behavior: '保守：YokohamaへVerUpリグレ開始'. Actual behavior: '20:36 保守 ：YokohamaへVerUpリグレ開始 - 保守：YokohamaへVerUpリグレ開始'.
Reporting PRB1878029 KB2046103	A drill down report isn't working as expected with sorting added to the report	It's impacting the filter conditions by appending 'ORDERBY' at the beginning of the condition value to the last filter condition of the report.	Refer to the listed KB article for details.
Reporting PRB1881863 KB2064621	Drilling down into a multi-level pivot report that is following an interactive filter isn't working as expected	Multi-level pivot report drill down functionality isn't working as expected when a report is added to a dashboard or when a report has 'Follow Interactive Filter' turned on for the 'Report' widget.	Refer to the listed KB article for details.
Reporting PRB1892235	When accessing scheduled reports, users are getting an error	When accessing scheduled reports, users get the error: 'Part of the query on par_coreui_migration_bridge_sysauto has been ignored because of insufficient access for 'query_match' operation' for non-admin users.	
Role Delegation PRB1828712	Updating sys_user_group.parent is done on the frontend, which causes a timeout of	Since updating sys_user_group.parent is done on the front side, a transaction can timeout. As the result, the sys_group_has_role	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2248225	the transaction and leaves sys_group_has_role inconsistent	records become inconsistent.	
Rollback Contexts PRB1844400 KB1803428	The 'Clean Expired Rollback Contexts' job causes memory issues and node restarts	The job is streaming through large rowblocks of data and causing node restarts. The heap dump shows 1.2GB of memory taken by this job.	Refer to the listed KB article for details.
SaaS integration with Adobe Cloud (Glide) PRB1843443 KB1913878	sn_samp.UpdateReclamationCandidates > getUserSubscriptionCost code issue	The **potential_savings** field is only present on the samp_sw_reclamation_candidate table, and not in samp_sw_rc_m2m_subscription. This is causing the 'SAM - Updating Existing Reclamation Candidates' job to fail when updating the hybrid subscription cost.	Refer to the listed KB article for details.
Scheduled Jobs PRB1794747	The **Updated** field on the 'Progress workers' table isn't updating after a node restart	The **Updated** field on the 'Progress workers' table isn't updated when the node on which the job is executing gets restarted.	1. Log in to any instance after the Vancouver release. 2. Trigger a fix script to run the script in the background. 3. Restart the node on which the fix script job is running. Notice the log: '2024-08-15 04:11:21 (685) worker.5 worker.5 txid=5827be15c30c JobExecutor Starting: Fix Script: Test: Script.8427fa15c30c961044093806050131d2, Trigger Type: Once, Priority: 25, Upgrade Safe: true, Repeat: Name: Fix Script: Test: Script Job Context: . . 2024-08-15 04:16:03 (189) glide.scheduler SYSTEM SchedulerThread [Scheduler Graceful Shutdown] Shutting down thread...No database connection pool available for name glide org.mozilla.javascript.JavaScriptException: java.lang.IllegalStateException: No database connection pool available for name glide'. Notice that the progress worker state is changed to 'Cancelled' but the **Updated** field is not updated.

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Problem	Short description	Description	Steps to reproduce
			Review if the 'Update hung running progress controllers on startup' job has run. Notice that is the 'Update hung running progress controllers on startup' job has run, it updates the progress worker records.
Schedules PRB1831078	The 'Timeline' page isn't displaying properly with sub items after an Xanadu upgrade	When there is a [cmn_timeline_sub_item] record attached, 'View Timeline' doesn't seem to work. The issue is only there when there's a timeline sub item in the 'Timeline' page. If there's no timeline, there's no issue.	**1.** Navigate to **All** > **Timeline Pages**. **2.** Select **ServiceNow Roadmap**. **3.** Select the **View Timeline** button.
Seismic Framework PRB1878687	Users are getting an error message on a few instances sometimes: 'An Unknown Error Occurred, Please try after sometime'	User accessible roles are fetched and used further to determine the 'Run with Roles' list. This issue is due to a large payload size. The qualifier string is big.	**1.** Enable flow generation. **2.** Enable image2flow skill. **3.** Navigate to the Workflow Studio homepage. **4.** Create a flow with an image. **5.** Navigate to the homepage. A user can see the 'An Unknown Error Occurred, Please try after sometime'. This is not happening all the times.
Server-side scripts PRB1794568 KB1699139	Xanadu ES12 JavaScript in global scope isn't working for fix scripts and fails with a 'Script compilation error'	Apart from 'const' and 'let', no new ES features seem to be working. There's a script compilation error: 'Script Identifier: null.null.script, Error Description: syntax error (null.null.script; line 4), Script ES Level: 0, Interpreted Mode: true'. This issue doesn't exist in scoped apps.	Refer to the listed KB article for details.
Server-side scripts PRB1848232	A TD instance hangs and is unresponsive due to recursive calls when capturing Generic Collection	While publishing the GCF metrics for scripts, MInMaxPriorityQueue is used for collecting 20 longest executions. It attempts to access indices more than 20, causing ArrayIndexOutofBound exceptions.	

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Problem	Short description	Description	Steps to reproduce
	Framework (GCF) metrics		
Server-side scripts PRB1883239	ESLatestScriptLoader returns a warning message	The message reads, 'Version loading was stopped by ESLatestScriptLoader for sys_es_latest_script...'.	
Service Catalog PRB1761951	An error in AI Search occurs, 'ERROR *** dot-walk column doesn't exist sc_cat_item.ref _sc_cat_item_content. content_type'	After upgrading the instance to Washington DC, an error occurs in the system log: 'SEVERE *** ERROR *** dot-walk column doesn't exist sc_cat_item.ref _sc_cat_item_content. content_type'.	
Service Catalog PRB1857685	g_user.userID isn't returning a string but a native object in the Virtual Agent conversational catalog item	It gives an error.	
Service Level Management PRB1849627	Improve SLA Calculator's handling of very large sets of Task SLA records during trigger processing	Under certain circumstances, bulk SLA calculations can cause node memory issues if the set of Task SLAs being calculated is very large.	1. Open the script include SLACalculatorNG. 2. Look at the function SLACalculatorNG.calculateSLArange. Note that it first processes the list of Task SLA and adds them to an array. This is consumes memory unnecessarily.
ServiceNow Security Center (Family Release) PRB1843476	At upgrade time with updated content, the completed steps of a user action keeps the action status as 'ready', which turns off the action's **Complete** button		

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Problem	Short description	Description	Steps to reproduce
Service Portal Core Widgets PRB1862176	Service Portal fails to a submit catalog item when a required HTML variable is empty and re-submitted with a filled value	After pressing 'Submit' on a Service Catalog Item widget when the required HTML variable is empty, it rejects the submission as expected. However, filling the HTML variable after the submission is rejected and still detects the HTML variable as not filled. Because of this, users are only able to submit catalog items from Service Portal when the required HTMl variables are filled properly before submission.	
Service Portal PRB1502280 KB0994649	The file attachment field doesn't appear on a Portal 'form' page	The file attachment field **My file** doesn't appear on the 'form' page of an incident record.	**1.** Log in as an admin user. **2.** Open the form page of the incident record. Notice that the file attachment field **My file** doesn't appear on portal, but shows in native view.
Service Portal PRB1537370	Field messages styling (using showFieldMsg()) for types of errors isn't consistent between Portal and Platform	The use of showFieldMsg() to display the error type isn't consistent between the Portal and Platform views. On the Platform view, the error is displayed in a red background. However, in Portal, the error is displayed as a red string in italic form without a red background.	**1.** Open any service catalog item. **2.** Add three new variables to test the field message for info, warning, and error. **3.** Create an onLoad catalog client script. **4.** Add the following field messages to each of the three variables for info, warning, and error: **a.** Info: g_form.showFieldMsg('var1', 'info msg', 'info') **b.** Warning: g_form.showFieldMsg('var2', 'warning msg', 'warning') **c.** Error: g_form.showFieldMsg('var3', 'error msg', 'error') **5.** Navigate to the catalog item in the portal. Expected behavior: The styling of the field messages is same for info, warning, and error.

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			Actual behavior: The styling of the field message for error is different from info and warning, and there's no background color for the error message.
Service Portal PRB1765867	The 'Widget' form throws an error when trying to save	An error appears after attempting to save changes to the 'Widget' form.	1. Navigate to the 'Widget' form. 2. Modify the **Roles** field, such as adding the user_admin role. 3. **Save** the changes. Expected behavior: The form should save successfully. Actual behavior: An error is seen under the **Client controller** field: 'Could not save record because of a compile error: JavaScript parse error at line (25) column (25) problem = missing name after . operator (; line 25)'.
Service Portal PRB1829670	Genius results shows both catalog items and knowledge articles even when the user is filtering with the navigation tabs	Searching in a portal displays Now Assist Genius results, including catalog items and knowledge search results. Selecting a catalog navigation pane or a knowledge navigation pane, the filtered results display both a catalog item and Now Assist QnA instead of displaying respective filtered results.	1. Set up Now Assist in AI Search in the instance. 2. Activate it for the portal /esc. 3. Enable AI Search in portal. 4. Map the Genius result configuration in the Genius result related list tab. 5. Select the existing link. A new form appears after entering a catalog item in a Genius result configuration. 6. Navigate to /esc. 7. Search in the search widget for **Password reset**. It displays some Genius results, including a knowledge article summary and catalog item. 8. Select on navigation's **Requests**. 9. It displays the same Genius results, including the knowledge summary as well. Expected behavior: When selecting the **Requests** navigation pane, it should only display a catalog item Genius result and not knowledge. If users select the knowledge navigation pane, it should

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Problem	Short description	Description	Steps to reproduce
			display only knowledge and not a catalog Genius result. Actual behavior: Irrespective of the navigation pane, the Genius result displays both a catalog item and a knowledge summary.
Service Portal PRB1839297 KB1925168	A SPEntry page error 'Execute operation on script include 'SPEntryPage'' from scope occurs	Switching the scope and refreshing the page gives the error, 'Execute operation on script include 'SPEntryPage' from scope 'Knowledge Management - Service Portal' was denied'.	1. Log in to a Xanadu instance. 2. Create the glide.entry.first. page.script system property. 3. Give it the value: new SPEntryPage() .getFirstPageURL(). 4. Make 'Knowledge Management - Service Portal' as the current scope. 5. Refresh the browser page. 6. Notice the error, 'Execute operation on script include 'SPEntryPage' from scope 'Knowledge Management - Service Portal' was denied. The application 'Knowledge Management - Service Portal' must declare a cross scope access privilege. Please contact the application author to update their privilege requests.' 7. Repeat step 2 and step 3 with the scopes 'CI Landing Experience' and 'Conversational Interfaces - Diagnostics'. Notice that the same error message occurs.
Service Portal PRB1854147	'Popular Items' display a blue font on the SWP Portal	Popular items display a blue font and are a larger size after the Xanadu upgrade.	
Service Portal PRB1855070	Post-upgrade to Yokohama EA, an error is caused by the business rule 'Create SP Communication ChannelList'	An error found in the logs after upgrading to Yokohama EA 'Recursive business rule call for 'Create SP Communication ChannelList' on sp_portal'. A number of simple transaction results in this error.	

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Problem	Short description	Description	Steps to reproduce
Service Portal PRB1875043	In the 'Canada - French' language, submitting a date in 'dd-MM-yy' format causes an error	When a user sets their language to 'Canada - French' and attempts to submit a date in the format 'dd-MM-yy', the date doesn't apply correctly, resulting in an error.	1. Install the plugin com.snc.i18n.french-canada (French - Canada). 2. In the instance, navigate to **All** > **Basic Config** > **Date Format**. 3. Set the system date format to 'dd-MMM-yy'. 4. Mark the 'Sample Item' catalog item as active. 5. Assign it a category so it displays in the service catalog for users. 6. Set the date variable to 'mandatory'. 7. Navigate to the /sp (Service Portal). 8. Search for 'Sample Item'. 9. Ensure that the language is set to French - Canada. 10. Fill in the date variable. 11. Submit. Observe that there's an error, and the date doesn't apply to the field.
Session Management PRB1704076 KB1645930	XMLStates can throw an 'Attempt to use GlideSession owned by another thread' error while retrieving statistics related to sessions	Statistics related to GlideSessions iterate over all the sessions and access gs.getClientDataMap(), which throws the 'Attempt to use GlideSession owned by another thread' error at the same time the user claims ownership of the session while running the transaction.	Refer to the listed KB article for details.
Session Validation PRB1846625 KB1812394	Deeplinks redirection failed with a node switch from an unauthenticated session to an authenticated session	On opening a deeplink URL, the user should authenticate and redirect to a specific resource.	Refer to the listed KB article for details.
Sidebar (Family Release)	When sn_hr_core.impersonateCheck is set to true, users are	When sn_hr_core.impersonateCheck is set to 'true', users can't add users to the sidebar discussion for	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1849937 KB2131098	Unable to add users to the sidebar	sn_hr_core_case_payroll records. There's instead an error message: 'Participants can't join the discussion because they don't have access to this record.'	
Software Asset Management PRB1632141 KB1346310	The scheduled job 'SAM - Normalize discovery models using content library rules' fails when the Content Data Service (CDS) library is not complete	The scheduled job 'SAM - Normalize discovery models using content library rules' fails with the following errors: '08:14:33.158 Warning worker. 1 worker.1 txid= 9df7afed1b47 WARNING *** WARNING *** Get for non-existent record: samp_sw_package: 78a1f708db96ef0 0c41a10825 b9619c4, initializing 08:14:33.159 Error worker.1 worker.1 txid=9df7afed1b47 SEVERE *** ERROR *** NormalizationEngine: Error: No Match found for in samp_sw_publish'.	Refer to the listed KB article for details.
Software Asset Management PRB1794370 KB1699116	Deprecated fields are not deactivated	There are various fields across Software Asset Management which are deprecated but not deactivated.	Refer to the listed KB article for details.
Software Asset Management Publisher Pack for Microsoft PRB1871730	The 'Collect CAL Info' extension section causes a huge payload for Windows discovery	When running Windows OS - Servers patterns, if the server has a large amount of records in the MsftUal_DeviceAccess and MsftUal_UserAccess through WMI queries, then the payload is substantial. Such large payloads may cause	Run discovery against a Windows server with a large number of devices/users returned from the WMI queries in the 'Collect CAL Info' extension section.

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Problem	Short description	Description	Steps to reproduce
		mutex locks and impact performance.	
Software Asset Normalization PRB1847748 KB2020463	Sometimes Norm product/ publisher isn't cleared/ stamped on a few installs		Refer to the listed KB article for details.
Software Asset Reclamation PRB1896341 KB2171072	There's reclamation candidate and reclamation rule issues		Refer to the listed KB article for details.
Special Handling Notes PRB1836082	Simplify 'Refresh SHN' conditionals for readability and backportability	In Xanadu, if users set the Special Handling Notes (SHN) property 'Display special handling notes only once per session' to false, then the SHN pop-up window isn't displayed at all each time a user accesses a record. However, in Xanadu, once the property is set to false, the SHN pop-up window isn't displayed at all each time a user accesses a record. According to the documentation, the SHN pop-up window should be displayed each time a user accesses a record.	1. Ensure that the plugin 'Special Handling Notes' (com.sn_shn) is activated. 2. Ensure to upgrade the Store apps to the latest versions. 3. Create a 'Special Handling Notes' (sn_shn_notes) for the 'Incident' table. 4. Specify a condition, such as 'Short description', that contains something. 5. Open the SHN 'Properties' page and set the property 'Display special handling notes only once per session' to false. 6. Open an 'Incident' record which matches the condition in Service Operations Workspace or CSM Workspace. Notice that the 'Special Handling Notes' pop-up window isn't displayed at all each time a user accesses the record in either workspace.
Standard Change Catalog PRB1856886 KB1931818	A value isn't populated from the template if a new text area field is added when creating or modifying a standard	The **template_value** field contains 'STARTSWITH' instead of the '=' operator, which doesn't allow the field to be populated with the value when the template is applied	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	change proposal	to the change request record.	
System Archiving PRB1815571	Archive runs can be stuck in an active state when the process times out when creating ar_* tables	Archive runs can be stuck in active state when the archive rule on CMDB is run for the first time and if the CMDB hierarchy is big. While creating all the ar_* table in this hierarchy, it could timeout.	
System Import Sets PRB1753408	The 'Import Set Deleter' job is contributing to replication lag due to long running DELETE statements and batch executions	.	
System Import Sets PRB1804838 KB1705523	New fields with double byte characters aren't created automatically on loading data	If the loading file or data source contains headers that don't match the fields in the import set table, when loading data, new fields are created. Since the Xanadu release, new fields aren't created when headers contain double byte characters, and a warning message is logged in the import log. This occurs even if the com.glide.use_column_name _optimizer property is 'true'.	Refer to the listed KB article for details.
System Import Sets PRB1850436 KB2115235	There's unexpected column creation when importing an Excel file with Japanese headers	When importing a file with Japanese headers, a new 'u_xxx' column is created, even though the u_email column already exists. This issue also occurs in Washington DC.	Refer to the listed KB article for details.
Table Administration	convertToPDF WithHeaderFooter is slow to	.	

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Problem	Short description	Description	Steps to reproduce
and Data Management PRB1681343	convert with a business rule		
Table Administration and Data Management PRB1852726 KB2068808	Users get an error: 'Syntax Error or Access Rule Violation detected by database ((conn=316832) Unknown column 'ba.a_ref_10' in 'on clause')'		Refer to the listed KB article for details.
Tags PRB1767453	The 'Group by' tag list view count isn't accurate	The 'Group by' tag in the list view count isn't accurate on the 'Task' table when a tag is added to newly created records from a custom extended table.	1. Open a Vancouver instance. 2. Navigate to **System definition** > **Tables**. 3. Create a new table with the following example: a. Label: Adhoc ticket i. Name: u_adhoc_ticket ii. Extends table: Task b. Navigate to the 'Controls' tab: i. Prefix change to: AR ii. Create access controls: True iii. User role: itil c. Navigate to the 'Application Access' tab: i. Create, update, read: True ii. Allow access to this table via web service: True iii. Allow configuration: True 4. Save the table. 5. Add the 'test' tag on a newly created record. 6. Navigate to the 'Task' table. 7. Choose two records from the table. 8. Group the 'Task' table the by **Tags** field. Expected behavior: The group counter amount is the same as the number of records in the list.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The group counter is two even though there are three records in the list.
Time Card Management PRB1890157	On the Time Sheet Portal, tooltips sometimes remain stuck on the screen in Yokohama	If a user hovers over another tooltip, the original one remains in most cases.	**1.** Open a Yokohama instance with Time Card Management. **2.** Impersonate 'System Administrator'. **3.** Open the Time Sheet Portal. **4.** Add some operational time cards from the 'Other' section. **5.** Hover over the operational labels or the numbers for the daily totals. Notice the tooltips remain for a prolonged time or indefinitely.
Transaction Logs PRB1827610	The errors and logs metrics were removed in the XMLStats servlet include, causing the 'Logs' graph in the ServiceNow Performance dashboard to be 0 after an upgrade	When the user goes to ServiceNow Performance Dashboards, some of the graphs aren't displayed, and instead display the error message 'Error:Invalid series data'.	**1.** Create a base Vancouver instance. **2.** Navigate to the ServiceNow Performance dashboard. **3.** Let the instance run until a non-zero number in the 'Errors and Logs' metric graphs. **4.** Upgrade the instance to Washington DC. **5.** Look at the 'Errors and Logs' metric graphs again after the upgrade is complete. Expected behavior: The graph should display values accordingly. Actual behavior: The graph flatlines at 0.
UI Actions PRB1879023	A workspace modal with an HTML field doesn't render in Yokohama	When using g_modal.showFields() in a UI action to populate the modal from the workspace, the modal doesn't appear if it has an 'html' type field defined.	
UI Field Administration PRB1779043	There's an error inputting a decimal value into a decimal field when glide.system.locale has a value set	This issue is reproducible on any workspace and when the system property glide.system.locale isn't empty.	**1.** Log in to an instance. **2.** Navigate to Agent Workspace. **3.** Open any incident. **4.** Enter '123456789.09' on the **Test** field. **5.** Select out of the field.

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Problem	Short description	Description	Steps to reproduce
			Notice that the message is seen: 'Could not parse 123.456.789,6 as a number'.
UI Field Administration PRB1791024	The getSelectedOption breaks for records with some script type fields	.	
UI Field Administration PRB1821427	An instance runs out of memory when there's unexpected wiki markup table syntax inside of a **wiki** text field	When creating a kb_knowledge record on a form with the **wiki** field showing, the node runs out of memory.	
UI Field Administration PRB1827405	A UI16 form loads slowly when the **Composite Name** type field is added and the instance has a lot of metadata	If a form has a **Composite Name** type field on it and there's much metadata present, the form can take upwards of 15-20 seconds to load.	
UI Field Administration PRB1877769 KB2182152	The info (i) icon for reference catalog variables is missing on requested items and the 'SCTASK' form under Service Operations Workspace	The issue is seen with all the workspaces since Yokohama.	Refer to the listed KB article for details.
UI Field Administration PRB1879955	The sys_user record isn't retaining the phone number format on the **Phone number** type fields		1. Navigate to any Yokohama instance. 2. Ensure that the glide.ui.format_phone property is set to false. 3. Open any sys_user record. 4. Update the **Mobile phone** field with a value. 5. Save the record. Expected behavior: The value in the field shouldn't get formatted.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The value in the field gets formatted.
UI Field Administration PRB717514 KB2092173	A dotwalked **glide_list** field with choices doesn't display dropdown choices	Users are unable to adjust/administer a list as expected.	Refer to the listed KB article for details.
UI Form Administration PRB1814991	A bulk-edit pop-up form in a presentational list won't refresh after the previous transaction	The bulk-edit UI action pop-up form contains input from the **Description** field from a previous transaction to other records that are opened.	1. Navigate to **UI Builder** > **Service Operations Workspace**. 2. Add a variant to the List. 3. Select **List Page Template** in the Template Picker. 4. Ensure the new variant has a smaller order than the existing one, so it becomes the default list. 5. Navigate to **Workspace** > **Service Operations Workspace** > **List** > **Incident** > **All**. 6. Select any record. 7. Select the **Edit (1)** UI action. 8. Update the **Description** field in the pop-up to **ABCDE**. 9. Select **Update**. 10. Notice the success update message. 11. Select another record. 12. Select the **Edit (1)** UI action. 13. Notice the **Description** field contains the user input 'ABCDE' from the last transaction. 14. Select **Cancel**. 15. **Confirm** to discard the changes. 16. Select another record. 17. Select the **Edit (1)** UI action. Notice the **Description** field still contains the user input 'ABCDE' from the previous transaction.
UI Form Administration PRB1824242	The **Add/remove multiple** button on list fields	When selecting the **Add/remove multiple** button in a **glide_list** type field while there are other required	1. Open an instance. 2. Open incident.LIST or any table. 3. Open a record.

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Problem	Short description	Description	Steps to reproduce
	doesn't work if required fields are present	fields on the form (that are not filled in) the slushbucket popup doesn't open and all required fields flash red. This includes the list collector itself (if it is mandatory).	4. Clear text from one of the mandatory fields. 5. Select the **Add/Remove multiple** button. Observe that this throws an error.
UI Form Administration PRB1829603	Workspace fields are cleared when using multiple tabs with an agent	After upgrading to the Washington DC release, an issue occurs when accessing multiple tabs during a chat with a live agent, in which already completed interaction records are cleared.	1. Log in to an instance. 2. Impersonate a user. 3. Navigate to the **Service Operations Workspace**. 4. Update the status to **Available** in two different tabs. 5. Impersonate two users. 6. Initiate a chat from portal. 7. Fill all the fields in the interaction record. 8. Search for 'REQ0010001' in the workspace. 9. Attempt to open REQ0010001. 10. Navigate to **Related Record** > **Requested Items** > **Catalog Tasks**. 11. Add to the work notes. 12. Close the 'Related Record' tab. 13. View the interaction records. 14. Notice that the values are cleared. Expected behavior: The updated values in the interaction record shouldn't be cleared after opening multiple tabs. Actual behavior: The updated values in the interaction record are cleared after opening multiple tabs.
UI Form Administration PRB1843602	There's an issue with the date picker position	The date picker position doesn't change when scrolling through the page.	1. Open a form with a **Date** field. 2. Select the date picker. 3. Scroll the page. Notice that the date picker remains in the same position on the screen even when scrolling.

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Problem	Short description	Description	Steps to reproduce
UI Form Administration PRB1847059	Formatting on the special handling notes header is aligned to the left in Xanadu	Special Handling Notes aren't aligned properly and is formatted completely to the left.	
UI Form Administration PRB1859837	UX View Rule Configuration isn't applied in the Workspace when a record is opened from a reference field	UX View Rule Configurations aren't applied when a record is opened in a Workspace from a reference field on a form, but when opening the same record from a related list in a Workspace, the UX View Rule Configuration is applied.	1. Open a cmdb_ci_computer table. 2. Create a custom view. 3. Create a Workspace view rule on the sysrule_view_workspace table with the values: ○ Table: cmdb_ci_computer ○ View: Use the Custom View created ○ Experience Restricted: Uncheck ○ Workspace: Empty ○ Execution Order: 1 4. Create a UX View Rule Configuration on the sys_ux_view_rules_configuration table with the value: ○ Active: True 5. Navigate to **Workspace View Rules** > **Related list**. 6. Add the Workspace view rule created. 7. Open the Service Operations Workspace. 8. Create an incident where the **Configuration Item** field references a cmdb_ci_computer record. 9. Save the new incident. 10. Navigate to **Incident** > **Details** > **Open Record** in the **Configuration Item** field. 11. Select **Open Record** on the modal that appears. Observe that the Custom View created in isn't applied.
UI Form Administration PRB1863573	A 'Scope tag not permitted' error is thrown when the UXC Generative AI plugin is active	The scoped UI macros are added to the UI16 form by the 'UXC Generative AI' plugin clash with scoping rules, causing a 'Scope	1. Navigate to sysapproval_approver.list. 2. Open any record still in the 'Requested' state. 3. Right-click on the header and configure the form layout.

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Problem	Short description	Description	Steps to reproduce
		tag not permitted' error to be thrown. Visually, users notice related lists and others macros not loading on the form.	**4.** Add the 'Test Formatter Approval Scoped' formatter to the layout after the 'Approval Summary' formatter. **5.** Configure the form. **6.** Add 1 related list to better see a broken page when reproducing. **7.** Clear the cache using cache.do. **8.** Open the record. Observe that the form is in a broken state. The approval _summary form renders on the page, but everything else is missing. Related lists won't display. Users aren't able to right-click on the header or see the scoped UI macro rendered.
UI Form Administration PRB1866407 KB2119192	Activity Stream attachment file actions don't work when a page has been set up to use the multi-controller template	Attachments aren't downloadable from the Activity Stream.	Refer to the listed KB article for details.
UI Form Administration PRB1868782	While composing an email in Vendor Operations, the cursor occasionally jumps, making it difficult to continue typing	When the user types rapidly, the position event is triggered multiple times, resulting in the cursor unexpectedly jumping to the end.	**1.** On a base instance, enable email reply recommendations on any table. **2.** Add a line to the end of the email's last line. **3.** Start typing in the first line quickly. Observe that the cursor jumps to the end of the file.
UI Form Administration PRB1870603	A read-only HTML field displays a horizontal and vertical scroll	The field shouldn't have a scroll bar.	**1.** Open any problem record. **2.** On the **fix_notes** field, input text at least for 11 lines. **3.** Close the record. **4.** Impersonate a non-admin user. **5.** Open that record again to check the **fix_notes** field.

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Problem	Short description	Description	Steps to reproduce
UI Form Administration PRB1894995	A requested item (RITM) created from an interaction in Service Operations Workspace (SOW) with an HTML variable automatically re-attaches images from the variable as the current user	When a user copy-paste text + images from Word, email, etc. to an RITM created from an interaction in a SOW HTML variable, reloading the RITM automatically re-attaches images to the record and gets displayed in the activity stream as a new attachment.	1. Navigate to an Xanadu instance. 2. Create a catalog item with one HTML variable. 3. Open an interaction record from SOW. 4. Locate and select the **Create Request** button. 5. Create a request for the catalog item created in the second step. 6. In the HTML variable, copy-paste text and images from a Word document or email. 7. Submit the request. 8. From SOW, open the RITM just created. Expected behavior: The RITM opens normally and images aren't reattached. Actual behavior: Images from the variable are reattached every time a user opens the RITM record. Newly re-attached images are show in the activity stream. These images can also be found in the sys_attachment table with Table sys ID = <RITM sys_id>.
User Criteria for Service Catalog PRB1819841 KB1773413	Semaphore exhaustion is caused by the getAllUserCriteria function getting called in widgets	When a public page is accessed by a guest user or web crawler, this prompts a call to the getAllUserCriteria API, which causes semaphore exhaustion.	Refer to the listed KB article for details.
UXF Components PRB1826745	Highlighting and copying data from related records or any list results in additional help text being copied	In the Service Operations Workspace, when highlighting and copying rows of data from related records or any list, additional help text appears. The copied data includes the message: 'Press and hold Shift then press Enter to edit'.	
UX Framework	Using g_aw.openRecord	Using the UI action on g_aw.openRecord	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1788084 KB1721199	In a new record in the Service Operations Workspace (SOW) doesn't work if a tab to the right of the UI action is selected	doesn't function correctly if it is used on a tab that has other tabs to the right of it. For example, if there are multiple tabs opened for a new interaction and the UI action is used to open a new incident record to escalate it, the UI action doesn't work.	
UX Framework PRB1827900	The **New** button is missing in the 'Cases for Opened for User' related list		1. Provision an instance with sn_hr_core sn_hr_agent_ws 4.0.0-SNAPSHOT latest build installed. 2. Open a HR case. 3. Access cases for the opened 'For User' related list. 4. Observe the list actions. See that the **New** button is missing.
UX Framework PRB1869757 KB2105389	There's a performance degradation when loading the home page on Xanadu	When the system property glide.ux.user_criteria_enabled=true, there's a performance degradation between Washington DC and Xanadu when loading the home page.	Refer to the listed KB article for details.
Virtual Agent PRB1825597	The user is unable to select a subflow in a Virtual Agent flow with the action activity	The action utility pulls the first 100 records into the query by the category sorted by name for each spoke.	
Virtual Agent PRB1833571	When _max_wait_topic_ is ended using the 'End Conversation' option, the conversation hangs and never completes	The 'Resume flow after topic switching' inside of the _max_wait_topic_ properties should be flipped to false.	1. Install the AgentChat plugin. 2. Navigate to the awa_queue table. 3. Open 'Agent Chat Queue'. 4. Set **Max wait time** to something short like 30 seconds. 5. Select **Queue Triggers** in the related lists and create a new one. 6. Ensure that the queue trigger is a max wait time trigger and have the topic be anything.

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Problem	Short description	Description	Steps to reproduce
			7. Navigate to the awa_assignment_rule and open 'Chat - Most Capacity'. 8. Select **Rejection Handling** and set the timeout to 2 minutes. 9. Ensure that an agent is online 10. Start a conversation and run the 'Live Agent Support' topic. 11. Let the search run until the max wait time topic appears. 12. Select **End conversation**. Expected behavior: The conversation ends. Actual behavior: The conversation hangs and never ends.
Virtual Agent PRB1850815	In NLU conversations following language switch control, the search term is always 'null'	When Language Detection is enabled for NLU Virtual Agent conversations, any initial search term provided by the requester results in a search of 'null' and associated results.	
Virtual Agent PRB1862370	Skill executions are stuck when Now Assist guardian settings (prompt injection, offensiveness) are enabled	Skill test runs aren't working from the skill kit, whereas executions outside of the skill kit (for example: OneExtend.execute() in async mode) are working fine for the same settings. This is due an unsupported operation exception coming from EvaluationServiceImpl.java.	1. Create a skill from the Now Assist Skill Kit. 2. Enable prompt injection from the Now Assist Guardian settings (use option as 'Block'). 3. Select **Run Test** on that skill. Expected behavior: **Run Test** should work irrespective of the guardian setting because users can execute the same One Extend capability outside of the skill kit. Actual behavior: **Run Test** is stuck due to an exception (Error Execution of evaluation request failed for batch result: fbb3afc4c348 e2149e83d62 f0501312b due to error: null).

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1866633	In APAC data center instances, AI agents aren't working even after accepting the Global Routing Consent information message	Global routing is not working even after consenting on the info message for data center instances in the Asia-Pacific region.	1. Deploy a new instance from the APAC data center. 2. In an APAC region instance, select **Agree on the Global Routing Consent info message**. Expected Behavior: The AI Orchestrator should be invoked. Actual Behavior: Even after accepting the consent, AI agents are not functioning, and the error message occurs: 'Sorry, there was a problem on my side trying to complete this request. Try asking again later'.
Virtual Agent PRB1866702	'Summarize a record card' isn't displaying when reactivating the case summarisation in Workspace when domain separation is turned on		
Virtual Agent PRB1866717	In Agent Chat, there's an oversized **New messages below** button	In Virtual Agent (VA) UI Experience, the **New messages below** button is disproportionately large compared to the rest of the text within the VA.	1. Start a new conversation in VA in an incognito session with an available awa_agent in a normal session. 2. As an agent, enter a number of messages into the chat. 3. Return to the incognito session to view as an end user in VA. Expected behavior: See the down arrow with the 'New messages below' hint text when hovered over displayed, and of a size appropriate to the rest of the VA conversation text. Actual behavior: See the new button display the down arrow and the 'New messages below' text, which is fine, only the size of the arrow and text is disproportionate to the rest of the text within the VA chat.
Virtual Agent	'Show more' links are displayed,	.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1878360 KB2092161	even for a topic which doesn't have any additional lines in an Edge browser		
Virtual Agent PRB1879865	Now Assist doesn't generate Japanese answers properly	The results are mostly in English.	
Virtual Agent third-party integrations PRB1837988	Unable to acquire conversation lock leads to repeated impersonation and excessive logging	Certain long-running Virtual Agent transactions, such as file uploads, can cause excessive impersonation logging.	1. Start a conversation. 2. Set the lock_acquired and lock_touched to current time. 3. Set lock_owner to something other than 'Available'. 4. Send a custom adapter message. Observe the impersonation messages that occur repeatedly until the lock is acquired.
Virtual Agent Web Client PRB1824151	A message preview shows the NLU preview message or doesn't show any message even when the user has switched to LLM	The user sees the first message from the previous NLU mode conversation with LA.	1. Navigate to SP portal in NLU mode. 2. Start a conversation with LA. 3. Minimize the webclient and send a few messages from LA to User. 4. Refresh the SP portal page and confirm that user sees first message from the list of messages sent by LA in preview. 5. End the conversation on LA side (on the user side conversation is still open because post chat is active). 6. Switch the SP portal in LLM mode. 7. Refresh the portal page and start a new conversation on NAVA. 8. Minimize the web client and send a bunch of messages. 9. Refresh the SP portal page. Expected behavior: The user should see the first message in the list of message sent by LA to user for the interaction in LLM mode.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The user still continues to see the first message from the previous NLU mode conversation with LA.
Virtual Agent Web Client PRB1869658	There's an error: 'TypeError: Cannot destructure property 'clientContext' of 'y.properties' as it is undefined.'	When this issue happens, users don't see any proactive message, just a create_request call in a 'Network' tab in developer tools. If users have rules and actions setup properly for a URL or portal home pages, users should first see create_request and then get_action calls. The getACtions endpoint should get called and display respective proactive message.	
Visual Task Boards PRB1852813	If the modal window is closed by selecting outside of the modal, VTB cards aren't refreshed automatically when updated	This only occurs if the modal window is closed by selecting outside of the modal. If the modal window is closed by selecting the 'X' in the top right, the record's card updates automatically as expected.	1. Create a visual task board by navigating to **Self-Service** > **Visual Task Boards** > **New** > **Data Driven Board**. 2. Set **Task Table** to 'incident' and the **Vertical Lane** field to 'Incident State'. 3. Select **Next**. 4. For the conditions, set **Assigned to is [current user]** and select **Create**. 5. Select a card on the VTB to open the modal window. 6. Unassign the record from [current user] in the modal window. 7. Close the modal window by selecting outside of the modal. Observe that the card remains on the VTB even though it no longer meets the conditions for the board. 8. Refresh the VTB page. Observe the card is no longer on the board.

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Problem	Short description	Description	Steps to reproduce
Walk-Up Experience PRB1873610 KB2046788	After an Yokohama upgrade, the walk-up queue isn't displaying any users who are checked in for any location	The issue occurs because the Rest API contains the snc_internal role and as the user has snc_external role, so it disqualifies the walkup user and doesn't render any users in the queue.	Refer to the listed KB article for details.
Web UX Runtime PRB1799951	Saving a field change on a form doesn't update the screen status once changes are saved	A warning message appears because changes to the incident record aren't saved despite the user saving the changes.	1. Open any incident record in the Service Operations Workspace (SOW). 2. Open the 'Overview' tab on the record. 3. Modify any field by selecting the pencil icon to edit. 4. Select **Save**. 5. Notice that the degree symbol that appears before the Incident record number in the SOW record tab, indicating that the record has not been saved. 6. Closed the record tab. Notice that a warning appears, 'Closing this tab will cause your changes to be lost. Do you want to continue?'.

All Other Fixes

To view a list of all other PRBs fixed in Zurich, refer to All other Zurich fixes.

All other Zurich fixes

The Zurich release contains important problem fixes.

Zurich was released on July 31, 2025.

- 07-23-2025_1759
- glide-zurich-07-01-2025__patch0-07-15-2025

Important: For more information about how to upgrade an instance, see ServiceNow upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note: This ServiceNow AI Platform® major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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For a downloadable, sortable version of the fixed problems in this release, click here

All other fixes

Problem category	Problem	Short description
Access Control	PRB1910493	There is slowness when loading forms with 'Table Choice' fields, even after applying a 2000 record limit
Access Control	PRB1850716	There should be a check for customization before the removal of the snc_internal ACL role from a set of ACLs
Access Control	PRB1836995	Incorrect ACL evaluation for ref_xxx reference fields
Access Control	PRB1809096	Selecting the **Save** button multiple times while assigning roles to groups will cause duplicate entries
Access Control	PRB1889272	GlideSearch_Query/suggestions user context gathering triggers role creation
Access Control	PRB1859273	A query that consumes significant time is invoked every minute by the UserHasRole Patcher sys_trigger
Access Control	PRB1862283	The GlideAggregate addUserOrderBy API enables data to be ordered even when orderBy isn't allowed
Access Control	PRB1871654	Access Analyzer displays that an ACL passed for public when the ACL role isn't
Access Control	PRB1822878	Runtime protection needs to be added for invalid conditions in the security attribute
Access Control	PRB1838719	ITIL role users are not able to create reports on metric_instance
Access Control	PRB1889718	Addition of Query ACLs in Access Control
Access Control	PRB1889719	Addition of Query ACLs in Access Control
Access Control	PRB1911812	Ensures retain fields get the right ACLs when in table hierarchies
Access Control List (ACL) Rules	PRB1910491	Enables QueryACLAuditor to run for a specific list of tables
Access Control List (ACL) Rules	PRB1910494	Fixes QueryACLAuditor ACL generation for specific read ACL combinations
Access Control List (ACL) Rules	PRB1910496	Fixes QueryACLAuditor ACL generation for some situations involving hierarchies of tables
Access Control List (ACL) Rules	PRB1910499	Augments the description of ACLs, generated by QueryACLAuditor, to classify the field ACLs retained for their datatypes

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Problem category	Problem	Short description
Access Control List (ACL) Rules	PRB1910928	Adds Business Rule to keep query_range ACLs synchronized with read ACLs in case of role modification
Activity Stream	PRB1888279	The **Translation** button isn't turned on in a legacy Agent Workspace when dynamic translations are turned on
Activity Stream	PRB1890397	Two extras in the SQL count from the activity jelly template are seen in znowassiststable, causing a DMT SQL Spike
Activity Stream	PRB1837845	A 'File Attachment' type field isn't added in the activity log in Workspace
Activity Stream	PRB1897140	A workspace activity stream isn't displayed for archived records
Activity Stream	PRB1867047	Focus shifts from the 'Email' tab to the 'Comments' tab after resizing the middle divider pane
Activity Stream	PRB1743672	Worknotes using Carriage Return aren't displaying in HR Agent Workspace when using edge encryption
Activity Stream	PRB1885876	The activity stream isn't displaying a change of the field when the display name is the same
Activity Stream	PRB1888552	Attachments aren't removed from an activity stream when stored on a secondary DBI
Activity Stream	PRB1848508	Margin is removed but a visual separator is not added between colored worknotes
Activity Stream	PRB1849846	'Rich Text Editor' toggling causes the work notes editor to collapse to a single line, but upon opening the additional comments, three lines of space are displayed
Activity Stream	PRB1872733	Usernames are domain separated, causing the user_id to display instead of the user's display name
Activity Stream	PRB1881272	'Multiple delete' should check the condition list for archive tables
Activity Stream	PRB1881847	Attachments within the activity stream remain visible after being archived in workspaces
Activity Stream	PRB1890639	Line separators don't appear between activity tiles when more than 200 tiles are in a stream
Activity Stream	PRB1892121	Hyphenated names do not display properly in @ mentions

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Problem category	Problem	Short description
Activity Stream	PRB1895624	Activity Stream displays sys_id instead of the display name
Activity Stream	PRB1822126	The field order set in the 'Configure available fields' slush bucket in the Activity Filter is not in alphabetical order in the CSM Configurable Workspace
Activity Stream	PRB1830580	Hyperlinks in Workspaces open in a new tab instead of the same tab
Activity Stream	PRB1834000	Reaper query needs an index to perform optimally
Activity Stream	PRB1834293	Activity stream activity events with empty 'event_created_by' field values cause the activity stream screen on mobile to crash
Activity Stream	PRB1843720	The activity log captures changes but aren't displaying them as the newest entry in Workspace
Activity Stream	PRB1845623	Margin was removed but separator was not added
Advanced Work Assignment	PRB1835521	Interaction's handling duration gets incorrect times when time zone change occurs
Advanced Work Assignment	PRB1856445	When ScriptableConversation.sendMessage is called with a case number, the impersonation fails when executed on AMB threads
Advanced Work Assignment	PRB1857820	Agent Outside Workspaces that use OpenFrame soft phone are set to an 'Offline' presence state within a minute after the agent moves to an available state
Advanced Work Assignment	PRB1861735	Work items are assigned to an agent even if they aren't available to receive a work item from that service channel
Advanced Work Assignment	PRB1873606	The 'Work item - Accepted' business rule should ensure that the conversation is still in the 'chatInProgress' state
Advanced Work Assignment	PRB1884896	'Capacity' displays the incorrect value in a manual 'Allocation of Work' item from the 'Queued work' tab from Workforce Optimization
Advanced Work Assignment	PRB1914068	The executeTimeoutJob from Advanced Work Assignment (AWA) might be attempting it again and going into a loop, blocking the node to come up
Advanced Work Assignment	PRB1789523	The 'Last assigned' agent is offered multiple work items within a short period

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Problem category	Problem	Short description
Advanced Work Assignment	PRB1833789	If the Agent logs out, the availability status should change to 'Offline' immediately
Advanced Work Assignment	PRB1844512	Created Incident associated to incorrect Interaction record
Agent Assist	PRB1849244	Variables associated to a record break Agent Assist Prefetch/Contextual Search
Agent Chat	PRB1846351	Audio notifications don't play intermittently when the browser has 'Allow All Auto-Play' configured
Agent Chat	PRB1848604	Exception encountered processing path: '/GlideInteraction_Mutation/exit_chat - Cannot exit an interaction unless it is a chat.'
Agent Chat	PRB1831657	Translation issues occur when using 'Summarize action' in the chat as an agent
Agent Chat	PRB1846962	Chat disappears if the user refreshes the page when a list is in the open tabs of SOW
Agent Chat	PRB1859329	The globe icon doesn't appear for Agents when a user sends a message with Emojis
Agent Chat	PRB1868186	The conversation history in the Agent Chat only displays one previous interaction
Agent Chat	PRB1838750	Response template preview is obstructed/ broken
Agent Client Collector for Visibility Content Pack	PRB1813541	Certificates discovered by the tls_ssl port probe aren't creating a relationship with the host if Agent Client Collector is enabled on the host and the host credentials are not added for Discovery
Agile Development	PRB1909252	Customized story numbers are overwritten by an upgrade
Agile Development	PRB1856400	Agile Board is slow to load in all instances due to js_includes_agile_board.jsx file taking a long time to download
Agile Development	PRB1869872	The **Save** button redirects to an old page instead of staying on the same pop-up modal
Agile Development	PRB1889742	Addition of Query ACLs in Agile Development
AI Search	PRB1848428	A blank screen is opened in a new tab when Now Assist generates an answer source (from AI search)
AI Search	PRB1852402	SearchAnalyticsService. pruneSearchSignalEvents occasionally purges events with the wrong application ID

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AI Search	PRB1864807	Composite multi-field facets with one of the sources evaluates as late binding, then for the other source, doesn't return all facets on all tabs
AI Search	PRB1841579	sn-search-combobox-desktop's use of createGraphQLEffect dispatches errorActionType due to a 401 error for public GraphQL endpoints
AI Search	PRB1887375	'OR' conditions aren't correctly evaluated in EVAM lite
AI Search	PRB1892031	ais_country_to_search_language is not working
AI Search	PRB1825462	The 'Remove' filter isn't working and can't be selected in Mobile view on an AI Search-enabled portal
AI Search	PRB1755617	The DocID field is being populated with the wrong sys_id in the Search Signal Result Event table results
AI Search	PRB1826966	Adding or removing a catalog from the topic creates two index events for different tables
AI Search	PRB1862683	UIElevation_Theming_Variables on the Service Portal AI search page don't match colors with the Coral Figma design for a filter menu and filter focus state (MVR)
AI Search	PRB1847092	A part of the query on sys _generative _ai _config has been ignored because of insufficient access for 'query_match operation on sys_generative_ai_config definition
AI Search	PRB1849093	'Search preview (New)' does NOT use the user session language as default, while 'Search Preview]'does
AI Search	PRB1871311	'There are 2 exact match results. View other records here' displays when there's 2 tables with the same prefix
AI Search	PRB1850255	ScriptableSearchAdminQuery throws a NullPointException (NPE)
AI Search	PRB1789441	'Purge document' deletes all in the document in some scenarios because an incorrect query is generated
AI Search	PRB1770283	When Automated Test Framework (ATF) test creates or updates records in a table that is indexed by AI Search, the sysevent record created by AI Search isn't rolled back

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AI Search	PRB1843607	The core_company list element has two elements (zip and phone) on the same position in a base instance
AI Search	PRB1857237	Images aren't returned for Now Assist actions on Service Portal
AI Search	PRB1844187	'Global' search option in missing
AI Search	PRB1817619	There's a blank UI screen when searching for the '**' query
AI Search	PRB1834892	Polaris UI rendering issues
AI Search	PRB1859372	Recently viewed suggestions for KB articles navigate to older version after a new version is published
AI Search	PRB1846575	A custom image search on an AI search-enabled portal doesn't work after Xanadu upgrade
AI Search	PRB1847810	When multi-node ingestion is enabled on a production instance, all cloned instances from production enable multi-node ingestion
AI Search	PRB1849325	thumbnailHeader in the mini Genius Result Card is not translated
AI Search	PRB1849816	AisQueryMetricsProcessor can populate ais_query_statistics table with NaN field values
AI Search	PRB1851725	Typo Handling blocked terms state doesn't change from 'New' to 'Published' when publishing a search profile
AI Search	PRB1852129	Selecting a search result in the Portal adds the parameter 'SearchTerm', leading to a 404 error
AI Search	PRB1852782	Theming for AI Search in Service Portal
AI Search	PRB1854478	Prevent Duplicate Genius Results
AI Search	PRB1856064	NAP displays the error, 'Trouble processing your request' while promoted skills are working correctly
AI Search	PRB1857215	There's a KB performance issue when there is a large number of user criteria assigned to a KB
AI Search	PRB1859931	A business rule executes too many times, causing performance issues in an instance
AI Search	PRB1866244	Conditions aren't displaying in a 'Form' view but are available in the 'List' view and 'Show XML', when the attribute 'ais_configuration_attribute' is deleted

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AI Search	PRB1873873	Users can't create fields on Genius Results
AI Search	PRB1883701	The record doesn't display in a search until updated
AI Search	PRB1885792	AI Search only logs sources that match a search in the sys_search_source_event
AI Search	PRB1886467	AI Search results match incorrect template
AI Search	PRB1887343	Dot-walked Entity View Action Mapper (EVAM) conditions don't work on extended tables
AI Search	PRB1895431	The first 'regular' search in Full Page Experience (FPE) doesn't log SEARCH_EVENT, causing subsequent clicks not to be logged
AI Search	PRB1783862	The wrong search events are deleted due to incorrect sort logic
AI Search	PRB1820883	User context boost doesn't work for sys_user.country and sys_user.location.state
AI Search	PRB1832539	Can't link existing STOPWORD ais_dictionary on Japanese mode in i18n
AI Search	PRB1833496	evaluateSearchSubmit() in concourse_header.xml can cause console errors
AI Search	PRB1838852	Search (AI enabled) box list groups are not announced to screen reader users
AI Search	PRB1838976	From Global Search, searching for anything on the SOW/CSM workspace with Next Experience off redirects the user to the homepage instead of displaying results using UI16
AI Search	PRB1842603	Dot-walk facet is removed if the user has no table access to another table
AI Search	PRB1843571	AI Search's NLQ Genius result 'None of the above' option doesn't work as expected
AI Search	PRB1889180	Action-type columns aren't registered on the sys_search_genius _result_event_action table for NLQ Genius results
AI Search for Service Portal	PRB1877869	Attachments with long file names on KB articles in the 'Faceted Search' widget are overlapping search result cards/containers when in mobile/responsive view
AI Search for Service Portal	PRB1856972	After Xanadu upgrade, there are issues with autocomplete suggestions in typeahead search widget

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AI Search for Service Portal	PRB1781702	The heading structure on the 'Search results' page of the Employee Service Center (ESC) portal is confusing
AI Service - Glide Interfaces	PRB1816184	PredictionServiceUtil. getPredictionServiceUrl throws an exception
AI Service - Glide Interfaces	PRB1889667	Addition of Query ACLs in AI Service - Glide Interfaces
Analytics Data API	PRB1853319	A date range selection isn't applied correctly
Analytics Data API	PRB1803606	The y-axis is skewed, causing data to look compressed for the time series column in Data visualization
Analytics Data API	PRB1840570	Multiple entries of the same table in filters
Analytics Data API	PRB1875077	The semi-donut visualization displays data incorrectly, ignoring the applied interactive filter
Analytics Data API	PRB1875277	The 'Group by' on the **Report range** field doesn't work properly for 2 scenarios
Analytics Data API	PRB1862043	A pivot total isn't displaying the correct value in the total
Analytics Data API	PRB1890948	In Platform Analytics's data visualization indicator scorecard, pagination isn't working as expected, and the breakdown elements are limited to 10 when the filter is applied
Analytics Data API	PRB1850498	Grouping elements is sorted incorrectly when the DateTime field is used in the Group By on the BAR type Data Visualization
Analytics Data API	PRB1855199	The previous score metrics in an indicator score card are selectable but not highlighted as links
Analytics Data API	PRB1889613	In a single score visualization, the direction doesn't display correctly
Analytics Data API	PRB1894661	When drilling down on a pie chart grouped by a 'Date' field with report ranges, the resulted list doesn't have proper conditions
Analytics Data API	PRB1822401	Incident Resolve Time (incident.calendar_stc) is not seen as a duration when formatting data visualization values because it's of type integer, and was never changed to a duration

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Analytics Data API	PRB1844659	Selecting an element in a bar chart visualization in Platform Analytics opens the KPI Details unfiltered
Analytics Export API	PRB1853207	Migrate export traffic to K8s by default for commercial environments
Analytics Export API	PRB1896576	Inconsistency in Platform Analytics scheduled export file types when the 'com.glide.par.unified _analytics.enabled' property is true but 'com.glide.par.v _table_join.enabled' doesn't exist
Antivirus Scanning	PRB1835660	The antivirus job updates all columns instead of only the 'State' column
Application Install Engine	PRB1837952	Publishing a custom app to the app repo doesn't package dependencies, which could break dev after a clone down
Application Install Engine	PRB1869500	The user is unable to upgrade a base app version when a batch install hosts a customized app
Application Install Engine	PRB1875817	Script Assets aren't getting the latest content post upgrade, even though the plugin version has the ...latest/ openFrameAPI setICContext method
Application Install Engine	PRB1820945	The records sys_ui_view and sys_ui_related_list aren't deleted when the change is published to AppRepo from the source, and is installed in the app on the target
Application Install Engine	PRB1823337	Translation (sys_translated_text) entries on the record producer aren't moving when importing customization changes from a source control
Application Manager	PRB1851833	App Version of 'Now Assist Analytics' shows a mismatched installed version on App Manager from the actual installed version
Application Manager	PRB1868345	A date format with blank spaces causes search functionality to fail on the new App Manager
Application Manager	PRB1872436	Access to a crypto module is set to 'reject' by default for some users
Application Manager	PRB1876505	Users are unable to view the 'Portfolio Planning Core' app in the New App Manager
Application Manager	PRB1892000	There's a focus management issue on selecting 'view more'

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Application Manager	PRB1772394	Repairing a customized family plug only repairs the base plugin in New App Manager
Application Manager	PRB1817433	GRC: Performance Analytics Premium Integration applications aren't visible for admin users
Application Manager	PRB1829981	'Repair Plugin' on sys_store_app displays 'Plugin not found'
Application Manager	PRB1845263	Dependent Apps shows as 'Installed' on New App Manager when they are not actually installed
Appointment Booking	PRB1855548	If the 'Consider holiday for lead time' flag is true, slots are displayed for a day before the actual expected day
Appointment Booking	PRB1869084	A placeholder used for a label causes walk-up accessibility issues
Appointment Booking	PRB1870043	The UI message 'Please select an appointment before submitting' isn't translated to Japanese on the first display
Appointment Booking	PRB1882094	The **Book Appointment** and **Reschedule Appointment** UI actions intermittently aren't opening the 'Calendar' module
Approvals	PRB1825940	When setting 'glide.approval.delegation.version' to 'v2', users are unable to view their direct approvals from the **Self-Service** > **My Approvals** module
Approvals	PRB1845954	Approval history shows an incorrect final approver's name
App Template Framework	PRB1866661	A table label couldn't be captured into an update set
Archive Rules	PRB1817678	The archive rule creates an archive table that uses the maximum length of the sys_choice label field for the choice field
Archive Rules	PRB1898325	In the 'Archive Rule' form in 'Archive Related Records' tab, a related record can point or reference the main archive rule in the 'Reference Table Rule' field
Assessments	PRB1771534	The business rule 'Create actual results' runs excessive queries, causing a long execution duration
Assessments	PRB1845111	Incorrect error with date Handling in an assessment question
Asset Management	PRB1877822	The 'Publish to Hardware' catalog doesn't work from Hardware Asset Management

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		Workspace as the 'Category' menu can't be loaded
Asset Management	PRB1847718	In the script include 'MobileUpgradeEngine', a query with the condition '.where('name', 'CONTAINS', sysId)' causes slow queries on the database
Asset Management	PRB1878196	A modal displays the false value in the 'Manufacturer reference' field
Asset Management	PRB1845363	HampLoanerUtils script include fails to trigger Asset-CI sync due to caching support
Asset Management	PRB1858221	TOL client script 'Update Model and Quantity based on Asset' runs on a completed TOL
Asset Management	PRB1885045	When the 'Consumable' display name is long, it tries to resize the 'Retire' form, but the modal window doesn't resize as well and can't access the right hand side of the form
Asset Management	PRB1888853	Importing product models records doesn't calculate the display name correctly
Asset Management	PRB1888892	In Hardware Asset Management, the 'Details' tab in each record in the workspace isn't displaying its translation
Asset Management	PRB1891998	In Stockroom Transfer, partial transfers display negative values
Asset Management	PRB1894877	List view allows incoherent updates for 'Consumed' and 'In use' states
Asset Management	PRB1832699	Upon completing CSDM Activation, many records didn't receive the expected 'Lifecycle stage' and 'Lifecycle stage status' as per 'Lifecycle Mappings'
Asset Management	PRB1842448	The Asset Location field is cleared when the asset is pending disposal and in a 'Retired' state
Asynchronous Message Bus (AMB)	PRB1910946	The Record Watcher (RW) Asynchronous Message Bus (AMB) message censor doesn't work when AMB lazy load is turned off
Asynchronous Message Bus (AMB)	PRB1828006	Sessions are excessively long-lived when they're kept alive by background transactions that aren't meant to keep the session alive

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Asynchronous Message Bus (AMB)	PRB1909861	A lazy load of AMB messages causes an additional query for every message published
Asynchronous Message Bus (AMB)	PRB1842663	Persisted responders rw_cache are not synchronized in cluster
Attachment REST API	PRB1817700	The 'Delete' method doesn't fire the ATTACHMENT_DELETED event for non-image files
Attachments to Records	PRB1848449	Unable to upload an image to a field when 'glide.attachment.extensions' is not empty
Attachments to Records	PRB1821338	Blocking the insert to an attachment table can result in a long-running attachment_uploaded.do transaction
Audit History	PRB1792070	Changes to sys_audit_relation/audit_delete cascade deletion from STRY55288959 aren't included in the fix script
Audit History	PRB1794451	The sys_audit generation process doesn't respect the sys_audit table custom field default value in Washington DC instances
Audit History	PRB1837362	NoBroadcast() logs are consumed by Log Export Service (LES) topics
Authentication	PRB1852202	A 'Tracking' status isn't changing to self-enrollment in a tracking table
Authentication	PRB1835271	IDP-initated SLO fails if 'Auto Redirect IdP' is 'True'
Authentication	PRB1852793	When the user has a user ID containing @snc and tries to log in with SSO, they are logged out of the instance after authenticating successfully with their IDP
Authentication	PRB1878139	An outbound mTLS call works even when the keystore file is removed from the sys_certificate record
Authentication	PRB1836652	User is redirected to the page in the property 'glide.authenticate.failed_requirement_redirect' instead of in the value in 'Failed Requirement Redirect' in an IdP record
Authentication	PRB1836821	MFA does not work during partial upgrade from Vancouver to Xanadu for user-based MFA
Automated Test Framework (ATF)	PRB1850256	AtfStepLogListener stores an unbounded list of errors
Automated Test Framework (ATF)	PRB1871599	ATF files are displaying under the 'Copies to review' tab

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Automated Test Framework (ATF)	PRB1874569	Opening a form with 'view' can fail in Automated Test Framework (ATF) due to case sensitivity
Automated Test Framework (ATF)	PRB1828162	Global property and script include is needed to support the text2test application
Automated Test Framework (ATF)	PRB1836892	ATF fails to take a screenshot when full-page screenshots are enabled on a page with large elements hidden behind 'overflow' styling
Benchmark KPIs	PRB1904101	Base instance KPI '% of new emergency changes' has only one contributing indicator
Cache	PRB1859536	Error (*** ERROR *** null) raised from daily job 'Flush expired entries in Scriptable Table'
Case and Knowledge Management for HR Service Delivery	PRB1848541	Choice List cache invalidation does not work properly
Case and Knowledge Management for HR Service Delivery	PRB1842199	An RCA is generated when an HR lifecycle event is created
Case and Knowledge Management for HR Service Delivery	PRB1827858	Ship RCA for a KB search in the target scope
Case and Knowledge Management for HR Service Delivery	PRB1844302	Ad hoc tasks generated from a flow aren't supported in the playbook on HR Agent Workspace
Case and Knowledge Management for HR Service Delivery	PRB1839060	Insecure RCAP for short_description on tasks within HR Scope
Case and Knowledge Management for HR Service Delivery	PRB1847148	'Auto Assign' on an HR Task incorrectly requires read access
Case and Knowledge Management	PRB1853649	The 'Awaiting acceptance' workflow/flow is not attached to an HR case when a user

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for HR Service Delivery		with an HR case writer role updates the state to 'Awaiting acceptance'
Case and Knowledge Management for HR Service Delivery	PRB1887320	HTML dynamic parameters on HR templates aren't working as expected
Case and Knowledge Management for HR Service Delivery	PRB1896608	After installing the com_sn_hr_core plugin, the behavior of the UI action 82183da3c3511200f7d1ca3adfba8f21 is changed
Case and Knowledge Management for HR Service Delivery	PRB1783090	Duplicate comments appear after applying and editing an HR template to an HR task
Case and Knowledge Management for HR Service Delivery	PRB1796102	Email notifications are not triggered even after following and unfollowing the customer, or when the email is opened
Case Management	PRB1858881	setValue with GlideForm API does not update values correctly in case of external user
Case Management	PRB1846782	Deleting task_time_worked entries with the com.snc.time_worked.update_task_timer property enabled doesn't update the Time Worked field
Case Management	PRB1849527	When a change request is associated to cases in any workspace, the same change can be associated with two cases
Case Management	PRB1862186	An automated root cause analysis workflow fails with an error: 'NSE0014:Failed to initialize pipeline: No columns to parse from file' for the sn_customerservice_case table
Case Management	PRB1881412	There's query match errors on 'Customer Information' with the message: 'Part of the query on sn_customerservice_case has been ignored because of insufficient access for 'query_match' operation on sn_customerservice_case.active'
Case Management	PRB1883574	When a user selects 'Add child' in the 'Child Case' related list, the child case isn't added to the parent case as expected
Case Management	PRB1883755	When users propose a major case and don't enter any value for the 'Business impact' field in the pop-up, the 'Business

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		impact' field value on the case displays 'undefined'
Case Management	PRB1889134	The time data on Resolution Shaper is incorrect when changing the language
Case Management	PRB1889703	Addition of Query ACLs in Case Management
Change Advisory Board (CAB) Workbench	PRB1882272	If the approval is added manually, a CAB meeting displays an **Approve** button after the user approves a change
Change Management	PRB1867284	A JavaScript error 'TypeError: model.mandatoryFields is not a function' occurs in the console on approving a change request, which causes Automated Test Framework (ATF) tests to fail
Change Management	PRB1849821	The 'Closed Change Count' field under the 'std_change_ record_producer' table is calculated incorrectly when multiple template records are created with the same template name
Change Management	PRB1890642	A sidebar discussion's subject displays as 'undefined' for a change
Change Management	PRB1848243	A related list action on an impacted CIS related list generates a RhinoEcmaError warning error in the logs
Change Management	PRB1848323	The Metric Definition DEFN1003930 script is not validating results in while loop
Change Management	PRB1849118	While selecting the SLA stage button, the content gets expanded at the bottom of the screen, but the Screen reader doesn't read that the content was expanded
Change Management	PRB1851672	The Admin Console shows 'Dashboard tab does not have a valid page reference' for the base instance package 'Change Management - App-ITSM-UK'
Change Management	PRB1857823	The Change Success Score plugin does not install dashboards
Change Management	PRB1887274	An updated standard change template name isn't reflecting on the same version
Change Management	PRB1895395	A standard change template record producer condition builder filter operator is broken when the variable type 'List Collector' is used in conjunction with a standard change template field
Change Management	PRB1897161	ChangeTypeChg ReqAPISNC. hasStateAttribute calls a non-existent function

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Change Management	PRB1903893	Standard template search issue
Change Management	PRB1830468	The current planned start and end dates are defined on the email template for a canceled invite
Change Management	PRB1844331	glide.ui.risk_calculate_rule is set to Business Rule and Change Request UI action Update rather that Save used, View Details in Risk message link broken in list view
Change Management	PRB1844726	Issue with the CAB Workbench meeting notes **Edit** button
Change Management - Risk Assessment and Intelligence	PRB1877870	Stale assessable records are present in Risk Assessment
Citrix Reconciliation	PRB1859106	The job 'SAM - Create Citrix Software Installs' causes replication lag alerts
Client Scripts	PRB1818770	When an onchange script on name-value pairs with a field, the value on the field doesn't change dynamically in the Service Operations Workspace
Client Scripts	PRB1820723	g_form.clearFormMessages() no longer works
Client Scripts	PRB1790658	The script to copy the currency symbol isn't working in the Workspace UI, but works as expected in the UI16
Cloud Encryption	PRB1843119	The key rotation reminder trigger has been deleted or unintentionally altered causing an HMAC failure
Cloud Provisioning and Governance	PRB1843246	A cloud discovery schedule created to run with a MIDcluster picks an MID Server other than that of the MID cluster when all the MIDs in the cluster are down or paused
Cloud Provisioning and Governance	PRB1749915	The business rule 'Reconcile VMs on state change' can miss updates that occur within the same second
Cloud Provisioning and Governance	PRB1823676	The 'Variable' value of a masked type value isn't correctly propagated to Azure when it contains a special character
Cloud Provisioning and Governance	PRB1844376	The ACL sc_task.state was updated without documentation that notes the requirement of an ITIL role
Cloud Provisioning and Governance	PRB1845785	Discovering LDC from the Cloud Admin Portal page causes

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Problem category	Problem	Short description
		sn_smd_action_processor transactions to get stuck and occupy default semaphores
Cloud Provisioning and Governance	PRB1889715	Addition of Query ACLs in Cloud Provisioning and Governance
CMDB Data Manager	PRB1887462	There's improper use of current.update in a business rule
CMDB Data Manager	PRB1878937	In Data Manager, failed policies prevent subsequent policies from executing
CMDB Data Manager	PRB1892812	Archive tasks are closing as 'Closed Incomplete' due to the user language being Canadian French
CMDB Identification and Reconciliation	PRB1895738	A fix script causes high DB CPU load/DB backup failure/long running jobs
CMDB Identification and Reconciliation	PRB1819169	The 'Related Entry' business rule prevents the addition of valid criterion attributes
CMDB Query Builder	PRB1791382	CMDB Query Builder results' count isn't consistent
Code Signing	PRB1854759	Frequent updates on the 'sn_kmf_record_signature' table leads to excessive generation of text index events
Code Signing	PRB1857416	Signatures created by signing jobs have an empty 'update_name' field
Code Signing	PRB1860810	Generate signatures for sys_auto_script table with wildcard mode
Code Signing	PRB1837094	When no matching certificates are found, the REST API returns a status of 500
Column Level Encryption	PRB1822134	Long running query triggered from the base instance job 'Mass Encryption Job' causes rapid disk growth issues
Column Level Encryption	PRB1820743	Inactive caller policy records shouldn't be used when fetching a list of available crypto modules
Column Level Encryption	PRB1829680	Key Migration should succeed when EFCs and tables are in different scopes
Column Level Encryption	PRB1837482	Attachment generation fails when running a flow or background job as a system user, as it tries to encrypt even though it doesn't have access to the module
Column Level Encryption Enterprise	PRB1879823	The 'Mass Decryption' job doesn't decrypt all the records in the table after EFC is turned off due to escaped and not decryptable HTML fields

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Problem category	Problem	Short description
Communities	PRB1841445	The Name/ Label of the **Subscribe** button is not descriptive enough
Communities	PRB1889697	Addition of Query ACLs in Communities
Communities	PRB1889700	Addition of Query ACLs in Communities
Condition Builder	PRB1856883	The 'Is a' filter operator is not available in platform analytics
Condition Builder	PRB1768438	The operators 'Is Same' and 'Is Different' don't work once they are modified
Condition Builder	PRB1768584	A user with the role filter_group can see all the groups in the list 'Save filter' in the Service Operation Workspace
Condition Builder	PRB1843635	The 'Save' filter for duration is null and is reflected as '0 second'
Condition Builder	PRB1844353	The date picker in the report condition builder shows an incorrect format
Condition Builder	PRB1896719	Adding tags as a filter field in Condition Builder doesn't filter the list correctly in the case of DB views
Condition Builder in Core UI	PRB1902380	The tags 'does not have' and 'excluding' filters are cleared from the table view query
Configuration Management Database (CMDB)	PRB1858811	getED() throws NullPointerException inside getFieldsToRefreshHistory()
Configuration Management Database (CMDB)	PRB1862264	Table clean conditions must be updated regardless of customization
Configuration Management Database (CMDB)	PRB1894123	Since Yokohama, the 'Audit Relationship Changes' business rule on cmdb_rel_ci has an undefined 'gr' variable in the conditions, causing warnings in the system log
Configuration Management Database (CMDB)	PRB1843314	The parent/child descriptor is not observed for the cmdb_rel_user_type and cmdb_rel_group_type tables in the CI relationship formatter
Configuration Management Database (CMDB)	PRB1828602	getED() throws NullPointerException inside getFieldsToRefreshHistory()
Configuration Management Database (CMDB)	PRB1826450	Slow query for the job 'ASYNC: Script Job' is related to 'MetricProcessorScript.requiredProcessor', causing high HLL
Configuration Management Database (CMDB)	PRB1846975	Selecting 'Update' in the New Application Service UI while the 'Set Relationships' slushbucket is loading causes relationships that were previously set to be deleted

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Configuration Management Database (CMDB)	PRB1847131	The Related List condition is not used during task generation
Configuration Management Database (CMDB)	PRB1868458	The empty domain path in the cmdb_datasource_last_update table causes problems with IRE Reconciliation rules in a domain-separated instance
Configuration Management Database (CMDB)	PRB1800358	An error from the scheduled job occurs, 'ASYNC: com.glide.script.RhinoEcmaError: Expected argument of type object, but instead had type undefined'
Configuration Management Database (CMDB)	PRB1749714	After a CI is deleted in accordance with the delete policy, cmdb_ci_state_management_task_to_ci still retains a reference to the deleted CI
Configuration Management Database (CMDB)	PRB1849713	Form layout changes in the child table are deleting sections in the parent table
Configuration Management Database (CMDB)	PRB1851413	Disable the logging Unique key volition exception when it is expected and the retry mechanism is in place
Configuration Management Database (CMDB)	PRB1856027	Duplicate related items are inserted when using a bulk query of related items
Configuration Management Database (CMDB)	PRB1858897	Business processes are moving to the 'Published' state from the 'Draft' state on an update
Configuration Management Database (CMDB)	PRB1859487	A script is missing 'Add active query' on a discrepancy report
Configuration Management Database (CMDB)	PRB1859675	Limit partial payload memory usage
Configuration Management Database (CMDB)	PRB1862262	There's a UI issue of not displaying an identification rule upon an initial visit
Configuration Management Database (CMDB)	PRB1865173	An attestation policy creates events on deleted data management tasks
Configuration Management Database (CMDB)	PRB1866573	last_discovered isn't populated correctly inside a multisource table
Configuration Management Database (CMDB)	PRB1871212	The relationship editor displays 'Used by' twice in the menu

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Configuration Management Database (CMDB)	PRB1872524	There's an exception RTE BeforeScript when trying to replace values corresponding to an item
Configuration Management Database (CMDB)	PRB1873098	The most recent discovery isn't updated in no change when source_recency _timestamp is passed in the payload
Configuration Management Database (CMDB)	PRB1875038	The color contrast ratio for the **Many to Many** button is less than 3:1
Configuration Management Database (CMDB)	PRB1877916	Remove alm_asset from non-CMDB supported tables in Identification and Reconciliation Engine (IRE)
Configuration Management Database (CMDB)	PRB1880595	Some script includes marked as sandbox use APIs not compatible with sandbox
Configuration Management Database (CMDB)	PRB1891563	Base instance table cleaner deletes report data in QB
Configuration Management Database (CMDB)	PRB1893882	Performance degradation in Table Cleaner rule for cmdb_multisource_data on large instances
Configuration Management Database (CMDB)	PRB1893946	Encoded query conditions evaluated with Filter.java can be cached
Configuration Management Database (CMDB)	PRB1895194	Multi-source doesn't set domain path
Configuration Management Database (CMDB)	PRB1904681	Timeline widget (both classic History Timeline and Unified Map timeline) in CMDB Workspace does not display CI-related changes
Configuration Management Database (CMDB)	PRB1907569	For CMDB 360 Query 3, Source 1/Source2 are displaying correctly when 'Compare to CMDB' checkbox is selected and Source 1/Source2 are empty when 'Compare to CMDB' checkbox is not selected
Configuration Management Database (CMDB)	PRB1718086	There are false identifier entries in the CI Class Manager
Configuration Management Database (CMDB)	PRB1753957	An inactive choice option is selected as the default option when a new record is created from a list filter
Configuration Management Database (CMDB)	PRB1762850	The 'Query Builder' page shows an error for loading a hardcoded invalid query

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Configuration Management Database (CMDB)	PRB1821929	Kubernetes Pod Lifecycle stage/status keeps flipping
Configuration Management Database (CMDB)	PRB1822080	CSDM allows users to create computer configuration items (CI) with invalid combinations
Configuration Management Database (CMDB)	PRB1825003	A submission through the API with the patch method isn't working as expected for the Portuguese language
Configuration Management Database (CMDB)	PRB1835043	The Xanadu true-up version for CMDB Workspace should be updated to add the domain_master attribute for the cmdb_dependent_ci_ledger table
Configuration Management Database (CMDB)	PRB1841971	The duplicate CI info message base instance Client script (cmdb_ci table) significantly impacts the CI loading process
Configuration Management Database (CMDB)	PRB1845188	Duplicate CI in the default related items list
Contextual Search	PRB1887986	There's an incorrect Japanese translation for the **Attach to Incident** button
Contextual Search	PRB1893343	AI Search is not working on Employee Portal
Contextual Security Manager	PRB1799797	Threads can race to rebuild the SCOPE_PROTECTED _ROLES_CACHE, placing unnecessary load on the underlying database
Continual Improvement Management	PRB1851733	The 'Improvement initiative' type field shows all choices for all languages and also an inactive choice
Continual Improvement Management	PRB1865530	There's missing fields in Continual Improvement Management (CIM)
Continuous Integration/ Continuous Delivery (CI/CD) API	PRB1851443	Mutex remains after an attempted release after it is expired
Continuous Integration/ Continuous Delivery (CI/CD) API	PRB1855384	The 'Discovery - Sensors' Business Rule may process ecc_queue record before the 'Source Control Response' Business Rule
Contract Management	PRB1847702	ITIL users are able to view 'Inventory' and 'Contract management' module, even though they don't have the required access

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Contract Management	PRB1863234	In Service Operations Workspace, there's an 'Add button' issue when linking a CI to a contract
Contract Management	PRB1866385	In Hardware Asset Workspace, the 'Adjust UI action for Contract' record generates an error: 'Expected format: [CUR;1234.56] or 1234.56'
Contract Management	PRB1875130	Performance improvement for the 'Contract Compliance Checks Scheduled' job
Contract Management	PRB1889710	Addition of Query ACLs in Contract Management
Core Platform	PRB1843825	CSRF token rotation is not happening during login flows
Core Platform	PRB1691708	A potential deadlock can occur when ConnectionTimeInstrumenter is configured with a low threshold
CSM Guided Decisions and Machine Learning	PRB1856857	Updating Guided Decisions Experience generates unique key violation errors while loading db_image objects
Currency Administration	PRB1785272	in-ID locale (Indonesia) does not convert currency values
Currency Administration	PRB1827933	The currency amount warning message doesn't display on workspaces
Currency Administration	PRB1841102	A Calculated field of type 'Currency' does not work properly
Customer Experience for Field Service Management	PRB1861846	If the browser session is kept open, an FSM Agent ETA widget continues to update with GPS information
Customer Operations for Customer Service Management	PRB1879390	Viewing history for a csm_consumer can trigger an update to the consumer record if there are differences between the address of the consumer and its cmn_location
Customer Service Management	PRB1893694	On guided setup, the 'Activate customer central' page displays 'no record found'
Customer Service Management	PRB1848565	Creating a consumer user from a consumer form doesn't work
Customer Service Management	PRB1866143	'Time worked' zeroes out when the other person saves time to the same case
Customer Service Management	PRB1896029	In a 'Recipient' list, uploading users receive an 'undefined users were added to the recipients list' message
Customer Service Management	PRB1846185	A canvas error is thrown during the Knowledge article duration

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Data Archiving	PRB1865429	Infinite recursion is possible in the 'Archive Reparent Retry' job
Data Archiving	PRB1826830	Rearchiver runs for few days due to incorrect query logic when the archive rule has an 'OR' condition
Database Indexes	PRB1891295	'Drop Index' functionality wasn't following the complete drop index process
Database Persistence	PRB1895614	GlideUpdateManager2. saverecord() doesn't use a self-cleaning mutex
Database Persistence	PRB1835308	Glide is forcing array_denormalized to 'true' on lists of choices
Database Persistence - Data Access	PRB1715251	There's a syntax error when adding a dot-walked column with the type 'fx_currency' to a report
Database Persistence - Data Access	PRB1881821	Unable to recognize the alias DBI quote in SqlJoinOptimizerV2
Database Persistence - Data Access	PRB1859194	Identified shadow tables containing 'my_row_id' as a primary key (PK) are causing PK mismatch with TableCloner
Database Persistence - Data Access	PRB1903695	Between operator on a function field from a reference column returns incorrect query/ data
Database Persistence - Data Access	PRB1825857	Unused and missing joins in query generation for a TS query with many 'contains' conditions
Database Persistence - Data Management	PRB1850816	z_tmp tables should not be eligible for compaction
Database Persistence - Data Management	PRB1885210	Randomize the monthly/yearly physical table stats aggregator/gatherer scheduled jobs
Database Persistence - Data Management	PRB1908446	Turn off the 'Collect Reliability Metrics for Data Management' job
Database Persistence - Data Management	PRB1884666	TableCleaner. deleteAttachments() has an infinite loop and is unable to delete encrypted records
Database Persistence - Data Management	PRB1850725	Fix the attachment, audit and journal data for failed reparent records
Database Persistence - Data Management	PRB1861048	ServiceNow documentation displays incorrect information for the 'Clean peripheral' option

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Database Persistence - Data Management	PRB1884643	Unreferenced record cleaner (URC) doesn't handle parent tables which are sharded and archived
Database Persistence - Data Management	PRB1827006	An invalid GlideLogLogger query detected
Database Persistence - Data Management	PRB1841958	Failure to clean any records on a gateway table if more than 100 records are found
Database Persistence - Data Management	PRB1845280	Users see a null point error when turning on archive debugging
Database Persistence - Data Scale	PRB1841215	Restrict primary key-ordering injection for Postgres only
Database Persistence - Data Scale	PRB1898714	A connection becomes vulnerable to sharing when it's marked for recycle
Database Persistence - Data Scale	PRB1881949	In some edge cases, if a Tx is canceled, fast lock isn't released
Database Persistence - Data Scale	PRB1818284	Gateway checks log failures if the sys_properties table is missing
Database Persistence - Data Scale	PRB1824916	Query rewrites don't apply on already optimized queries by union optimization or left join coercion
Database Persistence - Data Scale	PRB1860988	Instance became inaccessible after testing
Database Persistence - Data Scale	PRB1782312	API calls using sysparm_offset +sysparm_limit parameters runs the query without a defined 'Order by', causing results to not return consistently in RaptorDB
Database Persistence - Data Scale	PRB1785985	Excessive warnings for 'Close of a statement with open ResultSet on connection' for 'SHOW CHARACTER SET'
Database Persistence - Data Scale	PRB1814166	Unable to suggest an index from sys_query_pattern after scheduling a drop index in sys_index_suggestion
Database Persistence - Data Scale	PRB1832468	AHA ignores IntendedPrimaryURL, and nodes won't start when multiple primaries are present
Data Privacy (Classic)	PRB1840597	Admins are unable to see rollback record fields

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Data Privacy (Classic)	PRB1850400	End user cannot use Privacy APIs to redact sensitive data during chat session
Data Privacy (Classic)	PRB1870460	The 'Data Privacy Job' fails to schedule due to multiple active data patterns without an assigned privacy technique
Data Privacy (Classic)	PRB1893749	The **Trail License** button is not displayed on a New TD instance after installing Data Discovery and Data Privacy App
Data Privacy (Classic)	PRB1820207	The gs.getMessage() API isn't translating the key for a sys_ui_message record
Data Privacy (Classic)	PRB1844781	Raise max limit of characters for Data Privacy APIs
Data Visualizations	PRB1899063	The Date filter does not apply to a data visualization with the 'Indicator' data source
Date Picker	PRB1822180	g_form.ClearValue doesn't clear the date value in the UI Builder form component in Xanadu
Decision Table (Family)	PRB1881039	Users are experiencing an issue where input choices are lost when creating a draft version of a 'Decision' table
Declarative Actions	PRB1839321	Customize flow on the 'Order' line item loads a blank screen for Order Agent/Order Admin users
Declarative Actions	PRB1850014	Declarative action throws JSONObject['value'] not found when assignment group is changed
Declarative Actions	PRB1844810	There's a console error pointing to the sn-form-internal-uiactionbar on any page on the TNI workspace
Delegated Development and Deployment	PRB1839959	New 'Permission Restricted' permission sets are not auto-assigned to groups with the All Metadata permission set on upgrade.
Dependency Views	PRB1882299	Dependency view indicators can appear as blocks or hidden based on an indicator icon and theme
Discovery	PRB1822075	JEAv2 implementation is not working as expected with the error, 'ERROR: Cannot validate argument on parameter 'Property'. The argument '__CLASS' does not belong to the set'
Discovery	PRB1890807	There's multiple errors during vCenter Discovery: '[WSClient:99] Exception caught while invoking method: RetrieveProperties'

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Discovery	PRB1819892	The AWS_Cross 'Assume Role' functionality is not working for Cloud Discovery Workspace (CDW)
Discovery	PRB1848353	SSRS Impact on ACC and MID Server
Discovery	PRB1848940	ApplicationDependencyMapping that throws g_probe is not defined in syslog
Discovery	PRB1850117	The 'Websphere on Unix pattern isn't triggered when Enhanced ADM (ADME) is enabled
Discovery	PRB1629842	There's missing logic for hot migrations on Vcenter
Discovery	PRB1804080	Discovery is unable to detect port 161
Discovery	PRB1808081	Service Mapping fails to fetch files with non-English AIX Linux/Unix
Discovery	PRB1884527	A pattern on Agent Client Collector (ACC) requires MID-specific configurations to the target device
Discovery	PRB1844164	Script DeviceL3Mapping shows an error reading, 'errorjava.lang.IllegalArgumentException: Address must be a valid address'
Discovery	PRB1823704	vCenter FQDN isn't populated when Discovery goes through vCenter Cloud HTTP classification
Discovery	PRB1834925	Limitation of the 'Windows - Installed Software' probe, where some Windows updates are not discovered, such as Windows Server 2022 KB5049983
Discovery	PRB1846905	The cloud schedule page loads slowly in Cloud Discovery Workspace
Discovery	PRB1861323	There's a publisher missing for a AIX OS SW record
Discovery	PRB1862104	The 'Refresh Sub Accounts' UI for any Azure Cloud Service Account throws an error: 'Failed running pattern for refresh Azure subscriptions. Please check Pattern Log for more information'
Discovery	PRB1871328	There's a discrepancy in synchronizing the install status between the VMware virtual instance and the server CI
Discovery	PRB1871572	There's some unusual keywords in the Pattern: 'Prase Delimiter' package: 'Top Down and Horizontal Discovery Replay'

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Discovery	PRB1871843	The 'Test Results' related list on the process classification form script logic doesn't account for empty test_with a value
Discovery	PRB1872834	The SNMP OID classification for an 8540 wireless controller is set to 'IP Router' instead of 'IP Switch'
Discovery	PRB1879143	When using Enhanced ADM to fetch connections and processes, users may encounter issues when the server-level PowerShell lockdown policy (__PSLockDownPolicy) is set to 4 (Fully Constrained Language Mode)
Discovery	PRB1879401	The DNS Name CI [cmdb_ci_dns_name] record's 'Most Recent Discovery [last_discovered]' field isn't updated by the DNS Sensor on Rediscovery
Discovery	PRB1901498	The sysevent script action 'Update application CIs install_status' is no longer firing business rules
Discovery	PRB1731323	The operation 'Run NetApp Query' doesn't filter credentials based on the credential tag
Discovery	PRB1761946	Issues with the **Discover now** UI action/ Discovery Accelerator when selecting a Discovery Schedule
Discovery	PRB1783468	The SncMakeAndModel scriptable does not validate the table input
Discovery	PRB1784936	DiscoverySensor uses SNC.Regex which does not support certain unicode characters
Discovery	PRB1788971	The 'Parse File' operation in Pattern Designer won't parse an XML or JSON file edge case
Discovery	PRB1800638	Preventing the scenario of running Simple Network Management Protocol (SNMP) GetNext on the same Object Identifier (OID) repeatedly
Discovery	PRB1804972	The error 'The field is required: hosted_relation_id' appears when debugging Cloud Patterns (such as Amazon AWS sub account discovery) either from Pattern Log or Pattern Designer
Discovery	PRB1819039	StorageReconciler doesn't find iSCSI exports

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Discovery	PRB1821497	Two vCenter instances with the same IP address are discovered to a single CMDB CI record
Discovery	PRB1835802	Discovery is incorrectly classifying Cisco routers as switches for OID 1.3.6.1.4.1.9.1.469
Discovery	PRB1837810	vCenter Discovery doesn't go through IRE
Discovery	PRB1841466	The ESX Server class of the CI changes incorrectly due to the business rule 'Connect server to UCS Blade' and ScriptInclude 'DiscoveryCMDBUtil'
Discovery	PRB1842017	Unnecessary DMLs run by HostIdentificationUtil.findHostByIp() for Cloud Discovery add a load to the database, prolonging the Discovery schedule
Discovery	PRB1843022	Simple Network Management Protocol (SNMP) GetTable commands during pattern execution no longer exit the pattern when errors occur that exceed the limit
Discovery Probes and Sensors	PRB1780493	VMWare Cloud Discovery results in one error row everyday due to the warning, 'No service account patterns found for account'
Discovery Probes and Sensors	PRB1840785	File-based Discovery on AIX servers doesn't produce the full SWID TAG content
Document Intelligence Unified Backend	PRB1876011	Conversation hangs after a topic is selected
Document Intelligence Unified Backend	PRB1889578	Trained models without training data should bypass an upgrade
Document Intelligence Unified Backend	PRB1862455	An extraction flow throws an error for a use case that has only a field group
Document Management	PRB1890501	With a scheduled email of a report, the 'Include detail' option breaks the PDF creation after an upgrade to Yokohama
Document Management Services	PRB1892107	Visualization Schedule in PDF format seems to have incorrect columns
Document Management Services	PRB1899716	Export settings in the Classic UI report are not honoring the 'Export report details' checkbox in deployment mode
Document Management Services	PRB1576666	Document viewer isn't working on iPad, and only the download option is available even though all documented requirements are met

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Document Management Services	PRB1886875	A user is unable to create a document record when the first list view filter has the owner as someone other than themselves
Document Viewer	PRB1861779	Provide a download option instead of displaying loading in a document viewer when failing to show the preview after opening an attachment file
Document Viewer	PRB1902561	The background image inDocument HTML Templates is no longer visible with Yokohama
Document Viewer	PRB1905281	Links in a PDF with a password are turned off
Domain Separation	PRB1830761	There's various UI-related issues in the workflow for domain activation guided setup
Dynamic Scheduling	PRB1859193	Dynamic Scheduling is not finding resources
Dynamic Scheduling	PRB1894500	A work order task (WOT) isn't assigned to the selected user when using assignment assistance when there's no associated assignment group
Dynamic Translation	PRB1899459	Dynamic Translation isn't working after upgrading to Yokohama
Dynamic Translation for Virtual Agent	PRB1848023	Messages sent for DT are always using the system language property (glide.sys.language), which could result in LLM messages not being translated
Edge Encryption	PRB1840236	Selecting 'Go to list view' in global search causes an in-browser error on Safari
Edit List Columns	PRB1855487	Changing an operator to 'is' reverts the reference list to a normal list and causes the 'Caller' field to display as '(Empty)'
Elasticsearch Integration	PRB1874154	Sorting by the sys_id (_id) is deprecated and turned off on ES8
Email Notifications	PRB1782170	Inline images coming from encrypted and signed emails processed by the SMIME plugin are lost
Email Notifications	PRB1887279	After a Yokohama upgrade, notifications broke because of an email script update
Email Notifications	PRB1898441	Text isn't cleared out in the 'Email Compose' section after the email is sent
Email Notifications	PRB1871505	Unable to define a quick message that includes a referenced field named 'Event'
Email Notifications	PRB1841463	Issue with Quick Message availability in Workspace

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Email Notifications	PRB1842214	In the notifications tab, the latest notification is deleted when the user pulls to refresh the screen
Email Notifications	PRB1859701	Email marked as STATE IGNORED when sent from Workspace
Email Notifications	PRB1852030	Cursor flickering/placement issues when typing in Quick Messages search bar
Email Notifications	PRB1887032	Inbound email actions don't trigger when glide.notification .execute.filters. just_once == true
Email Notifications	PRB1705988	Inbound ITSM integration messages are not processing due to the business rule 'Set First Contact Resolution'
Email Notifications	PRB1800203	The Service Graph Connector for email receiving hard-deletes emails
Email Notifications	PRB1820831	Case-sensitive email addresses in Workflow Studio's Inbound Email trigger
Email Notifications	PRB1821551	Custom notifications text overflow issue in Advanced Preferences
Email Notifications	PRB1821747	The user is unable to modify preferences from a cross scope
Email Notifications	PRB1827792	Quick messages with HTML content don't render in Email Client
Email Notifications	PRB1835921	Using the commands 'Control-C' and 'Control-V' into the 'To' field of an email client shows an incomplete string
Email Notifications	PRB1840542	Unable to process Bounce for email s
Email Notifications	PRB1841247	The Reprocess Email UI action should only be visible for admins
Email Notifications	PRB1841766	Base instance email notifications contain '[code]' text
Email Notifications	PRB1843391	An error in the logs reads, '*GlideGraphQLException: draft_state_fail due to Update Call by Email-Client Team'
Email Notifications	PRB1846248	The records in the 'sys_email_canned_message' table, when referenced without the table name, behave differently upon modification
Embedded Help	PRB1817877	In HR case creation, when selecting 'Show help', having the text displayed on the white background is difficult to see
Embedded Help	PRB1870178	The embedded help link redirects to the page 'not_allowed.do' instead of the documentation site

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Problem category	Problem	Short description
Embedded Help	PRB1774698	help_guidance records are automatically changed from 'deactivated' to 'activated' after patching
Employee Document Management	PRB1859725	The UI page 'employee_document_upload' unnecessarily calls the count on sys_user
Employee Document Management	PRB1869564	The HR Case 'Move Attachment' modal displays topic details in a list that doesn't have an associated document type
Employee Document Management	PRB1877142	In Employee Document Management, UI actions cause performance impact to rendering search documents
Employee Document Management	PRB1834172	Notifications for Document Type are based on the Expiration Date
Employee Document Management	PRB1843062	The Move Attachments UI action does not load a 'Topic' type document on initial load
Employee Taxonomy Framework	PRB1840490	Script TopicPermissionUtilSNC does not populate the message field in the record created in syslog
Employee Taxonomy Framework	PRB1855887	Blank Catalog Items are created when a category is linked to Taxonomy
Employee Taxonomy Framework	PRB1860676	Adding a quick link as a featured item in Employee Center displays an empty tile
Employee Taxonomy Framework	PRB1897473	A user is able to see expired articles if they are featured
Employee Taxonomy Framework	PRB1844695	Error when trying to activate/deactivate a taxonomy topic
Encryption Support	PRB1826849	Admin users are unable to write into a script field on the sysauto_script table
Encryption Support	PRB1888374	Attaching a file to an incident table doesn't generate a hash value, even though the attachment isn't actually encrypted
Enterprise Architecture	PRB1835609	Business Application Request remains open when the 'Send Email' action fails
e-Signature	PRB1882041	A reference qualifier in task.sn_esign_esignature_configuration isn't working

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Problem category	Problem	Short description
e-Signature for Service Portal	PRB1824341	The 'HR E-Sign Sign Document' widget is hard-coded to support 25 characters for typed signatures
Event Management	PRB1807995	HLA alerts look duplicated to the user, even though they are technically different
Event Management	PRB1822392	After an upgrade to Xanadu, if automated grouping is turned off, (sa_analytics.aggregation_enabled=false) tag-based grouping doesn't work
Event Management	PRB1842971	Service Dashboard doesn't load due to a slow API
Event Management	PRB1846078	Inserting new records into a 'sa_resource_ci_metric_type' table fails due to a unique key violation
Event Management	PRB1838299	Incident impact is not set due to out-of-sync jobs
Event Management	PRB1839132	The 'sys_updated_on' column of em_alert should not change when the only change is the 'worknotes' in the grouping context
Event Management	PRB1852761	NullPointerException (NPE) in Impact Calculation after topology change
Event Management	PRB1884824	Tag-based groups can include alerts which don't match the tag-based alert clustering definitions tags
Event Management	PRB1884862	If there's an automatic group filter for automated groups, tag-based groups aren't created
Event Management	PRB1847514	Improve performance of Synchronize Deleted Alerts job
Event Management	PRB1854431	Connector Instances fail with 'ConnectorUtil' script includes not found on Oracle DB instances
Event Management	PRB1867782	Slow EM Events processing due to the default value for 'evt_mgmt.max _characters_in _additional_info' is too low
Event Management	PRB1872971	Tag-based groups can include alerts which don't match the rule's filter
Event Management	PRB1881555	There's a large number of errors in the system logs
Event Management	PRB1828418	When deleting the em_connector_instance record, the self-monitor service map isn't updated
Event Management	PRB1833269	When there are many flapping alerts and they're frequently flapping, the 'Close

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		historical rule executions' business rule is slow and causes replication lag
Event Rules	PRB1799737	The Event Management EventRuleEngine can overload the DBLazyWriter and cause an 'OutOfMemoryException' due to high memory usage
Excel Web Service	PRB1840039	A 'Duration' type field is exported with a value of 0, though the field value is actually null at the database level
External User Self-Registration	PRB1820605	Google Captcha loads inconsistently for external user self-registration
Field Normalization	PRB1858415	Check valid table in coalescer
Field Service Management	PRB1857627	After enabling the the Access Hours plugin for FSM, tasks are not able to be assigned to engineers
Field Service Management	PRB1859290	Out-of-the-box client scripts on [sm_asset_usage] are causing continuous GlideAjax calls in the console
Field Service Management	PRB1875987	There's incorrect script logic in the 'FSMQueryFilter' script include
Field Service Task Bundling	PRB1903547	Unable to create bundles with customizations
Financial Management	PRB1753232	The base instance scheduled job 'Process FM Costs' causes performance issue because it is stuck and long running
Financial Management	PRB1884935	The ITFM_ExportChangeRequest script deletion isn't handled
Financial Management	PRB1832716	'Getting started' links under 'Financial Planning' modules re-direct to the 'Not found' error page
Flow Engine	PRB1854622	Flow Transform condition evaluation of isNull, isBlank, and isNotBlank are not correct
Flow Engine	PRB1860060	sys_flow_context_inputs_chunk record was removed by the table cleaner before the SLA timer resumed
Flow Engine	PRB1833785	'Make A Decision' branches run sequentially when V2 Flow Engine is used
Flow Engine	PRB1842097	When an action is set not to fail upon error, log any exceptions as debug messages
Flow Engine	PRB1868375	Submitting a catalog item request with a date format other than yyyy-mm-dd results in the wrong date being parsed

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Flow Engine	PRB1872506	After an upgrade, there's intermittent compilation failure for flows with the 'Transform' function
Flow Engine	PRB1852208	Duplicate entries for Timer and Record triggers upon flow activation
Flow Engine	PRB1853618	High priority (P0-P4) flow events should be queued on the current node for lower latencies
Flow Engine	PRB1770528	A flow can start on another node before the flow inputs are persisted to the database
Flow Engine	PRB1850222	A flow gets stuck in a 'Waiting' state when the 'Wait for Condition' record watcher fails to register
Flow Engine	PRB1864757	Context binding records are created even if a flow is inactive
Flow Engine	PRB1876998	When a user changes record values on a flow, it displays an incorrect sys_dictionary value for the sn_sb_pro_ provider_task table
Flow Engine	PRB1880998	Unable to deserialize 'Make a decision' instruction after upgrading to Yokohama
Flow Engine	PRB1886138	FlowCallbackExecutor isn't able to serialize a response of a flow action
Flow Engine	PRB1772346	Flows recompilation cause Automated Test Framework (ATF) tests to be mutually exclusive
Flow Engine	PRB1889723	Addition of Query ACLs in Flow Engine
Flow Generation (Family)	PRB1818974	Catalog variables and record field values return null from the flow
Flows (Family Channel)	PRB1829134	Incorrect count of 'Where this action is being used' on the publish modal
Flows (Family Channel)	PRB1801297	The action 'Submit a Catalog Item Request' in Flow Designer doesn't process 'Yes/No' variables correctly
Flows (Family Channel)	PRB1865407	Mismatching data on an action instance can cause issues with flow execution
Flows (Family Channel)	PRB1872104	sys_app_module (Flow Designer Content Filtering) doesn't create an 'Update version history' record due to a scope difference
Flows (Family Channel)	PRB1824952	The error message no longer shows the related variable name in Flow Designer
Flows (Family Channel)	PRB1846386	UI page issue when invoking 'lightweight_glide_list2' Macro

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Flows (Family Channel)	PRB1849924	Output shows 'Evaluated false' when it is actually true
Flows (Family Channel)	PRB1851993	'Error: Bad Request. Maxlength exceeded in...' when copying an action
Flows (Family Channel)	PRB1855620	AI search doesn't show any results in Virtual agent, when sys_hub_snapshot and sys_hub_snapshot_chunk are excluded while cloning
Flows (Family Channel)	PRB1860902	Stages aren't working in Flow Designer after upgrading in Xanadu
Flows (Family Channel)	PRB1870924	The 'Popular' section in Flow Designer displays unexpected results
Flows (Family Channel)	PRB1874638	ACLs are misconfigured
Flows (Family Channel)	PRB1877209	Copying a flow with a read-only protection policy results in a copied flow that's also read-only
Flows (Family Channel)	PRB1891084	Alias override mappings for V2 action instances aren't captured in flow update XML
Flows (Family Channel)	PRB1821332	The loop executes twice in the script step resulting in the logs being generated twice, even though a single record is passed
Flows (Family Channel)	PRB1822471	The Flow Designer data pill runtime value doesn't always display the value, and sometimes show the backend value instead
Flows (Family Channel)	PRB1822642	In the Flow Designer, using a subflow which internally calls an action using an input object containing an array of strings causes the mapped value to disappear after the user saves the subflow in Xanadu
Flows (Family Channel)	PRB1827921	The 'String to Date' function is not working as expected after upgrading to Xanadu
Flows (Family Channel)	PRB1837626	The 'Changes from' and 'Changes to' trigger conditions don't work in flow designer for the list type
Form Builder	PRB1836580	Selecting 'Edit in Original Scope' from the Form Builder banner enables the override properties of the field for editing
Form Builder	PRB1812968	The form annotation amendment is not captured in the update set in Form Builder
Form Builder	PRB1828559	Changing a field type doesn't surface errors on when saving

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Form Controller	PRB1799214	Configurable Workspace inactive (not in focus) tabs aren't highlighted in blue when there are changes in the form
Form Templates	PRB1617443	'Toggle Template Bar' doesn't work on the modal form popup
Form Templates	PRB1882260	If the template fields contain a list type field, a template doesn't apply in Service Operations Workspace
Form Templates	PRB1721020	A Glide template applied in a business rule enforces the com.glide. applyQueryString. enforce_create _acl system property
Form Templates	PRB1823831	The 'Related History' tab implementation blocks Related Lists fetching, and times out on instances with large amounts of audit data
Form Templates	PRB1831963	After applying a template, the **Undo** button appears but then quickly disappears
Form Templates	PRB1836964	Templates can't set the integer date field correctly on forms
GlideFilter API	PRB1846427	Exceptions from GlideFilter API should be handled in Notification evaluation
GlideFilter API	PRB1819150	GlideFilter doesn't work for conditions containing a backslash at the end for the 'LIKE' operator
GlideFilter API	PRB1829050	Filter conditions on the business rule aren't working for the sys_journal_field table
GlideFilter API	PRB1840277	GlideFilter throws the compiler exception 'Unterminated string literal for template strings'
GlideRecord	PRB1809128	Dot-walked field values are missing in the Database View
GlideRecord	PRB1858195	When using updateMultiple() with GlideRecordSecure to set any field, if there is a column with a key-value pair/ simple_name_values, the value in that column for the updated records will be truncated
GlideRecord	PRB1897191	The changes() method called on GlideElementPhoneNumber doesn't work correctly
GlideRecord	PRB1783950	The date format 'YYYY-MM-DD-HH-mm-SS' works on MariaDB but fails on PG
GlideRecord	PRB1831383	GlideRecord.setDisplayValue isn't working reliably

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Glide Server APIs	PRB1844324	The logs read, 'Cannot invoke 'String.split(String)' because 'path' is null: no thrown error', when the user bookmarks any base instance App module and tries to access any dashboard via link
Glide Server APIs	PRB1828473	When the 'DD-MM-YYYY' date format is used forDurationCalculator, GlideDateTime startTime and GlideDateTime endTime (calcScheduleDuration) don't work as expected
GRC Platform Plugins	PRB1789050	When importing policy text, images don't render and there's misalignment
GRC Platform Plugins	PRB1854275	Risk Assessment Designer doesn't launch or open a saved assessment
GRC Platform Plugins	PRB1842928	The 'Revised by' field is empty when a policy is re-published in Policy and Compliance
GRC Platform Plugins	PRB1849188	GRC Indicator Supporting Data is not created after the GRC Plugin Upgrade
Grouped Rows	PRB1860488	In an extensible list, 'Show all text' isn't translated when using 'Group By'
Guided Tour Designer	PRB1826827	The guided tour of 'type=workspace' can't be edited by guided tour admin users
Guided Tour Designer	PRB1878077	On a guided tour, the hopscotch bubble shifts a bit right when played
Guided Tours	PRB1899403	SAML Guided Tour fails to start after upgrading to Yokohama
Guided Tours	PRB1895655	Users are unable to delete a conclusion from a guided tour
HAM Workflows	PRB1830150	Assets for 'Employee Separation' don't auto-populate on the 'Reclaim Asset' catalog item when the 'glide.invalid_query.returns_no_rows' system property is 'true'
Health Log Analytics (Family)	PRB1846612	MID Server stops when it fails to format a log message
Health Log Analytics (Family)	PRB1794232	The auto-generated Health Log Analytics group 'HLA Email Notifications for EM Admins' and 'Health Log Analytics Email Notifications' can be used as assignment groups
Hermes (Family)	PRB1841698	There's duplicate entries in hermes_cluster_config

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Hermes (Family)	PRB1860223	Hermes Client Metrics Collection loads large records when aggregating client metrics
Hermes (Family)	PRB1847005	The 'Hermes Metric Aggregation' job is joining dates together due to a job skew
Hermes (Family)	PRB1853895	The Hermes topic application ID can be set via the List view, not via the form
Hermes (Family)	PRB1856021	Data in throughput shown on hermes_usage_metrics when producing data in inconsistent patterns
Hermes (Family)	PRB1862238	The IPKI tool provides an incorrect message when a Key Management Framework (KMF) health check fails
Hermes (Family)	PRB1821659	The full topic name for longer instance names and/or topic names are truncated in the 'cluster_topic_name' field
Hermes (Family)	PRB1822929	An invalid query on sys_kmf_certificate is triggered with the Instance PKI Certificate Generator app
Hermes (Family)	PRB1825005	Hermes cluster failover state results in a disabled topic for Washington DC releases
Hermes (Family)	PRB1833479	Upgrade a fix by removing previous sys_choice records for the 'Application Id' list
History Set	PRB1892171	setJournalEntry(data, 'user name') API isn't working as expected
Horizon Component Library	PRB1843899	A list is not repositioned when the number of list items changes
Horizon Component Library	PRB1868887	There's inconsistency with date/time using the **Now** button in the calendar
Horizon Component Library	PRB1892046	The auto-resize limit doesn't work when the text area is read-only
Horizon Component Library	PRB1798573	The date picker component in UI Builder only goes back to dates 50 years ago, and needs to be configurable
Horizon Component Library	PRB1818590	now-pagination-control resets the first page (page 0) unnecessarily
Horizon Component Library	PRB1818901	Tree items are assigned an 'aria-checked' attribute to indicate that the user can select multiple items
Horizon Component Library	PRB1844330	In the Service Operation Workspace (SOW), NVDA reads out instructions for removing data pills in English, creating confusion for German-language screen-reader users

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Horizon Highlighted Value Component	PRB1866511	There's Coral theme changes to 'Alert' and 'Grouped Colors'
Horizon Popover Component	PRB1819543	now-popover-panel has a memory leak
Horizontal Portal Capabilities for Customer Service	PRB1827623	'[Add to Wishlist]' isn't displayed in the CSM portal after upgrading to Xanadu
Horizontal Portal Capabilities for Customer Service	PRB1836103	'Accept Solution' and 'Reject Solution' comes up for non-resolved cases on the Customer Service Management (CSM) portal
Horizontal Portal Capabilities for Customer Service	PRB1837794	Incorrect role of items under 'My Lists'
Horizon Typeahead Component	PRB1852698	Screen reader error in Sidebar Discussion Modal
HR e-signature	PRB1854953	'Acknowledgment text' from the 'E-signature template' HR Task doesn't get translated in the Employee Center
HR Service Delivery	PRB1831301	Renaming an attachment isn't working for Agent
HR Service Delivery	PRB1880661	The task_sla records aren't visible to the user for the records created in the 'Employee relations' table
HR Service Delivery	PRB1843144	Users can't can delete the ZZ_YY attachment of an HR case
HR Service Delivery	PRB1858070	There's an email client template visibility issue in HR Agent Workspace
HR Service Delivery	PRB1849468	Choice variables in the multi-row variable populate the backed value instead of the display text in the description of the HR case
HR Service Delivery	PRB1859563	A restriction on an Employee Relations case throws the error 'Invalid value on Update'
HR Service Delivery	PRB1863690	An HR document isn't generated correctly after a signature
HR Service Delivery	PRB1883821	The mail script 'hr_get_description' returns 'null' instead of an empty string
HR Service Delivery	PRB1890561	The **Create Incident** button doesn't work for some records
HR Service Delivery	PRB1897229	In the HR Success dashboard, the self-solved percentage isn't calculating for knowledge-based resolutions

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HR Service Delivery	PRB1819742	Add the 'addOrCondition' to the priority column query to avoid inconsistent search results
HR Service Delivery	PRB1823642	Task percent complete is not appearing for HR Talent Management cases
HR Service Delivery	PRB1835490	Customizations to base instance notification 'HR Case commented (Assigned To)' are overwritten by an upgrade
HR Service Delivery	PRB1837924	Performance issue with ACL evaluation on sn_hr_core_profile.* for users without the sn_hr_core.profile_reader role
HR Service Delivery	PRB1840295	Issue with Rich Description not showing line breaks
HR Service Delivery	PRB1840607	Users that do not have HR roles are unable to see records in the sys_attachment table in the HR profile table
HR Service Delivery	PRB1840773	An HR case is created without setting the Parent field if the canRead check on the task table fails
HR Service Delivery	PRB1843962	The user observes an error reading, 'sn_anon_rc is not defined. sys_script.f65330019f22120047a2d126c42e70fc.script'
HR Service Delivery	PRB1844484	Typing a name and pressing the space bar at the end results in a duplicated list of names (platform and workspace) when setting a priority table name during case creation configuration
HR Service Delivery	PRB1889709	Addition of Query ACLs in HR Service Delivery
HTML Field Type Editor	PRB1841733	There's warnings seen in syslogs on visiting a classic form with an html-editor on it
HTML Field Type Editor	PRB1833756	Adding '##' before any text or number turns it bold after using the 'Enter' key in HTML field types and tinyMCE editor
HTML Field Type Editor	PRB1875292	Duplicate options are visible under the 'Formats' section when configuring TinyMCE via the 'TinymceConfigScript' script include
HTML Field Type Editor	PRB1842522	In Attestation Designer, the details field is missing while configuring questions in Xanadu
HTML Field Type Editor	PRB1860636	In Workspace, there's a formatting issue in an HTML field

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HTML Field Type Editor	PRB1879377	Users aren't able to add SVG images into HTML fields from a public library
HTML Field Type Editor	PRB1823009	HTML fields show 'Verdana' as an available font despite removing it from the font collection
HTML Field Type Editor	PRB1845669	Formatting is not maintained when copying from online Microsoft editor to a Knowledge article
Identification and Reconciliation API	PRB1885606	Identification and Reconciliation Engine (IRE) isn't updating matched CIs when the source recency timestamp is the same as a previously run source feed
Identification and Reconciliation API	PRB1895154	A CMDB 360 preview page freezes when loading due to unnecessary MetricBase columns sent to the client-side
Identification and Reconciliation API	PRB1790489	CMDB Health Staleness total count considers the health inclusion rule, but the staleness count is not considered in it
Identity	PRB1816712	The ACL trail page loads slowly
Identity	PRB1889721	Addition of Query ACLs in Identity
Identity	PRB1692933	The scoped minimum admin property is not honored when the role is inherited by a group
Identity and Access Audit	PRB1876372	Slow loading of the 'User trail' page
Incident Communications Management	PRB1833288	Microsoft Teams chat remains open even when the Incident communication tasks state is set to 'Complete' in Workbench
Incident Management	PRB1880039	In Service Operations Workspace, the configuration class isn't auto-populating for 'Impacted Services' related records when selecting the **Add** button
Incident Management	PRB1892590	Empty 'Resolved by' and 'Closed by' for Incidents resolved by Problem
Incident Management	PRB1894549	The dashboard for 'Analytics on Incident Category' isn't found when an icon is selected
Incident Management	PRB1904581	Canvas error was thrown during the Knowledge article duration
Incident Management	PRB1830272	Base instance business rule 'Check if Known error article required' allows creation and some updates without attaching an article

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Innovation Management	PRB1895641	After Xanadu, the Idea Portal images throw an error (Failed to upload image) when pasting an image using CTRL + V
Innovation Management	PRB1893609	The description of an idea isn't displayed in the formatted way on the Idea Portal
Innovation Management	PRB1562880	Notifications aren't fired when the state changes on tsp1_idea
Instance Clone (Family)	PRB1908309	Authentication fix for recurring clones
Instance Data Replication (IDR)	PRB1821656	A carriage return character (
) is added when work notes or additional comments are synced to an instance
Instance Data Replication (IDR)	PRB1855998	CDATA blocks inside XML are generated by the producer are not parsed out on the consumer side and thus saved with extra characters that show up on the UI
Instance Data Replication (IDR)	PRB1795757	The IDR queue dashboard displays an incorrect value for the remaining messages that are to be processed for V2 sets
Instance Data Replication (IDR)	PRB1838458	Selected fields in 'Outbound Entry' aren't replicated to 'Inbound Entry' when a transformation is enabled (specifically sys_fields)
Instance Scan	PRB1885030	ui_reference_multi doesn't honor the display_value and value property when used in a UI page
Instance Scan	PRB1891416	Changes in global repo for Admin Center/ Upgrade Management for supporting Coral Theme changes
Instance Scan	PRB1827472	Instance scan check 'Differs from baseline: Script Includes' returns the script include 'PortalAppShellProvider, which has not been customized'
Integration Hub	PRB1827642	Incorrect encoding of the URL in a REST step
Integration Hub	PRB1844370	Reconstructed process plan returns incorrect information when fetching a plan containing a data stream
Integration Hub	PRB1850814	RPS Flow Execution only sets flow timeout if context reporting is enabled
Integration Hub	PRB1854163	The RPS attachments can get into a race condition and not transfer documents
Integration Hub	PRB1857020	A Remote Process Synch (RPS) outbound job can go into a loop if there's an error parsing the XML

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Integration Hub	PRB1811852	When sending multi-part attachments from MID, the attachment is fully downloaded while the outbound connection is open
Integration Hub	PRB1822923	JDBCProbe using credentials with an empty password fails with the error, 'Value to be encrypted must not be null'
Integration Hub	PRB1834637	The 'Port', 'Working Directory', and 'Command' fields aren't displayed in the execution details of the SSH step
Integration Hub	PRB1835500	If the call chain contains a source with a null scope, OutboundUsageEventWatcher throws null pointer exceptions
Integration Hub	PRB1836492	After upgrading to Xanadu, a 'No valid MID Server' error is outputted by OAuthTokenRefreshJob
Integration Hub	PRB1839006	OpenAPI Step with MID is failing
Integration Hub	PRB1843074	The configurability of call chain debug logging for Integration Hub is insufficiently granular
Integration Hub Remote Process Sync	PRB1874002	Remote Process Sync (RPS) is triggered by changes from non-captured fields
Integration Hub Remote Process Sync	PRB1881251	If there's a corrupted inbound queue record, inbound queue processing sticks
Internal Platform Security Services	PRB1903397	Password2 fields with an empty package value aren't migrated
Internationalization Features	PRB1734045	Duplicate records are created when modifying the template name of a record in the table 'std_change_record_producer' when it's displayed in an alternative language such as Japanese
Issue Auto Resolution for Virtual Agent	PRB1848713	'Script: Could not find valid context record for task INCXXXX' errors show up in syslog even when IAR is disabled
Issue Auto Resolution for Virtual Agent	PRB1862157	IAR Simulation doesn't use the correct API
Key Management Framework (KMF)	PRB1839570	Upgrading to Xanadu causes module keys that are wrapped with a deactivated IKEK to be rekeyed with the active IKEK and then deactivated
Key Management Framework (KMF)	PRB1847472	Fix the matching of the Bagheera configuration database URL with the cached database URL

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Key Management Framework (KMF)	PRB1853499	Base instance 'protected.script.values.kmf.rekeyed' does not have Set ignore_cache = true and causes unnecessary cache flushes
Key Management Framework (KMF)	PRB1770098	Key alias isn't cleared during key generation
Key Management Framework (KMF)	PRB1842219	Force fetch from LDAP
Key Management Framework (KMF)	PRB1844755	The wrong Dare key is supplied to Bagheera and it doesn't return a clear error message
Knowledge Article Templates	PRB1793282	The character ' >' is added to the Article body after the block for translations are generated by Localization Framework for Knowledge Base
Knowledge Base Self-service Portal	PRB1854951	Knowledge Language Facet widget shows a maximum of six languages
Knowledge Blocks	PRB1804597	The **Add blocks** button is not working
Knowledge Management	PRB1820355	A knowledge record isn't found when using a record number in a sysparm_article in a URL and the record is a child table of kb_knowledge
Knowledge Management	PRB1864681	Event processing, or sn_actsub.activity _fanout_for_km, gets stuck for multiple hours
Knowledge Management	PRB1846660	'View as user' doesn't work in Xanadu
Knowledge Management	PRB1740689	The table 'ssa_pattern_m2m_element' consists of the columns 'sys_domain' and 'sys_domain_path' and the attribute '= 'domain_master=pattern'
Knowledge Management	PRB1819843	Localization Framework tasks for Knowledge Base articles are skipped when translating an old Knowledge Block
Knowledge Management	PRB1864356	When displaying a KB article, the breadcrumb must contain the article title
Knowledge Management	PRB1872750	The getKnowledgeGapData function returns incorrect results
Knowledge Management	PRB1822128	Fix for DEF0458484 is not available for upgraded instances
Knowledge Management	PRB1850093	'Most Recent Tasks and Most Useful' sections are not defined under any landmark
Knowledge Management	PRB1853910	The language list is small in size

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Problem category	Problem	Short description
Knowledge Management	PRB1855018	'The page you are looking for could not be found.' occurs when selecting 'Dive in' on the landing page
Knowledge Management	PRB1858098	When 'set default knowledge field values' are added in knowledge base, the error 'null requested URI does not represent any resourcefailure' appears
Knowledge Management	PRB1858397	Knowledge article's expiring URL has to be encoded prior to setting the email notification
Knowledge Management	PRB1864574	The **Replace** button isn't working in the 'Knowledge Word Add-in' plugin
Knowledge Management	PRB1865502	Unable to use a Before Query Business Rule to restrict some KB Article views
Knowledge Management	PRB1868005	When going through Knowledge Article breadcrumbs, it takes the user to a different search page when AI Search is turned on
Knowledge Management	PRB1873797	The 'Modify Comments Label' client script has the deprecated function 'GwtMessage'
Knowledge Management	PRB1876865	Navigating to a Knowledge module behaves differently within Automated Test Framework (ATF)
Knowledge Management	PRB1879680	The category facet in the 'Knowledge Portal Search Configuration' record points to an incorrect 'Facet' field
Knowledge Management	PRB1880762	The '#' character can't be used when setting default 'Knowledge' fields in HR Workspace
Knowledge Management	PRB1725609	Knowledge manager cannot create categories
Knowledge Management	PRB1793096	Agent Assist isn't opening an attachment as expected
Knowledge Management	PRB1811504	Repeated additional HTTP calls issue occurs for Legal services in Employee Center portal scenarios
Knowledge Management	PRB1819219	Jump links in KB Articles are not functioning as expected in the Service Operations Workspace (SOW) or Agent Workspace
Knowledge Management	PRB1820092	The HTML entity '&' is displayed instead of '&' in the HR topic list
Knowledge Management	PRB1822298	The 'Scheduled publish date' field isn't working as expected in Knowledge Articles
Knowledge Management	PRB1822707	The **Add Blocks** UI action works differently with different pre-applied filters

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Knowledge Management	PRB1822938	When the 'Reason' field is set to 'Flagged' on kb_feedback and kb_feedback_task, the Reason' column isn't translated when changing languages
Knowledge Management	PRB1829471	The error 'Table name is null' occurs when viewing Knowledge articles
Knowledge Management	PRB1830531	Post-Xanadu upgrade, changing a KB's article length makes the article unsearchable
Knowledge Management	PRB1832697	When selecting on the 'Knowledge gaps' card in Related Items for first time, data isn't shown
Knowledge Management	PRB1836875	Knowledge Base's 'Disable commenting' / 'Disable suggesting' does not always work
Knowledge Management	PRB1839867	When KB Articles are imported from the Word document images print screen, the image resolution is poor
Knowledge Management	PRB1840790	Import from Word to KB article is broken
Knowledge Management	PRB1842815	Creating a new knowledge article in Danish/Deutsch throws an error 'The Category, xxxxx, already exists at this level'
Knowledge Management	PRB1846260	The screen reader fails to announce the uploaded or deleted information once the document is uploaded or deleted
KPI Details	PRB1818093	Date picker is breaking for Brazilian Portuguese in CMDB Workspace for i18n
Language and Translations	PRB1817305	Instead of 'key: view' 'key: {0} view' is used in UI16 in Japanese
Language and Translations	PRB1829243	In several reports, the column (Non renseigné) appears only in French
Language and Translations	PRB1886122	The user observes the wrong translation on Risk Workspace for the sn_risk_advanced plugin component
Language and Translations	PRB1835314	Search is not working in the sc_cat_item table when a catalog item is created in a non-English language, and is then updated to an English language in an Oracle DB instance
Language and Translations	PRB1849867	Spelling error under 'Watchlist' in 'Edit members' mask'
Language and Translations	PRB1863431	The **Save as Draft** button on a catalog item form displays the wrong French translation

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Problem category	Problem	Short description
Language and Translations	PRB1866486	The Japanese translation of cmdb_ci_business _app.install_status isn't suitable
Language and Translations	PRB1744270	Inconsistent translations in the Service Portal for the UI actions 'Subscribe', 'Actions' and 'Flag Article' in the 'Knowledge Article Content' widget
Language and Translations	PRB1798197	Spanish translations are not working as expected when hovering on dates in List view
Language and Translations	PRB1799497	Incorrect translation of 'Assign to me' to French-Canada in Service Operations Workspace in Washington DC
Language and Translations	PRB1809457	Translations are invalid for sys_ui_message key 'Service Catalog' for some languages
Language and Translations	PRB1825734	Invalid translation for the key 'ja' in Calendar Component
Language and Translations	PRB1842587	The icon ID 'bookmark-outline' is translated, causing the icon to break when i18n is enabled
Legacy Agent Workspace	PRB1858300	Caseworker-owned lists in Agent Workspace do not group
Legacy Agent Workspace	PRB1849955	Upper/lower case in roles causes unusual behavior
Lifecycle Events	PRB1830703	Base instance account notification workflow issue for Onboarding Lifecycle event
Lifecycle Events	PRB1847452	The 'Check Activity closure - Flow' business rule (BR) may run and query more often than necessary
Lifecycle Events	PRB1848546	In Yokohama, when the property use_flow is false, creating a LE case using the 'LE Testing' functionality causes the case to be reopened
Lifecycle Events	PRB1852568	Not having a to-do configuration match for the HR task leads to an error on the Journey Details page
Lifecycle Events	PRB1872864	NullPointerException from _isActivityCompleted method if a flow creates an ad-hoc HR Task, and the user running the flow doesn't have access to the task
Lifecycle Events	PRB1827298	The 'Clone Lifecycle' event UI action, which creates a copy of a lifecycle event, isn't captured in the update sets created

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Problem category	Problem	Short description
Lifecycle Events	PRB1843954	The user is unable to map variables from HR Record Producer to Catalog item in LifeCycle Events
Lifecycle Events	PRB1844279	Trigger condition of activity sets is not honored
List Administration	PRB1767773	The list calculation shows an incorrect count when applying 'Group by' on the list
List Administration	PRB1797053	Being able to use 'Fixed filters' in the 'View all' event handler for 'Link to destination' event
List Administration	PRB1894616	To reduce regressions, query ACLs are only enforced when certain conditions are met for Related Lists
List Administration	PRB1836220	The 'Refresh list' and 'List actions' tooltips appear hard-coded
List Administration	PRB1808314	The user is unable to personalize list columns for Oracle DB instances
List Administration	PRB1894088	After creating a new record, the list does not display the updated number of records
List Administration	PRB1837569	Inline edit doesn't pop up after double clicking in the list page (presentational list component) created through the list page template in UI builder
List Administration	PRB1865572	Support fixed filters in the sys_ux_list configuration in the 'List' menu
List Administration	PRB1781525	Hardcoded strings are in the data visualisation dashboard in i18n
List Administration	PRB1830640	Unable to resize the related list columns in a CSM Configurable Workspace
List Administration	PRB1840870	Column Personalization isn't working the first time for a list page template with the menu IDs CMDB Workspace, Asset Operations List Config, and Platform Analytics Workspace
List Administration	PRB1847198	featureFlags of sys_ux_list isn't working when switching between list menu lists in a 'New list' template
List Administration	PRB1855098	The UIElevation_Theming_ExternalDataSetCreation screen does not meet minimum color contrast thresholds on Coral dark and light themes
List Administration	PRB1861358	The rich description appears as NULL in the 'List' view but displays correctly in the case record

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List Administration	PRB1873349	The isVisible function in the LabelUpdate script include has unnecessary log statements
List Administration	PRB1885973	When users apply a filter to the records and try to add them, all records are added instead of just the filtered ones
List Administration	PRB1887929	A list type filed isn't displaying the choice label on a list and instead displays its choice value
List Administration	PRB1894614	To reduce regressions, query ACLs are only enforced when certain conditions are met for GlideAggregate
List Administration	PRB1895808	The URL starts to use '%2B' instead of '+' causes Favorites URL break which is registered from 'Go to' search with keyword has space after upgrade Xanadu
List Administration	PRB1898143	A column header isn't associated with the filter elements in a Service Operations Workspace list
List Administration	PRB1900925	Implementing the PRB1709691 resolution causes the 'Restore to column defaults' option to become grayed out and unselectable
List Administration	PRB1775073	HidePagination is selected in sys_ux_list 'Open Incident' record, but the list page 'Open Incident' list shows pagination
List Administration	PRB1795998	Page navigation isn't working for 'Group by' on Incident list
List Administration	PRB1798353	The 'Save' option is hidden when there are no unsaved changes to custom lists created by the user
List Administration	PRB1798699	The loading spinner on the 'Add Button' list disappears too quickly, and creates confusion during longer queries if the list is still loading
List Administration	PRB1806177	The column filter icon is not appearing for reference fields if a fixed filter is applied for now-list
List Administration	PRB1818649	'Save As' doesn't retain updated columns in the HR Profiles list after updating the current list
List Administration	PRB1824517	The Platform Analytics Dashboard list view doesn't show '(empty)' for an empty group by reference fields
List Administration	PRB1825039	'Go to' search isn't working as expected on grandchildren tables of a task

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List Administration	PRB1832548	Multiple spaces are removed from multi-row variable sets and are hidden on the UI, causing a mismatch with the actual value
List Administration	PRB1832869	Link for a cell with empty value can't be selected in the List Bundle SNC variant
List Administration	PRB1833078	Cell actions aren't working when the value is '0' in currency type columns
List Administration	PRB1834764	My Lists ACL validation fails if the user does not have the 'Admin' or 'ITIL' role, and their user_id in the sys_user table differs from the sys_created_by field in the sys_ux_my_list table due to case sensitivity
List Administration	PRB1840257	The timeframe column in the Application Connection path table can't be selected
List Administration	PRB1894601	To reduce regressions, query ACLs are only enforced when certain conditions are met for Listcount
List Configuration	PRB1861671	List DAs with record selection required aren't working when the list is grouped by a column
List Configuration	PRB1835341	The editRowActions transform script fails when 'quick edit' is turned off
List Controller	PRB1849625	The 'Lists' section of Service Operations Workspace is a fixed percentage
List Controller	PRB1826487	Record watcher stops working if more than 1000 records exist in the query
List Controller	PRB1856836	Typo in Service Operations Workspace Condition Builder
List Controller	PRB1864172	Declarative actions are displaying in a 'Workspace list' view, despite turning them off
List Controller	PRB1866998	There's infinite loading in an extensible list when the user doesn't have access to a table
List Controller	PRB1872717	When the user creates a new 'My List' and edits the columns, the list doesn't display personalized columns until the page is refreshed
List Controller	PRB1811453	sys_ux_list conditions convert 'OR' into 'AND' operations when viewing the filter in the popup modal in Service Operations Workspace (SOW)
List Editor	PRB1851445	The Tags field on the Workspace list view shows the error 'Security prevents writing

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		to this field' when there is a list_edit ACL blocking access
List Filters	PRB1853475	Screen reader fails to announce loading status
List Views	PRB1886477	Selecting a 'Presentational' list component in a UI Builder panel causes some issues
List Views	PRB1818273	Fields of the type 'duration' with a 'zero duration' value should not display as blank in a list in UI16 and Workspace
Log Export Service	PRB1872251	In Log Export Service, errors such as 'Producer failed to send message asynchronously' are regular in the instance
Major Incident Management	PRB1858727	Modals in the workbench close when the user clicks out of the modal
Major Incident Management	PRB1855123	Inactive users appear under On Call Groups in MIM Workbench
Major Incident Management	PRB1848016	A business rule has a 'When' condition with async
Major Incident Management	PRB1853612	A major incident's template closes automatically when the user clicks outside
Major Incident Management	PRB1757151	Base instance list control on the Affected CI related list throws an error in the syslog when incidents are accessed on the mobile app
Major Incident Management	PRB1835265	Communication Task indicates a due task in the Major Incident Workbench
Major Incident Management	PRB1840122	The 'State' label doesn't display a value in the major incident workbench even though it is present in the backend
Major Incident Management	PRB1840304	Incorrect Communication Tasks Count under the Communicate tab shown in Major Incident Workbench
Major Incident Management	PRB1844687	The base instance business rule gets triggered without matching conditions
MetricBase	PRB1878006	A hanging Clotho server can sometimes cause glide to become unresponsive
Metric Intelligence (Family)	PRB1824435	There's whitespace in some sa_ci_type_to_resource_class, which can cause queries against it to fail
Metric Intelligence (Family)	PRB1839739	ME queries dashboard configurations that don't filter out metrics without data, and pre-filtering should be added

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Metrics	PRB1845549	Metric definitions are not evaluated if a previous metric definition script throws an error
MID Server	PRB1898155	Calculated checks are zero after config_publish sent a following MID Server restart
MID Server	PRB1794767	MID Server SSH session caching can get stuck in an infinite timeout/retry loop, calling AKeyedConnectionPool.borrowConnection(), resulting in stalled Discovery statuses and MID Server worker thread exhaustion
MID Server	PRB1760614	SudoProcessor doesn't properly support commands with file paths
MID Server	PRB1836932	MID Server logs 'DEBUG,INFO' when the MID Server log level is set to error
MID Server	PRB1846392	IssueMonitor's MID sys_id validation should check for an empty string
MID Server	PRB1848689	HostnameFormatter ignores FQDNs with only one full stop '. ' character
MID Server	PRB1875872	Check the MID configuration parameter when checking if the MID script include needs validation
MID Server	PRB1900340	SSHProviderTerminal Javascript probe gets stuck when the client sends large amount of data while waiting for the identification string
MID Server	PRB1803969	An MID Server uses self-discovery with Windows Measurement Instrumentation (WMI), resulting in a type 8/NetworkCleartext logon in the Windows Event logs
MID Server	PRB1806984	If the mid.aws.sts.assume_role.credential_ttl_minutes property is deleted, it may prevent Cloud Discovery on AWS Service Accounts
MID Server	PRB1819518	manage-certificates.bat has bad parsing logic with file paths with spaces or special characters
MID Server	PRB1833757	Certain Office 365 installations are discovered as 'Office 16 Click-to-Run Licensing Component'
MID Server External Application Credentials	PRB1857064	If the user has an external credential of one type and the credential storage vault is set to 'None', it can cause Shazzam to not try other port types

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Problem category	Problem	Short description
ML Normalization for SAM	PRB1815525	ML Normalization doesn't try to normalize Discovery Models that were missed by an older ML model version
Mobile Classic app (End of Life)	PRB1900493	A mobile browser e-signature failure due to a re-authentication error
Mobile Experience for Field Service Management	PRB1857860	In Mobile Agent, the Work Order Task Substate value isn't displaying in the Work Order Task detail header card / work order task card template
Mobile Platform	PRB1858372	Activity stream does not work if missing a participant
Mobile Platform	PRB1843125	Language should be part of the cache key building scripted screen cache
Mobile Platform	PRB1901478	Using UI Parameters as part of filter flow leads to work order task (WOT) sys_id not being read on Field Service Management (FSM)
Mobile Platform	PRB1831197	Uploading the latest P12 file from the new bundle doesn't update the bundleId for IOS devices on Mobile
Mobile Platform	PRB1889072	ScriptedUnsavedChangesConfirmationJsBuilder causes a stack overflow exception due to a race condition from DeferredClassNamespace
Mobile Platform	PRB1846047	Image upload does not work on 'Close complete', but works for the 'Start work' scripted action item
Mobile Platform	PRB1799431	Saved lists don't display filtered list field values in the Agent mobile app
Mobile Platform	PRB1850465	Attachment activity with bad payload may cause an NPE and break the activity stream on mobile
Mobile Platform	PRB1830499	An input form action doesn't display when loading the parameter screen via the 'Search result' action
Mobile Platform	PRB1854872	'Content unavailable' is displayed on the File field when navigating away and back to the screen
Mobile Platform	PRB1888520	Field changes aren't visible in the activity stream for assets in the mobile app
Mobile Platform	PRB1857967	The button builder for section buttons is for online only
Mobile Platform	PRB1883080	Location tracking frequency is converted to 0 if the value is less than 60 seconds

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Mobile Platform	PRB1898976	The parentContext variable isn't working as expected in Yokohama
Mobile Platform	PRB1799374	ACL with data condition is working differently with an input form screen and UI Parameters
Mobile Platform	PRB1836646	HTML code appears instead of the search term highlighting in NowMobile for iOS AI Search
Mobile Platform	PRB1844740	If a dot-walk field references a column in the parent table, document data isn't saved
Mobile Platform	PRB1879334	The content of knowledge articles aren't visible in offline mode
Mobile Platform	PRB1887240	Multiple records are created in sys_mobile_devices for each device
Mordor	PRB1824529	VPE executions generate log out events, but not log in events
Multi-factor Authentication (MFA)	PRB1862612	The 'More information' link on MFA registration has the old documentation link structure
Multi-factor Authentication (MFA)	PRB1868014	A conflict of recent factors and a multi-factor authentication (MFA) policy context leads to no MFA factor displaying in the log in flow
Natural Language Query (Family Release)	PRB1840784	The Now Assist panel displays an incorrect filter for the Data Visualization on the HR Case [sn_hr_core_case] table
Next Experience integration with Sidebar	PRB1862964	'Sidebar discuss' doesn't display the date on a post
Next Experience Notifications Menu	PRB1843833	The notification receipt time does not appear in the Configurable Agent Workspace
Next Experience Unified Navigation	PRB1770865	UX Banner announcements for end-date validation are not working as expected
Next Experience Unified Navigation	PRB1808738	Images are missing in the PDF export of KB Articles generated from imported policy texts
Next Experience Unified Navigation	PRB1858800	Field label content does not update between languages
Next Experience Unified Navigation	PRB1844704	Base instance 'Got it!' is not translated when language is set to Canadian French on the 'Welcome' pop-up
Next Experience Unified Navigation	PRB1833859	The OpenFrame window follows the cursor after releasing the mouse button

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Next Experience Unified Navigation	PRB1753858	Discovery Pattern sections cannot be re-sized in Next Experience
Next Experience Unified Navigation	PRB1850730	The user preference 'my_home_navigation_page' opens the page in a new window upon login
Next Experience Unified Navigation	PRB1857842	Metadata Editor text on any rule is not visible in dark theme
Next Experience Unified Navigation	PRB1867699	A filter navigator doesn't change nor update for typing input after an application scope has been changed
Next Experience Unified Navigation	PRB1875287	Compare text is unreadable in the dark mode theme
Next Experience Unified Navigation	PRB1880110	There's color failure in the 'Help' panel when using Theme Builder
Next Experience Unified Navigation	PRB1886564	Theme Builder for Next Experience does not work well for Menu Item Hover colors settings
Next Experience Unified Navigation	PRB1894920	Match keyboard shortcut categories on value instead of translated label
Next Experience Unified Navigation	PRB1912395	Replace htmlUtils with DomPurify
Next Experience Unified Navigation	PRB1713108	Observing java.util.ConcurrentModificationException when loading the dashboard
Next Experience Unified Navigation	PRB1800705	Replace deprecated 'defer' seismic feature with its replacement, 'now-mode'
Next Experience Unified Navigation	PRB1816606	The user can't see the **Delete** button in the notification preferences if Next Experience is enabled
Next Experience Unified Navigation	PRB1820736	The default date format is not updated for external users
Next Experience Unified Navigation	PRB1816636	There's an inaccurate name provided and the state is missing for the 'Notification' button
Notification Preferences	PRB1824238	Translation of Categories is not working in 'Notification Preferences' widget (sys_platform_notification_preferences)
Notification Preferences	PRB1826375	Element names shouldn't include actions in the Custom Notification page in Notification Preference
Notify integration with Twilio Direct	PRB1900427	MachineDetectionTimeout isn't honored from config when making Twilio calls

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Now Assist Panel	PRB1874023	The 'com.glide.cs.qlue .module.oneextend. proxy.trackers. ExternalService ExecutionTracker .getInternal()' error is null
Now Assist Panel	PRB1865497	Text displayed on Now Assist Panel (NAP) is truncated
Now Assist Panel	PRB1873092	'Show more' is displayed in black and not visible during streaming in Now Assist Panel (NAP)
Now Assist Panel	PRB1835825	NVDA and VoiceOver don't read the incoming message from the Virtual Agent in Now Assist
Now Code Editor	PRB1907461	Format code is unable to format minified JavaScript
Now User Experience	PRB1874064	The 'Task Relations' records aren't visible in the dark theme
OAuth	PRB1673691	Base instance configuration in the System Clone Profile doesn't contain a preserver for the oauth_jwt table, causing orphan records
On-Call Scheduling	PRB1880894	On-call scheduling is randomly skipping one person for every rotation cycle
On-Call Scheduling	PRB1826444	The 'All' on-call schedule isn't displayed for certain users
On-Call Scheduling	PRB1871839	When the screen resolution is large, on-call schedules ($oc_groups) pages aren't loading the remaining active shifts after the first 20 have been loaded
On-Call Scheduling	PRB1855080	The 'Reminder Report' displays in the incorrect format when multiple shifts are created in US/Central
On-Call Scheduling	PRB1858189	Notify On-Call Accept/Reject message modified during Xanadu upgrade
On-Call Scheduling	PRB1874144	Invoking the 'who' api stamps a Glide datetime value into the 'answer' variable from Xanadu onwards
On-Call Scheduling	PRB1876309	If the user's session time zone is the same as the shift's time zone, it causes formatting issues on the schedule report
On-Call Scheduling	PRB1879039	Notifications to the users aren't sent when selecting groups from on-call scheduling
On-Call Scheduling	PRB1891667	The On-call schedules page does not load the 'All on-call schedules' tab unless the browser tab is refreshed

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On-Call Scheduling	PRB1894765	In March, 'Daily Rotation' is getting incorrect DST dates when the shift starts from a DST time
On-Call Scheduling	PRB1897187	On-call does not Include multiple groups in the conference call configured in the escalation policy level
On-Call Scheduling	PRB1844046	After Xanadu upgrade, on-call schedule reports time out when run
OneExtend	PRB1907423	Conversation Now Assist guardian isn't working as expected for Block and Log
Outbound REST Web Service	PRB1671277	REST step on MID may use expired OAuth token due to race condition
Outsourced Customer Service	PRB1889693	Addition of Query ACLs in Outsourced Customer Service
Password2 Encryption	PRB1873104	Storage encryption initialization failure shouldn't prevent startup
Password Reset	PRB1836938	The password automation tool 'phonetic reading' does not display all characters
Password Reset	PRB1869730	The UI page of the password reset process doesn't process the macro 'pwd_reset_stylesheet'
Password Reset	PRB1859144	Google reCaptcha scripts are visible in the browser backend
Password Reset	PRB1881417	The password reset 'Latest security score for your password reset applications' email has a broken link to the docs site for security recommendations
Password Reset	PRB1889160	When attempting to validate a user using the Password Reset tool, the verification code isn't sent to the user
Password Reset	PRB1837543	PwdAjaxChangePassword doesn't validate that the provided sysparm_user matches the logged in session user
PDF Generation	PRB1893129	Aggregation functions (Total, Min, Max, Avg) aren't displayed in an exported PDF
Performance Analytics	PRB1822482	Text Analytics trend line shows the wrong number of lines
Performance Analytics	PRB1891078	The Performance Analytics module message misleads users to contact AE instead of informing them to activate the plugin 'Performance Analytics - Premium (com.snc.pa.premium)'
Performance Analytics	PRB1848201	A link is not working on Performance Analytics for PPM guided setup

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Performance Analytics	PRB1874051	After selecting a date range and 'Apply', a graph isn't refreshed
Performance Analytics	PRB1811224	When KPI details are landed in first place in BuildTools 1, a 'No content available' data message appears, but the data loads after some time
Performance Analytics	PRB1835549	Breakdown source with a large number of elements consumes a large amount of memory, causing memory issues and the node to restart
Performance Analytics	PRB1836778	Breakdown Type PA Widget with the following visualization on the Dashboard Widget: 'Treemap', Time series applied > showing 'org.json.JSONException: JSONObject['period_title'] not found'
Performance Analytics	PRB1889720	Addition of Query ACLs in Analytics Hub
Performance Analytics	PRB1890020	Addition of Query ACLs in Analytics Hub
Performance Analytics	PRB1894039	Addition of Query ACLs in Access Control List (ACL) Rules in Performance Analytics
Performance Dashboards	PRB1853222	Domain filter only fetches a subset of those domains
Performance Dashboards	PRB1864090	If the node has encountered the pattern, slow pattern dashboards don't load
Platform Analytics Component API	PRB1882091	On the Data Visualization library page, the 'Updated' date isn't the user time zone
Platform Analytics Dashboard API	PRB1873441	The description is empty for data visualizations in a library
Platform Analytics Filters	PRB1831701	The selection of additional pre-defined ranges breaks when a user uses the search to find a value
Platform Analytics Filters	PRB1881373	Post-Xanadu, users are unable to select the dot-walking table as a 'Data to filter' option in UI Builder/Platform Analytics
Platform Analytics Filters	PRB1816514	The Service Operations Workspace (SOW) dashboard calendar is not fully localized in i18n
Platform Analytics Filters	PRB1823255	Records with skipped error disposition are part of the plugin 'com.sn_par_filter_config_datasource'
Platform Analytics Filters	PRB1837422	When using UI Builder, the filter applies twice when 'Apply to tables in hierarchy' is enabled

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Problem category	Problem	Short description
Platform Analytics Filters	PRB1841407	A cascading filter can only be configured by admins
Platform Analytics Filters	PRB1841953	A filter is unexpectedly dispatching the 'reference' type
Platform Analytics Migration API	PRB1869607	Platform Analytics Administration (PAA) always displays the 'UXA' menu
Platform Analytics Migration API	PRB1894148	Bulk migration rewrites the scope of all Core UI dashboards
Platform Analytics Migration API	PRB1797369	Scheduled reports continue to be sent even after enabling 'Activate' from the Migration Center
Platform Analytics Migration API	PRB1882396	'Recipient Users' and 'Recipient Groups' fields don't populate on migrated scheduled export records after the Platform Analytics migration
Platform Analytics Migration API	PRB1853097	Dashboard referred in the Event Management guided setup is missing and throwing an error
Platform Analytics Migration API	PRB1863966	On the editing library visualization in the dashboard, the 'Save' prompt doesn't have the correct label after migration
Platform Analytics Migration API	PRB1900266	An unmigrated dashboard has an invalid 'experience_dashboard' field upon an upgrade
Platform Analytics Migration API	PRB1820684	Some legacy dashboard widgets don't render
Platform Analytics Migration API	PRB1837947	After migrating, sys_metadata_customization records are not created correctly
Platform Runtime	PRB1765939	The 'List view' filter with a percentage value fails to open the record preview
Platform Runtime	PRB1788007	GlideRecord. getUniqueValue() called from the 'Database' view returns 'null'
Platform Runtime	PRB1816154	Condition builder allows the creation of 'null' (as a string) and other invalid values which break ACL functionality
Playbooks (Family Channel)	PRB1861646	The questionnaire order isn't synchronized in update_set or persisted when duplicating a Playbook
Playbooks (Family Channel)	PRB1854228	Adding an invalid pill to Show List of Records List Title throws an error and the activity gets stuck in the ready state
Playbooks (Family Channel)	PRB1857887	sys_flow_data_definition is missing sys_update_name in the sys_update_xml payload

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Problem category	Problem	Short description
Playbooks (Family Channel)	PRB1858252	sys_flow_context records without a flow show error when opening in operations view
Playbooks (Family Channel)	PRB1864872	A DELETE playbook can't be applied correctly to another instance by an update set
Portfolio Management	PRB1889736	Addition of Query ACLs in Portfolio Management
Portfolio Management	PRB1889740	Addition of Query ACLs in Portfolio Management
Predictive Intelligence	PRB1765917	The existing 'Training Request Schedule' is updated to run once after upgrading to Vancouver
Predictive Intelligence	PRB1820635	Users see a 500 internal server error when doing a prediction from the Rest API explorer
Predictive Intelligence	PRB1812468	Classification training capability doesn't return consistent results when doing batch predictions
Predictive Intelligence	PRB1859692	Update predictive Intelligence Documentation with troubleshooting steps for ACL-related issues
Predictive Intelligence	PRB1858849	An empty row_count field in the ml_solution table leads to an error message being logged while parsing an integer from empty string from the ml_solution row_count attribute
Predictive Intelligence	PRB1864265	The 'Classification Test Solution Batch Prediction' page doesn't work when the input table is a 'Database view' table
Predictive Intelligence	PRB1843673	The 'ML Cluster Detail Purge' scheduled job causes out of memory issues
Predictive Intelligence for HR	PRB1861547	An attachment is added in the HR Case activity log and the attachment exists in the 'Attachment' table, but it's not attached in the HR Case paper clip icon
Problem Management	PRB1898891	The **Confirm** UI action isn't visible, and users aren't able to proceed with the problem ticket after closing the problem task
Problem Management	PRB1854164	The **New** UI action is not visible on the problem task list view on Xanadu and Yokohama
Process Mining	PRB1852247	Work Notes results display HTML code in cluster concepts

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Problem category	Problem	Short description
Process Mining	PRB1870032	Uppercase and lowercase sys_ids for the same record break mining
Process Mining	PRB1887194	A root cause analysis (RCA) fails when an invalid field is present in a content pack shipped by a process configuration
Process Mining	PRB1889675	Addition of Query ACLs in Process Mining
Procurement	PRB1895462	A purchase order's (PO) line cost value isn't factoring the negative total_cost value on a PO
Procurement	PRB1863473	'Source Stockroom' isn't selectable in Hardware Asset Management Workspace
Procurement	PRB1867327	A 'Source Stockroom' list empties when multiple stockrooms have the user location in Hardware Asset Management Workspace
Procurement	PRB1824374	The substate of Transfer order line asset tracking consumables is 'Reserved' instead of 'Available'
Procurement	PRB1834260	The **Cancel** UI action condition on proc_po_line causes warnings due to a code issue
Project Management	PRB1883485	A demand state isn't updating to 'Completed' after a project is created from a demand
Project Management	PRB1885649	A cost plan roll up isn't happening for programs and portfolio
Project Management	PRB1821625	RIDAC (Risks, Issues, Actions, Decisions, and Request Changes) entry isn't generated when a decision is closed during conversion after upgrading to Xanadu
Project Management	PRB1859066	A Resource Assignment (RA) is associated to a new Resource Plan upon migration
Project Management	PRB1838229	Changing the planned end date of a project task does not roll up to the planned end date of the parent project if the duration exceeds the threshold on the parent project
Project Management	PRB1850431	When creating a customer project using project templates in Project Workspace, the Account field is not copied across
Project Management	PRB1878373	There's an error syslog 'PPM Unable to Recalculate Delete of Task: (Sys_id) No value present' after deleting a project
Project Management	PRB1844720	The 'Fund' tab in the Planning console is visible to admin user and throws an error

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Problem category	Problem	Short description
		for project managers for instances without IFv2
Project Management	PRB1852472	Export and import options are only available for the 'Project Management schedule' or the 'Default MS Project schedule'
Project Management	PRB1853365	Slow ACL on record/ pm_project.project_currency/write
Project Management	PRB1854771	New Project Workspace shows numbers in Arabic numerals
Project Management	PRB1863648	Actual hours are deleted when changing the order of a task in Project Workspace
Project Management	PRB1863726	The script include 'PlannedTaskEntityUpdater' has an issue where projects aren't getting the field 'Planned effort' filled out
Project Management	PRB1863822	The business rule 'Recalculate' on planned_task causes the node to run out of memory when current = parent
Project Management	PRB1864892	The 'Time Constraint' field dictionary default value doesn't work in Project Workspace when creating a project task
Project Management	PRB1881213	In Project Workspace, a significant gap between a project constraint date and a planned start dates prevents a 'need' task from being added
Project Management	PRB1881455	Approved dates and planned dates of projects created from a project copy are incremented recursively
Project Management	PRB1889559	The getDotWalkedValue function in the script include Baseline API returns 'undefined'
Project Management	PRB1893083	When creating a project from a project template that has the fields 'primary_portfolio' and 'primary_program', the project is populated without 'top_portfolio' and 'top_program'
Project Management	PRB1819524	The parent project is not set to 'Work in progress' when the sub-project is re-opened by applying a template on it
Project Management	PRB1827581	Records with a skipped error disposition are part of the plugin 'com.snc.pa.pmo_dashboards'
Project Management	PRB1829721	For a group-based ORA, if users update allocation dailies, it rolls up only to

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Problem category	Problem	Short description
		immediate user-based allocation but not to a group allocation without a user
Project Management	PRB1830673	The 'Financials Summary' page on a 'Demand' don't show M12 values
Project Management	PRB1839418	When a resource assignment is created for a few fiscal months, the 'on status report whole allocated hours' displays at the first month
Project Management	PRB1844089	There are three dictionary values from three different products for the field 'Project' (pm_project) with different values for the Reference cascade rule field
Project Portfolio Management	PRB1860801	For Innovation Management, categories in the 'Idea' portal with '&' in the search aren't working
RaptorDB	PRB1847706	There's thousands of errors in the log file 'duplicate key value violates unique constraint'
Related List Action Model	PRB1775617	The **Remove** button vanishes due to failed ACL check via the 'Remove {{count}}' related action
Related Lists	PRB1852552	The **Delete with preview** UI action is missing the 'Approvers' related list after Xanadu upgrade
Related Lists	PRB1865186	The same table name is announced for all selections available under 'Related Records'
Related Lists	PRB1845306	Incorrect aria-labels for check boxes in lists
Remote Tables	PRB1885282	There's an out of memory exception when there's JavaScript and ^NQ in the encoded query string
Remote Tables	PRB1770992	A remote table with cache enable does not cache results with 0 rows
Reporting	PRB1910065	Reports with multiple datasets are throwing an error: 'ERROR: Cannot generate the report. JSONObject['original_xvalues'] not found'
Reporting	PRB1892170	A table isn't able to select from the sys_report_source form
Reporting	PRB1849426	Report filters don't work as expected
Reporting	PRB1855086	Creating or modifying a function field with a certain definition causes a syntax error in a report
Reporting	PRB1855572	Data labels are not clear in bar reports once received via email

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Problem category	Problem	Short description
Reporting	PRB1862053	The name of the **View Chart** menu button isn't descriptive enough in some dashboards
Reporting	PRB1875210	A dashboard displays incorrect data and Impact Instance Observer has an access issue
Reporting	PRB1881483	A field list in a dot-walked class in a report condition filter sticks when loading
Reporting	PRB1883614	A second-level dot-walking field isn't translated in a report
Reporting	PRB1892809	Users are unable to create a 'Single Score' report on a field with a 'Long' type
Reporting	PRB1894565	There's an error on an upgrade preview 'Predicted skipped records by priority' chart
Reporting	PRB1899929	Certain special characters in the Short description field are being escaped for report calendars in Reporting
Reporting	PRB1767534	The report drill down doesn't work for languages other than English even when there are sys_translated_text records available
Reporting	PRB1822932	Multi-level pivot exporting to PDF with question marks replaces list arrows
Request Management	PRB1833427	Excessive tags are added to the email
Request Management	PRB1845497	Approvers are not shown in the 'Request Item workflow stages' widget when service catalog is submitted and uses flow
Resource Management	PRB1847539	A resource plan moves back to 'Requested' without a message when the user has a leave plan covering the entire duration
Resource Management	PRB1841076	After a Xanadu upgrade, there's a resource reports issue
Resource Management	PRB1851589	The UI action 'New' on the time_card (sys_ui_action.521ddc2793c0220064f572edb67ffb57) introduces a condition referencing RMUtil
Resource Management	PRB1860646	A top task isn't updated for existing resource assignments when a project is made or removed from being a child of another project
Resource Management	PRB1877603	In Resource Management Workspace, there's a NullPointer exception
Resource Management	PRB1881574	The system miscalculates planned and allocated costs on a resource plan marked as external for custom currencies

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Problem category	Problem	Short description
Resource Management	PRB1883298	There's a schedule conflict with on-call and resource management
Resource Management	PRB1893169	For unassigned resource assignments, an allocated cost isn't rolled up correctly to a resource allocation or a resource plan
Resource Management	PRB1838309	Resource Assignment error message on canceled plans
Resource Management	PRB1895429	Allocated hours do not match requested hours
REST API Framework	PRB1746730	Fix for DEF0093931 didn't create the query categories set for queries on the code, making it unusable
REST API Trigger	PRB1876531	A REST trigger that requires authentication doesn't work after checkbox deselection/ selection
Restricted Caller Access (RCA)	PRB1847062	Cross Scope records for the Global Scope should honor records in a different Global App
Restricted Caller Access (RCA)	PRB1894354	A chat attachment doesn't go through to the user's side
Roles	PRB1868921	Elevated privilege=true on a main role of an instance leads to multiple automation failures
Scheduled Jobs	PRB1869935	There's incorrect scheduler behavior when a sys calendar is attached to a job
Scheduled Jobs	PRB1820552	Code changes for DEF0406672 break open the GlideRecord function call in the UI action for the sysauto_script record
Schedule Optimization	PRB1860079	Performance impact due to the 'Optimization' business rule
Schedule Optimization	PRB1889701	Work order tasks are assigned from the agent schedule start time based on the agent's time zone.
Schedule Optimization	PRB1895416	On Demand Intraday, 'Pause scheduled runs next day' has a reset issue
Schedule Optimization	PRB1898555	When one of overlapping territories has 0 tasks, double booking happens
Schedules	PRB1863019	The Next UI Schedule Calendar doesn't save updated 'Repeat Until' entries
Schedules	PRB1878779	Schedule entries configured on a leap year are adding an extra day in non-leap years, causing incorrect calculations on multiple modules

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Problem category	Problem	Short description
Schedules	PRB1843657	Time off created with 'All day' from the on-call calendar using edit span removes 'z' from the end date time
Schedules	PRB1845071	A schedule with a one second timespan causes performance degradation
Search Administration	PRB1705786	The link returning back to the Service Operations Workspace from the 'Search Results' page breaks after a few minutes
Security Attributes	PRB1852325	GlideSecurityManager. dotWalkQueryConditionToBuild QueryElementToGRMap expands dot-walked fields unnecessarily
Seismic Framework	PRB1889951	A visualization based on the COUNT DISTINCT aggregation on a dot-walk field doesn't load a metric component
Server-side scripts	PRB1814622	The AJAXGlideRecord script is updating the empty field as 'NULL', which will fail the business rule if there is a condition filter passed
Server-side scripts	PRB1849478	Headless details are not visible in the client script [gs.getSession().getProperty('user_agent_browser')]
Server-side scripts	PRB1854027	The user is unable to delete sys_module records, causing massive bloat
Server-side scripts	PRB1836577	Hoisting is broken within try blocks in global
Server-side scripts	PRB1841707	Turn on ECMAScript 2021 (ES12) mode is not toggled after upgrade/zboot
Service Catalog	PRB1834390	When hovering over the **Add to Cart** or **Order Now** button on a catalog item, the hover text displays far from the button
Service Catalog	PRB1870352	In Service Operations Workspace, a 'Requested For' value is set to a logged-in user who submits a catalog request via an interaction when 'glide.sc.sp.twostep' is off
Service Catalog	PRB1842505	Catalog Builder clears advanced reference qualifier on variables
Service Catalog	PRB1900820	Catalog item description text is moved to the right after the Yokohama upgrade
Service Catalog	PRB1828535	Unable to submit an Order Guide from Portal after the installing the 'AWS Service Management Connector' plugin
Service Catalog	PRB1883827	In Portal, a multi-row variable set (MRVS) calls the display_value API even when 'Lookup Select Box Variables in Set' is inactive

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Service Catalog	PRB1824626	The UI policy for mandatory checkbox variables is broken in Virtual Agent inline mode
Service Catalog	PRB1851654	Copying a catalog item with fulfillment steps incorrectly sets the catalog_condition
Service Catalog	PRB1859641	NVDA reader shows an attachment deleted message twice on the ticket page
Service Catalog	PRB1861864	GlideappCalculationHelper() is creating duplicate RITMs when two or more catalog items are added to a REQ simultaneously
Service Catalog	PRB1866757	Aria-label='mandatory' is provided to the asterisk for required check boxes
Service Catalog	PRB1872462	In Service Operations Workspace, the **Back** button on catalog_iframe brings in parent browser elements
Service Catalog	PRB1881282	A 'Related Items' list is empty in the draft page of Service Portal
Service Catalog	PRB1886301	The 'Hide on Service Portal' option causes issues in workspaces
Service Catalog	PRB1886452	Container split makes catalog variables uneditable
Service Catalog	PRB1887870	Translation for 'No' on catalog item in German language is picked from the 'Now Assist Admin Console' scope
Service Catalog	PRB1901796	Single-line or multi-line text variables created with Catalog Builder show 'undefined' in the reference qualifier
Service Catalog	PRB1903422	'Save as Draft' for a catalog item doesn't work in portal when logged in through an edge proxy Service Catalog
Service Catalog	PRB1716400	Catalog UI Policy created by the Catalog Builder disappear or are deleted after upgrading to Vancouver
Service Catalog	PRB1776060	When using JAWS to view Form Fields, selections appear grouped by their respective question
Service Catalog	PRB1795199	'Add Attachment' on portal appears unlabeled when using an NVDA tool
Service Catalog	PRB1825410	The mandatory variable names in 'Required Information' aren't aligned in the Employee Service Center Portal
Service Catalog	PRB1827758	SNC.Catalog.getDefaultCatalog() is not getting the sys_id when the system language is in Japanese

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Problem category	Problem	Short description
Service Catalog	PRB1834166	Catalog client scripts aren't working for the multi-turn catalog ordering experience when client scripts are exposed
Service Catalog	PRB1834958	The onLoad Mandatory and Visible UI policies aren't working
Service Catalog	PRB1836543	Auto-Populate functionality edits non-variables when using the Variable Editor UI Formatter
Service Catalog	PRB1838388	An 'Index 0 out of bounds for length 0' error occurs on inactive records where a custom number field has been defined on a parent table that normally doesn't have one
Service Catalog	PRB1839591	The accessible name does not start with the visible label on the Catalogs combo box
Service Catalog	PRB1842417	RITM records opened in the SIR workspace do not respect UI policies
Service Catalog	PRB1842895	Variable Editor display issues in Service Operations Workspace in Hebrew on a request item record
Service Catalog	PRB1843700	MRVS variables that are set to Masking Type and have 'Use Encryption' selected are shown as plain text on the table level
Service Catalog Builder	PRB1866781	When calling the CatalogItem.get API with the Catalog Item GlideRecord for a CRP record, the type on the catalog item cached object will be sc_cat_item_producer
Service Catalog Builder	PRB1857864	Catalog Item Template Available Options data is not loading when the user selects Browse
Service Catalog Builder	PRB1889326	The **Expand**/**Collapse** buttons under the headings within the 'Select Item Template' area are labeled as 'Collapse'/'Expand'
Service Catalog Portal Widgets	PRB1852034	Table View and Grid view options are not available in the sc_category page of Service Portal after the upgrade to Xanadu
Service Catalog Portal Widgets	PRB1877582	On the sc_category page, using CMD +select a catalog item isn't opening a new tab
Service Catalog Portal Widgets	PRB1884740	Last categories aren't visible if some of the previous categories contain 'All items with hide' on Service Portal as true
Service Catalog Portal Widgets	PRB1885609	The **Submit** button becomes non-responsive for a catalog form
Service Catalog Portal Widgets	PRB1885685	There's a p.isReadOnly error in the console in Portal on the 'order_status' page

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Service Catalog Portal Widgets	PRB1893342	A work order doesn't prompt to save changes from the Portal
Service Catalog Portal Widgets	PRB1695067	The Standard Ticket Conversations widget applies overflow scroll property to the Activity Stream '<textarea>' field on load, and declaration disappears after clicking around page
Service Catalog Portal Widgets	PRB1767854	gs.addInfoMessage is not appearing when creating a sc_request from an Interaction in the Agent Workspace and Service Operations Workspace
Service Catalog Portal Widgets	PRB1814128	The 'Activity' tab refreshing multiple times is the expected behavior
Service Catalog Variables	PRB1897534	The variable order in Catalog Builder doesn't maintain the order when the container is '2 Columns wide, one side then the other'
Service Catalog Variables	PRB1858551	Variable set values are not saved correctly if the variable set internal_name is edited
Service Catalog Variables	PRB1873395	When in a read-only state, the date type input field is editable, which is incorrect
Service Catalog Variables	PRB1822086	Adding the variable editor to the form overrides the default CSS for UI actions
Service Creator	PRB1882234	Details aren't loaded when editing a published service
Service Level Management	PRB1848330	Child Incident records have stale data when passed to the SLA Engine if the state is changed and work_notes or comments are updated
Service Level Management	PRB1843470	SLA engine reset condition may fail in certain circumstances
Service Management Virtual Agent Topic Blocks	PRB1850401	The prompt of [Search Fallback Topic] is translated partially
Service Mapping	PRB1883153	Blob reaper alerts for jobs that are running for less than 48 hours
Service Mapping	PRB1865809	NPE in DiscoveryLogNodeStatus in a case pre-task script
Service Mapping	PRB1829887	The job 'Generate Candidates for Service by Tags' produces a long running query trying to sort the cmdb_key_value table
Service Mapping	PRB1816637	In TB service connection, two CIs that are already part of a service and belong to the

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Problem category	Problem	Short description
		same CI type aren't added even if they match the traversal rule
Service Mapping	PRB1851972	Updating the same last_mark in blob table during recomputation
Service Mapping	PRB1865153	Application services marked as 'Retired' are moved to non-operational by the 'Remove Entry Point' business rule
Service Mapping	PRB1867370	Changing metadata of a calculated service creates a redundant change for the CI of a service
Service Mapping	PRB1879442	'List Tagged CI's' and 'List CIs' display incorrect CIs after grouping
Service Mapping	PRB1816925	Service Mapping (SM) Discovery state remains 'Active' if entry points are not reachable
Service Mapping	PRB1830925	When there are multiple load balancer records for the same source and target process, the batch that updates load balancer records in a P2P table fails with an exception
Service Mapping	PRB1836767	When deleting a solution in ml_solution table, a cascade delete is triggered on ml_cluster_detail, but the records are not deleted
ServiceNow Security Center (Family Release)	PRB1840270	There's a cross-scope access error message caused by a user action: 'Deprecate certificates leveraging weak algorithms and keys'
Service Portal	PRB1805796	A delegated approver is unable to see the **Approve** button in the '[Approval Info]' widget from Service Portal
Service Portal	PRB1879863	Date type variables display an incorrect value when the format is set to [yyyy/m/d] in Portal after an upgrade to Yokohama
Service Portal	PRB1894604	To reduce regressions, query ACLs are only enforced when certain conditions are met for widget-data-table
Service Portal	PRB1837541	Massive logs are generated with a 'com.glide.script. RhinoEcmaError: 'RP' is not defined' warning
Service Portal	PRB1840174	The number context menu is not accessible using the keyboard
Service Portal	PRB1880648	Warning messages in Service Portal are displayed without a background color

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Service Portal	PRB1746316	The Virtual Agent chat shouldn't automatically zoom in once the focus is in the Virtual Agent text input box on iPhone
Service Portal	PRB1847189	When reservation subject is long, the subject overlaps with the timestamp on the approvals tab in the header menu
Service Portal	PRB1848173	In Portal, on a catalog item, the select box variables aren't opening for selection when using the keyboard (control + option + space)
Service Portal	PRB1848623	Keyboard focus is lost after invoking the **Show More** button
Service Portal	PRB1850502	<sp-editable-field> </sp-editable-field> does not work properly for Reference fields in Mozilla Firefox
Service Portal	PRB1851496	Adding the dollar sign character ($) in the description breaks the meta description
Service Portal	PRB1851802	syslog error source: com.glide.script.RhinoEcmaError: Cannot read property '0' from undefined
Service Portal	PRB1852425	On 'My Request' sp Service Portal page message 'You do not have any requests' is not centered, in comparison to the ESC Service Portal page
Service Portal	PRB1853196	The column sort title is inconsistent
Service Portal	PRB1853944	Inappropriate role 'link' is provided for list items
Service Portal	PRB1854217	Keyboard focus is not shifted to the first field in the error if the form is publicly accessible and the user is not logged in
Service Portal	PRB1854935	Recently viewed and suggested results do not wrap text
Service Portal	PRB1855270	Variable editor doesn't update a variable's value in portal when the case is opened via search
Service Portal	PRB1860523	nowAttachmentHandler throws an error on Service Portal even when the file is successfully uploaded
Service Portal	PRB1860814	The cost plan breakdowns aren't visible on the portal page on the PPSworkbench
Service Portal	PRB1861040	The 'Meta' tag throws a console warning: 'apple-mobile-web-app-capable on Service Portal'
Service Portal	PRB1861832	There's accessibility issues on the Business Portal home page

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Problem category	Problem	Short description
Service Portal	PRB1865155	The Service Catalog under the 'sc_category' page isn't translated when there's no catalog attached to the Portal record
Service Portal	PRB1867303	Complete information of a read-only combo-box is not provided to a screen reader user
Service Portal	PRB1876278	Service Portal adds multiple comments when attaching or removing files to the 'CSM ticket' widget
Service Portal	PRB1887876	ES12 mode isn't working in a Service Portal widget when using c.server.get
Service Portal	PRB1892216	The language translations aren't working for the header Nav bar after changing the language in the 'Profile' section
Service Portal	PRB1892339	In Service Portal, the dialog title isn't announced for the 'Add attachment' dialog in a Service Catalog page
Service Portal	PRB1903292	Wording of the error message for empty mandatory fields is incorrect on Service Portal
Service Portal	PRB1741638	Mobile browser view is missing the 'Attach photo' icon under the HTML field in both iOS and Android
Service Portal	PRB1790432	Reference Type fields send an entire form payload from portal
Service Portal	PRB1818855	Notification is not announced by the screen reader when submitting an item
Service Portal	PRB1823737	Catalog UI Policy does not correctly evaluate 'less than' and 'greater than' criteria for duration-type variables
Service Portal	PRB1828156	Form widget breaks with the exception error, 'org.json.JSONException: JSONArray[0] not found'
Service Portal	PRB1832228	The error 'There is a JavaScript error in your browser console' appears on portal when opening the asmt_metric_type record using the form page
Service Portal	PRB1833305	The CSM portal menu item selection color for the first item is selected by default, and doesn't the color when hovering over it
Service Portal	PRB1834661	Behavior of the **Post** button isn't consistent
Service Portal	PRB1835659	Heading structure is confusing on the Service Portal home page

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Problem category	Problem	Short description
Service Portal	PRB1835741	Visible label is missing for the **Profile** button in the Employee Service Center (ESC) Portal
Service Portal	PRB1839011	The tooltip text 'Add attachment' doesn't move along the attachment button when the page is moved up/down
Service Portal	PRB1840878	The display of the Genius Results card using Now Assist and Knowledge Base articles are not aligned properly after resizing the browser
Service Portal	PRB1841665	Arrow key navigation in Service Portal date pickers triggers unconfirmed field value updates
Service Portal	PRB1841690	Page designer for Service Portal doesn't work properly because the Community Filter Pills widget is on the page
Service Portal	PRB1844490	Variables in a CSS include do not update with portal
Service Portal	PRB1844710	While creating a funnel in User Analytics Dashboard, page view names are visible in different languages
Service Portal	PRB1844968	Tabular Data gets truncated on the portal form
Service Portal	PRB1845495	The 'Select' box on the catalog doesn't as expected in Service Portal using Catalog Client Scripts
Service Portal	PRB1845683	ESC portal footer disappears when navigating to other pages if the Header is not Static
Service Portal	PRB1845798	A brief of a KB article is not properly visible at 400% zoom and does not include ellipses
Service Portal	PRB1903526	The ESC portal loads as blank on an iPhone browser with the ESC app v18.0.1
Service Portal Core Widgets	PRB1826762	The Walk-Up Experience 'Check In' screen on iPad and Mobile have issues when selecting the 'X' clear field
Service Portal Core Widgets	PRB1744433	The activity stream always displays the first activity stream entry of records created by 'system' in English and is not translated
Service Portal Core Widgets	PRB1855145	There's an accessibility issue with the 'Faceted Search' widget where all results have a link entitled 'Open in New Tab'
Service Portal Core Widgets	PRB1843112	The Share modal on the Social Q&A portal widget is not responsive in an iOS browser

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Service Portfolio Management	PRB1836841	Scheduled job takes too long 'Update Service Offering Subscribers, Send Surveys and Start PA Job'
Service Portfolio Management	PRB1846665	Catalog items are not displayed on portal search results after Xanadu release
Service Portfolio Management	PRB1805361	Unable to remove Business Service Offering with same name from an application service in CSDM
Session Activity Timeout	PRB1868949	A session timeout message isn't announced by a screen reader
Session Activity Timeout	PRB1726231	Screen reader is not announcing the status message 'Extend your session'
Session Management	PRB1884182	Session timeout miscalculations can cause erratic logouts when 'active session timeout' is turned on
Session Management	PRB1780666	The message 'You do not have permission to access this page' sometimes displays in portal
Session Management	PRB1843891	An error reading, 'this.fGS is null', appears after upgrading to Xanadu from Vancouver
Sidebar (Family Release)	PRB1831882	When a user without a user Id is @mentioned, 'Guest User' doesn't show
Sidebar (Family Release)	PRB1853142	The summarization for the sidebar discussion is not generated with 'six lines' of activities in the Now Assist sidebar discussion when there is an attachment
Sidebar (Family Release)	PRB1903417	In Workspace, the 'Add Participants' feature under 'Sidebar Discussions' isn't functioning as expected (for example, the correct user doesn't appear when searching by name)
Sidebar (Family Release)	PRB1849121	The 'Slack' icon is missing from the participant list in the 'Detail' page
SOAP Web Service	PRB1849115	SOAP API Access Policy malfunctions when the called URL differs from the defined URL in the Policy
Software asset analytics	PRB1860159	There's an issue with the 'potential savings indicator' filter for reclamation candidates
Software Asset Management	PRB1845794	The 'ITAM License Report' module isn't displaying in upgraded instances from Washington DC / Xanadu to Yokohama releases
Software Asset Management	PRB1854090	Cross-product downgrade rights should exclude inactive downgrade relationships

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Problem category	Problem	Short description
Software Asset Management	PRB1857027	Performance enhancement for 'Bookkeeping for dedup on delete' business rule
Software Asset Management	PRB1851811	Service catalog allocation issues with SA (software assurance) entitlements
Software Asset Management	PRB1840899	New License Metrics for CrowdStrike
Software Asset Management	PRB1878871	The 'Publisher Overview' page doesn't load after a user selects the publisher card after recon is completed
Software Asset Management	PRB1853225	Remediation options buttons aren't triggering a scheduled job immediately if date_format is different
Software Asset Management	PRB1771094	A default value isn't set for some of the content tables
Software Asset Management	PRB1795842	'Created Source' is not always stamped on software models by content update jobs
Software Asset Management	PRB1848894	Add P+M, P+SA as an additional license type
Software Asset Management	PRB1854426	Editing the 'manufacturer' field in a samp_custom_sw_product record does not update the cmdb_software_product_model record
Software Asset Management	PRB1857153	Business rule 'Remove Installs for retired/ Stolen' with priority 100 keeps blocking discovery
Software Asset Management	PRB1862882	'Units consumed' aren't displayed in a workspace
Software Asset Management	PRB1881916	Deprecate the fix script 'SAM - Reduplicate install table'
Software Asset Management	PRB1886499	JavaScript errors from some client scripts are occurring, displaying a record of alm_license on the Portal site
Software Asset Management	PRB1894975	License keys can be marked as allocated even when an allocation isn't created
Software Asset Management	PRB1896466	Software Asset Connections job should check for retired states
Software Asset Management	PRB1830073	The 'Software Asset Connections' job fails when a cmdb_rel_ci record doesn't have a child
Software Asset Management	PRB1831772	Data Collection constantly runs long in Software Asset Management (SAM)

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Problem category	Problem	Short description
Software Asset Management	PRB1835094	Uptake new content changes done on samp_processor_factor_map as part of STRY57610613
Software Asset Management	PRB1844026	A user resolution isn't working for a directory user for an SSO integration profile
Software Asset Management Publisher Pack for Microsoft	PRB1854884	'Collect CAL Info' pattern extension populates duplicated 'samp_user_device_license_consumption' causing downstream identification issues
Software Asset Management Publisher Pack for Oracle	PRB1839238	The user is unable to select a cloud database when creating a client access record with Pass checked
Software Asset Management Publisher Pack for Oracle	PRB1857339	Report_view ACL on cmdb_ci_db_ora_instance table blocks access to reports for a user with cmdb_read roles
Software Asset Management Publisher Pack for Oracle	PRB1820579	When the Cloud license type key value pairs are missing on a cloud device, they don't default to Bring Your Own License (BYOL) for Oracle products
Software Asset Management Workspace	PRB1847357	Custom software product and custom software product suggestions lists on License Operations are not visible to users with the sam_admin role
Software Asset Management Workspace	PRB1833497	There's a workspace functionality issue where filtering products under license usage isn't working
Software Asset Normalization	PRB1842256	The values for the 'Condition' column of the pattern rules samp_pattern_normalization_rule are not flowing to instances
Software Asset Normalization	PRB1840383	For a software product type other than the licensable normalization engine, it keeps the version empty and marks it as normalized using only the product map
Software Asset Reclamation	PRB1852786	The job 'SAM - Apply latest content changes' fails when a reclamation candidate's description is empty
Software Asset Reclamation	PRB1859713	Reclamation rules to product mappings are added for invalid products
Software Asset Reclamation	PRB1857948	Reclamation notification reads, 'Re-word references for manager'
Software Asset Reclamation	PRB1859695	Add index on samp_sw_reclamation_candidate table

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Software Asset Reclamation	PRB1861654	The bulk reclamation candidate form isn't hiding the 'Software Installation' field on Form UX/Classic
Software Asset Reclamation	PRB1870503	The error message 'Cannot find the profile type configuration in the script routing table' should be reworded
Software Asset Reclamation	PRB1882484	A business rule prevents duplicate reclamation candidates, causing bulk RC not to be created
Software Entitlements	PRB1779771	Hanging software models are created through Publisher Part Numbers (PPN) during entitlement creation
Software Entitlements	PRB1864622	If their values are set to null, the 'Create allocation remediation' option fails on assigned conditions and entitlement conditions
Software Entitlements	PRB1819949	Show Purchase Order (PO) number field under 'Financials' on an Entitlement record
Software Entitlements	PRB1837059	SM gets created with the old DMAP when the user accepts the suggested PPN
Software Models	PRB1828999	Get install count for the software model job runs a huge query when the software model is corrupted in Software Asset Management (SAM)
Software Models	PRB1776118	The job 'SAM – Get install count for software model' doesn't update the install count for SaaS software, and the 'Show Matching Discovery Models' link is hidden
Source Control Engine	PRB1823300	The App Operation Queue Health Monitor is not cleaning up repo locks or canceled tracker locks
Source Control Engine	PRB1846622	A queued 'Apply Remote Changes' operation should not retry if there is a source control failure
Source Control Engine	PRB1849640	App fails to commit on a MID Server where it has domain separation
Source Control Engine	PRB1850724	sys_store_app record can unexpectedly get deleted after installing a published application
Source Control Engine	PRB1821920	'ApplyChangesVCSHandler' terminates the process following an ecc_queue error
Source Control Engine	PRB1829444	The sys_ui_message additional coalesce value can break an app customization installation

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Problem category	Problem	Short description
Source Control Menu for Dev Studio	PRB1857083	Studio stuck at 'Loading changed files...' when trying to commit
Special Handling Notes	PRB1846839	Closing a record tab immediately while having SHN in workspace causes the screen to become unresponsive
Special Handling Notes	PRB1847100	A 'Special Handling Notes' message is not displayed on Workspace
Standard Change Catalog	PRB1850616	On SOW, change request template values are not auto-populated when modified or retired
Stream Connect Core	PRB1846806	The housekeeping job erroneously creates a subscription for a Flow Trigger that is not associated to a flow
Stream Connect Core	PRB1834440	Context field 'Name-Value Pairs' data isn't inserted into the staging table, and new import sets are created every minute
Stream Connect Core	PRB1845639	Kafka Consumer stops consuming messages once it receives a 'null' message from Producer
Subscription Management	PRB1830144	The 'Deprecated Subscription Allocation' dashboard causes node restart
Survey Management	PRB1847800	Inactive metrics aren't displayed on the user response form
Survey Management	PRB1861927	Image Scale Question (asmt_metric) display value doesn't show properly in Platform UI
Survey Management	PRB1884331	Survey Designer's 'Copy Survey' only works for administrators
Survey Management	PRB1842390	The HR case number is not displayed completely on the survey card on the My surveys page
Syntax Editor	PRB1811831	Adding both glide_list and script editor (monaco) causes the error 'GlideEditorMonaco is not defined', and the glide_list no longer works
Syntax Editor API	PRB1887424	The Completion API filters out archived and 'Snapshot' tables
System Archiving	PRB1866906	There's an issue with a scheduled delete job if a JavaScript getUserId is used when setting a condition
System Archiving	PRB1822177	Duplicate inserts for the same table into sys_archive_ref_migration
System Archiving	PRB1828924	Records are inserted into the tables sys_archive_run (only for re-archive

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		functionality) and sys_archive_destroy_run even when records aren't re-archived or destroyed
System Archiving	PRB1843739	Archive property glide.db.archive.batch_size is not using but appears in 'Archive Properties' module
System Events	PRB1852694	Events processing is malfunctioning due to cache updates not being generated or propagated
System Export Sets	PRB1857489	Export to XLSX contains empty string ('') for blank cells which return FALSE when using =ISBLANK() macro
System Export Sets	PRB1877537	Scheduled export sets and tags data isn't exported when users select **Use raw value**
System Export Sets	PRB1834117	There's no header information when exporting to PDF via any workspace in a translation language such as Japanese
System Import Sets	PRB1666188	Excel Data Source queries are for attachment, not for data source tables
System Import Sets	PRB1853329	The RTE 'Glide Lookup Operation' operation fails to return a result if the same input and output column are specified
System Import Sets	PRB1775535	An error for 'com.glide.db.impex.datasource.DataSourceException' appears when importing
System Import Sets	PRB1802800	When jdbcprobe_result_set_rows is '=1' in the data source, all the records are returned, which leads to 'OutOfMemory' in the MID Server
System Import Sets	PRB1835583	Usage of parallel job stops import
System Import Sets	PRB1836880	Excessive use of Synchronous API leads to frequent slow SQL (which cannot be sent to RR)
System Notifications	PRB1838563	The base instance bell notification hover does not work intermittently
System Update Sets	PRB1909130	An installation from an update set overwrites customized records
System Update Sets	PRB1834468	A sys_db_object record was created when the 'Function' field was loaded through update, set, and commit
System Update Sets	PRB1885422	Importing an update set of an upgrade plan or items also installs the applications on the instance
System Update Sets	PRB1831470	The update set commit completed, but some updates failed to commit due to

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		errors when trying to drop non-existing tables
Table Administration and Data Management	PRB1771107	Creating a list type field on cmdb_ci from the **Configure** > **Form Layout** page breaks the CMDB table due to the field being created with an incorrect storage alias entry
Table Administration and Data Management	PRB1799409	Deleting the custom scope column on sys_user isn't successful
Table Administration and Data Management	PRB1849372	Deleting a table throws a 'Table 'instance_8080.778cf3bf37232110aba6473174924b' doesn't exist)' error
Table Administration and Data Management	PRB1828517	There's an SQL error when inserting invalid or var__ tables as a dependent field for document it
Table Administration and Data Management	PRB1757717	addValue (string field, number value) isn't working as expected on the 'number' field in the 'sys_number_counter' table
Table Administration and Data Management	PRB1638197	Skipping the online alter check doesn't create the field that doesn't require online alter and can use one of the available storage aliases
Table Administration and Data Management	PRB1850232	Query with the yyyy/mm/dd format does not work in RaptorDB
Table Administration and Data Management	PRB1887567	The 'Archive Cert Audit Results' rule archives records less than 2 years old
Table Administration and Data Management	PRB1888056	DMTSchedulerUtils. scheduleDM expects a global Genius Results (GR) parameter
Table Administration and Data Management	PRB1792115	Form displays the error message, 'Syntax Error or Access Rule Violation detected by database (ORA-00904: 'SYS_ATTACHMENT_DOC'.'sys_id': invalid identifier'
Table Administration and Data Management	PRB1826494	Function fields for database view don't handle script error properly and break sys_dictionary record access
Table Administration and Data Management	PRB1835839	glidefunction with complex nested functions work on MariaDB but fail on RaptorDB due to type mismatches with the operands
Table Builder (Family Release Channel)	PRB1825118	The scope isn't showing properly when the view scope and the platform scope are different

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Table Builder (Family Release Channel)	PRB1823928	Form Builder changes the form design of the wrong table
Table Cleaner	PRB1860821	TableCleaner doesn't resolve gateways
Tags	PRB1836641	Label events are streaming data into app nodes to check the size instead of doing the 'Aggregate' operation
Tags	PRB1765733	The preview page is not appearing for Service Designer
Territory Planning	PRB1837020	In Dispatcher Workspace, there's an issue with a search territory agent
Territory Planning	PRB1889733	Addition of Query ACLs in Field Service Manager Workforce
Test Management 2.0	PRB1903282	'Total tests' count isn't updating on the test execution suite table when adding test execution assignments using 'Add Tests'
Time Card Management	PRB1860864	Searching in Time Sheet Portal doesn't work to prevent applying toLowerCase on undefined and at compareValues
Time Card Management	PRB1890564	Resource actuals aren't calculated based on time cards
Time Card Management	PRB1825020	When multiple tasks are added around the times 6:00 to 8:00 in the time card worker portal, some tasks don't appear in the time chart
Time Zones	PRB1869117	A new time zone update, 2025b, impacts Chile's region
Transaction Logs	PRB1873111	'Show syslogs records' isn't displaying log entries
Transaction Management	PRB1882769	Reduce the scope of the properties system locking when running injected code like listeners
Transaction Management	PRB1883480	A session isn't authorized when restored by portable sessions with the Explicit Roles plugin enabled
Transaction Management	PRB1871282	There's an IndexOutOfBounds and StringIndexOutOfBoundsException exception in transaction prioritization
Transaction Management	PRB1885904	Enabling glide.guest.active. session.life_span by itself, without setting glide.guest.active. session.life_span shouldn't restrict enablement of the 'Remember me' check box
Transaction Quotas	PRB1880782	glide.cluster.synchronizer causes exceptions due to QuotaFinder when

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		accessing Tomcat requests that have been recycled
Transformer API	PRB1722847	XML transformer fails with valid XML and rules
Transform Maps	PRB1847878	Slow loading of related lists for particular transform maps
UI Actions	PRB1636426	The notification message 'Action not authorized' is hardcoded in i18n for Demand Management
UI Builder (Family Channel)	PRB1842512	Component 'Stateful Button' does not work
UI Builder (Family Channel)	PRB1874490	PROXY_DATA_UPDATED is undefined
UI Builder (Family Channel)	PRB1888449	UI Builder shows Session Expired (401) error (User is not authorized to access this endpoint) when giving the permission to user by the user group
UI Builder (Family Channel)	PRB1824234	The 'now-date-time-interval' component in UI Builder isn't working as expected when the 'Same day selection flag' is toggled on
UI Field Administration	PRB1745218	Tree picker does not have a header/label on Workspace
UI Field Administration	PRB1886836	After an upgrade to Xanadu, the workspace calendar picker doesn't let the user select a year before 1975
UI Field Administration	PRB1821831	The date-time field is wrapped in the record header across all workspace views
UI Field Administration	PRB1833290	Performance issues with 'List' field type referencing an attachment table in Workspace
UI Field Administration	PRB1560731	The 'Template Value' field can lose data if the record is updated before it is finished loading
UI Field Administration	PRB1848866	An error is thrown when updating the date in SOW Workspace when the language is set to French
UI Field Administration	PRB1839910	The currency type in the currency field is not changed when updated from the Workspace UI
UI Field Administration	PRB1795149	Filtering on a dot-walked field incorrectly queries and results in no records being fetched
UI Field Administration	PRB1825023	The List-type (glide_list) field choices have a dependency rule, and shows all the choices in the Workspace platform

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UI Field Administration	PRB1857100	Dot-walking UI Policy condition is not working on form
UI Field Administration	PRB1860191	Japanese mobile phone numbers that start with '060' get an invalid phone number error
UI Field Administration	PRB1575910	When an 'Activity Stream' pop-up is opened using a mouse, the user can interact with other interactive elements in the main content
UI Field Administration	PRB1745541	An 'Invalid Reference' error message doesn't clear when the field is updated by the Catalog UI Policy 'Clear variable' to 'True'
UI Field Administration	PRB1819962	String fields with the attribute 'is_multi_text=true' doesn't show as a text area in Workspace
UI Field Administration	PRB1822529	In specific conditions, the 'List' field submits an option into the list without the user selecting or pressing 'enter'
UI Field Administration	PRB1824522	Failed to load the plugin now_assist_context_menu from url /scripts/ now_assist_context_menu_tinymce_plugin.js
UI Field Administration	PRB1826288	The File Attachment field is redirects users away from the current record
UI Field Administration	PRB1830550	The validation messages are still visible under the field, even if the field isn't mandatory
UI Field Administration	PRB1833459	ECMAScript 2021 (ES12) mode is disabled with Insert & Stay
UI Field Administration	PRB1835628	The Single Currency field cannot be modified in a Project Workspace
UI Field Administration	PRB1836162	In Configurable Workspace, the field type 'Phone Number' has a behavior change in Xanadu
UI Form Administration	PRB1898373	**Date/Time** fields in a multi-edit form don't save entered values
UI Form Administration	PRB1843418	View reference lookup on the 'Workspace View Rule' form doesn't work when glide.invalid_query.returns_no_rows is true
UI Form Administration	PRB1819825	The workspace form view changes to Japanese
UI Form Administration	PRB1826289	The form saves in Platform but not in Workspace and throws the error, 'Error Alert The following fields contain errors'

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UI Form Administration	PRB1819502	Adding an 'Attachment' field to workspace view gives inconsistent results in platform and workspace
UI Form Administration	PRB1849759	UI scripts with leading comments are not executed in Workspace
UI Form Administration	PRB1887884	A dependent field onChange handler fires when the 'depended on' field changes when there's no change to the dependent field
UI Form Administration	PRB1881995	Content on 'Special Handling Notes' isn't scrollable
UI Form Administration	PRB1863474	The 'Form' section doesn't display dot-walk fields due to caching
UI Form Administration	PRB1850340	GlideDialogForm no longer opens Service Catalog pages
UI Form Administration	PRB1889245	When the user selects 'Create Standard Change' action on a case, it shows the Catalog Item form instead of navigating to 'Standard Changes' under 'Catalogs'
UI Form Administration	PRB1851031	A user with a comma and a slash causes the watchlist to display incorrectly in SOW
UI Form Administration	PRB1854148	Catalog UI Policy form header cannot be right-clicked if the policy is read-only
UI Form Administration	PRB1855209	Workspace 'Jump to section navigation' is not working
UI Form Administration	PRB1860501	A form's cache key doesn't account for roles with external and internal users
UI Form Administration	PRB1872898	The 'Layout Form' link UI action in the sys_db_object form fails silently when a default form section has a caption
UI Form Administration	PRB1876467	timeAgo.js generates an incorrect string for date/time, more than 12 months in the future
UI Form Administration	PRB1877273	When completing a problem_task, the value for the 'Close notes' field isn't captured until the keyboard is used
UI Form Administration	PRB1880019	Field labels aren't displaying horizontally even though glide.ui.form.breakpoints.enable is true
UI Form Administration	PRB1881148	Text in string fields in a modal window is cut off under certain conditions in Safari
UI Form Administration	PRB1886643	The Annotation field is not updated when the form and platform are in same scope

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UI Form Administration	PRB1893949	A mandatory field hint sometimes is missing the 'Mandatory' prefix
UI Form Administration	PRB1895483	Form UI Actions stop working when deferred related lists are enabled and the user is denied access
UI Form Administration	PRB1900373	Form controller events are no longer prioritized after the Xanadu release
UI Form Administration	PRB1715322	Color was used to indicate the required field text missing
UI Form Administration	PRB1765178	Some of the base instance models, such as a model that appears when selecting the watchlist, are not resizable
UI Form Administration	PRB1768652	The bar showing what phase a change is in is implemented wrong for accessibility
UI Form Administration	PRB1784386	A subject person with an empty first and last name in their sys_user table record is not saving in Service Operation Workspace
UI Form Administration	PRB1796039	The page title is only partially translated in Japanese in the 'Form' page
UI Form Administration	PRB1819010	The incident table remaining tables opened, except for EmailClientOpenPop
UI Form Administration	PRB1820252	The choices value is unable to be translated under 'Actions on selected rows' of the Related list
UI Form Administration	PRB1820922	The display business rule causes info messages to not display on quick-edit of records in the Service Operations Workspace (SOW)
UI Form Administration	PRB1822864	Record templates are not checked for validity on the Service Operations Workspace (SOW) the same way on the classic backend view
UI Form Administration	PRB1823985	'Compose Email' isn't working on the CSM/ FSM Configurable Workspace
UI Form Administration	PRB1831096	Unable to delete scoped application 'View Rules'
UI Form Administration	PRB1835997	The function 'g_ui_scripts.getUIScript' isn't working in Agent Workspace in Xanadu
UI Form Administration	PRB1836016	Fields in the Metric Data Task of the ESG Workspace are displayed in a single column
UI Form Administration	PRB1836209	The function 'g_aw.closeAndOpenRecord' doesn't place control on the new tab anymore in Washington DC in the CSM Agent Workspace

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Problem category	Problem	Short description
UI Form Administration	PRB1839163	getReference doesn't work in a client script in workspace
UI Form Administration	PRB1841107	The tooltip shows '<user> is available' when the Record Presence preset is used
UI Form Administration	PRB1845473	Incident Sub-tab opens incorrectly
UI Form Administration	PRB1845585	The attachment dialog layout has a discrepancy
UI Form Administration	PRB1849250	Screen reader announcements for read-only and mandatory active fields are unnecessarily long
UI Policies	PRB1894468	Performance degradation for Core UI performance
Universal Request	PRB1833031	When transferred, Universal Request is using the GMT time zone instead of the system/session/user time zone
Universal Request	PRB1840216	Mandatory fields on Universal Request Transfer configuration form don't work for journaled fields
Universal Request for Incident Management	PRB1853285	The Date Time field does not sync correctly from UR to incident
Universal Request for Incident Management	PRB1846378	The wrong user with the same name as the target user is added to the watchlist of an Incident created from a Universal request
Upgrade Center	PRB1821867	Records have a skipped error disposition due to the plugin 'com.devsnc_sn_record_tablename_connected'
Upgrade Center	PRB1844300	sys_claims customization protection behaves differently than sys_update_xml during upgrades when the sys_policy of the file changes
Upgrade Monitor	PRB1832930	Progress bar shows an incorrect total number of plugins while upgrading from Xanadu to Yokohama for Elevance
Upgrade Plans	PRB1900072	The upgrade failed to install com.snc.service_management.core due to a failure installing its dependency
Usage Analytics	PRB1847922	The UXCollectionModeJob displays appnode keystore errors in a Yokohama self-hosted instance
Usage Analytics	PRB1847008	Analytics data is not captured for instances on Xanadu and prior

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Problem category	Problem	Short description
Usage Analytics	PRB1898047	/uxa/now/web/metric call throws a 500 internal server error with the 'glide-05-25-2025_1730' build
Usage Analytics	PRB1900274	When USAGEANALYTICS_UPLOADER fails, it appears in the 'ERROR' level log when it should be in 'INFO'
Usage Analytics	PRB1905285	SDK Metric call fails with a user ID comparison error from Gateway
Usage Analytics	PRB1912033	Definition ID DEFN1006847 counts in usageanalytics_count is showing negative value (-6)
User Authentication	PRB1871653	Observing entries with the login type = NULL and the browser = 'Unknown Browser' from the sys_user_login_history table
User Criteria for Service Catalog	PRB1867417	User criteria takes an extended amount of time to evaluate user roles when there are duplicate CS
User Presence	PRB1767417	Multiple threads can unnecessarily race to build the user presence cache, adding a load to the primary database
User Role Inheritance API	PRB1867106	The configuration item 'Dependency View' (BSM Map) reference field decorator opens the incorrect page if the sys_user_has_role related list loads asynchronously on the same form
UXF Components	PRB1878847	Users are unable to personalize a list in Software Asset Workspace
UXF Components	PRB1827148	The Workspace 'Date' field format is displayed differently in Washington DC and Vancouver compared to Xanadu
UX Framework	PRB1848952	The Unified Navigation bar fails to load intermittently
UX Framework	PRB1864597	The binding for page collection singular controller is inconsistent
UX Framework	PRB1860389	The 'Skip to main content' link isn't provided in the 'Demo Portal' app
UX Framework	PRB1835907	sys_client_interaction timing doesn't match the user activity
UX Framework	PRB1896391	uxf-translation-extractor isn't extracting configuration layout titles
UX Framework	PRB1898329	Service Worker fails to cache shell-bundle.jsdbx which causes a blank page on the page load

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Problem category	Problem	Short description
UX Framework	PRB1847892	A variable with 'Do not select the first choice' enabled defaults to the first choice in workspaces
UX Framework	PRB1866363	Opening more than the max limit of CSM Workspace tabs outside the ServiceNow Platform doesn't trigger the 'Max limit reached' pop-up
UX Framework	PRB1822144	After upgrading to Xanadu, workspace date fields display an inaccurate date format error
UX Framework	PRB1848844	Skip the now-uxf-tab-set render until the viewport is initialized
UX Framework	PRB1850094	The Preview of the UI Builder does not update intermittently
UX Framework	PRB1856292	UI Builder 'Data Set' type component 'Contact your ServiceNow administrator for more information.' unable to change text
UX Framework	PRB1864103	An empty page displays after partially upgrading in Xanadu to the latest track/ paxeintegration
UX Framework	PRB1868302	Interaction Related Records for 'View Knowledge Articles' in the Service Operations Workspace (SOW) are incorrect after upgrading Xanadu
UX Framework	PRB1880314	Users can update the 'Properties' field on sys_ux_event records with incorrect JSON syntax, which can lead to breakages on UI Builder pages
UX Framework	PRB1884646	There's multiple occurrences of the 'js-common-mega' bundle in the 'Asset' table
UX Framework	PRB1889334	Dispatch is statically bound to the macroponent causing unexpected state update
UX Framework	PRB1892477	Portal App Shell workspace pages jump to the middle of the page on save
UX Framework	PRB1892757	Total Transaction Processing Time is miscalculated
UX Framework	PRB1900546	The tab pop-up for for non-active tabs don't display correctly if there's a long field label
UX Framework	PRB1905704	Asset manifest cache is not flushed after upgrade
UX Framework	PRB1792242	The 'Loading' state only applies to a fixed area of the page, such as a list, and not the whole list

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Problem category	Problem	Short description
UX Framework	PRB1800012	There's accessibility Issues with header items in Portal app shell
UX Framework	PRB1815705	All forms with pre-defined options fields are not supporting the keyboard keys 'Home' and 'End' operation in the Service Operations Workspace
UX Framework	PRB1828184	Accessing uxta/sys_id.assetx directly within instances produces an exception and gives a 'Page not found' message
UX Framework	PRB1831082	AppRouteConfiguration is not honored when workspaces are changed
UX Framework	PRB1833790	There's a 'Max Tab Reached' message on Workspace
UX Framework	PRB1834286	maxMainTabLimit is not honored on workspace tabs
UX Framework	PRB1834479	Keyboard shortcuts are triggering a 'session expired' modal on public pages
UX Framework	PRB1834547	An additional HR case creation form opens when selecting the 'View All' details of 'Cases for Subjected Person', 'Cases for Opened For', or 'Interactions' in a some scenarios
UX Framework	PRB1841177	The glide.ui.glide_list.separator property is not handled properly for the sys_ux_applicability check
UX Framework	PRB1842714	maxTotalSubTabLimit for chrome_tab is not work as expected on Workspace
UX Framework	PRB1845708	The chrome_menu on UI Builder portal is different between versions
vCenter Event Collector	PRB1817112	Credential affinity support for the vCenter Event Collector credential
Virtual Agent	PRB1849654	Synthesized output is not captured in an interaction transcript
Virtual Agent	PRB1892135	When the user has an Array.String datatype with a long and float datatype, it gives an error message as an output in the Now Assist Panel (NAP)
Virtual Agent	PRB1885569	An external-facing Virtual Agent displays errors in the browser console
Virtual Agent	PRB1868975	Some text in some OutputCardControls isn't translating
Virtual Agent	PRB1903705	Chat type indicator and the message sender info are missing when a chat with a guest user and base instance guest user is deleted

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Problem category	Problem	Short description
Virtual Agent	PRB1781245	The welcome message and contextual actions are not translating properly
Virtual Agent	PRB1864576	When users have multiple static choices with the same name and and they display more than 10 choices, it displays extra choices from the previous topic block
Virtual Agent	PRB1892895	'Deflection' records aren't created in ssa_deflection_metric, which uses the 'HR default' deflection configuration
Virtual Agent	PRB1893137	Virtual agent LLM Survey shows the question twice
Virtual Agent	PRB1893952	A Now Assist panel isn't loading on Yokohama instances
Virtual Agent	PRB1862323	After upgrading to Xanadu, the Translate Texts subflow is sending text_type as null to the DT subflow for Virtual Agent
Virtual Agent	PRB1903202	When no default SLM model is set (which is used for rewriting the query), the response returns an incorrect or unclear error message
Virtual Agent	PRB1867667	'hideShowMeEverything' isn't serialized
Virtual Agent	PRB1838952	Chat icon displays over the **All filters** > **Apply** button on the 'HRM Todos Summary' widget
Virtual Agent	PRB1849942	SmartLinkServiceImpl.getSmartLinksFromJson ClassCastExceptions causes excess logging
Virtual Agent	PRB1820876	An additional new line is being added in the Virtual Agent output in Xanadu
Virtual Agent	PRB1881057	Java Proxy should use an LLM language as the source instead of the system language
Virtual Agent	PRB1846614	NVDA announces messages from Virtual Agent as 'You' instead of 'Virtual Agent'
Virtual Agent	PRB1847877	When an agent dials an invalid/incorrect phone number, the agent session is lost and the interaction is closed for the guest
Virtual Agent	PRB1847990	Virtual Agent Designer allows the user to select a scripted Dynamic Choice node output as the Record value in a bot response card node
Virtual Agent	PRB1850559	The user is unable to change the topic name when the instance language is set to a non-English language

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Problem category	Problem	Short description
Virtual Agent	PRB1850750	When using proactive triggers in virtual agent, a glitch occurs when closing and reopening the chat
Virtual Agent	PRB1851088	Catalog items are not displayed in the card format in the AI Search block in non-English languages
Virtual Agent	PRB1854031	Fix the 'licensing usage' log
Virtual Agent	PRB1855448	A previous conversation without any sys_cs_session records throws an error
Virtual Agent	PRB1855771	The user is unable to change the Virtual Agent timeout scenario message icon in case of domain separation
Virtual Agent	PRB1859339	An attachment icon isn't aligning with the rest of the other icons in the chat box
Virtual Agent	PRB1859774	Create sys_auto_flush records to auto-delete one_api_variable_store records
Virtual Agent	PRB1864394	When a user selects the 'None of these' option on the Submit Request (Template) topic in Virtual Agent, it generates empty catalog item page
Virtual Agent	PRB1864642	Investigate hardcoding of 'Dummy' in RuntimeUtils.getSenderDetails
Virtual Agent	PRB1870538	On a catalog client script, 'On change' isn't triggered when making a change in Virtual Agent
Virtual Agent	PRB1872539	MSAuthToken.getMessageAuth sometimes returns the incorrect message_auth
Virtual Agent	PRB1872958	Virtual Agent search results display issues after an upgrade
Virtual Agent	PRB1873783	Flow Designer Integration Hub (FDIH) based executions are picked by different Glide App nodes and cause slowness
Virtual Agent	PRB1874005	A record in provider_user_map is still inactive, causing Now Virtual Agent to fail approvals
Virtual Agent	PRB1877306	Virtual Agent Automated Test Framework (ATF) fails on certain system topics
Virtual Agent	PRB1878370	The Yokohama 'please pick an option' text isn't properly readable, as it's very light shaded
Virtual Agent	PRB1878895	Synthesized QnA capability fails for non-English invocations from Portal interfaces only

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Problem category	Problem	Short description
Virtual Agent	PRB1880242	'interaction_context' is overwritten with new conversation variables
Virtual Agent	PRB1881387	In Virtual Agent, dynamic translation isn't working when an agent sends a message to the end user
Virtual Agent	PRB1881393	An Agent Chat new message desktop notification should be selectable and redirect the user to the 'Calling' tab
Virtual Agent	PRB1881722	In Now Assist Virtual Agent, there's inconsistency in the timestamps
Virtual Agent	PRB1881762	Use the API introduced by STRY58769225
Virtual Agent	PRB1881917	Running multiple agent chat conversations with profanity on leads to overlapping of messages between the conversations
Virtual Agent	PRB1885889	There's an error in the translation of Spanish topics
Virtual Agent	PRB1892734	'Start a new conversation with Now Assist' text is hidden under 'Contact Support' text
Virtual Agent	PRB1894830	Now Assist in Virtual Agent misclassifies user text input in survey questions
Virtual Agent	PRB1896976	The 'Start a new conversation' pop-up box in Virtual Agent is out of the screen
Virtual Agent	PRB1898643	ServiceNow Studio Now Assist Panel (NAP) requires Platform Assistant to be enabled
Virtual Agent	PRB1901626	'Notification' errors out if users trigger it for a user who has not had any interaction with Virtual Agent for more than 60 days
Virtual Agent	PRB1909158	A skill does not trigger as Capability in Virtual Agent Designer when tools such as RAG are added for the skill
Virtual Agent	PRB1822156	Links that contain ').aspx' do not redirect
Virtual Agent	PRB1826252	User inbound messages to a Live agent end up in the picker pagination logic in specific scenarios for channels
Virtual Agent	PRB1835039	Carousel input component isn't working for Now Assist LLM when the first letter of the object parameters is in upper case
Virtual Agent	PRB1840535	Update NotificationManager to do a null check before using targetGr
Virtual Agent	PRB1843763	Unable to view the **Skip** button in survey questions even though the user is not opting the mandatory option in view survey

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Virtual Agent	PRB1844756	Steps are not highlighted when the internal name and display name are different
Virtual Agent	PRB1845008	The user is not able to send a chat after the first agent has ended the chat
Virtual Agent	PRB1845584	Virtual Agent loads indefinitely with an exception reading, 'java.lang.SecurityException: Method returned an object of type Undefined which is not allowed in scope sn_itsm_va'
Virtual Agent Actionable Notifications	PRB1870525	Actions are not shown to the user if notification actions are passed in event parameters
Virtual Agent Designer Legacy	PRB1891033	Marking the 'AI Agent'/ 'Agentic Workflows' as 'Promoted' from VA designer does not show up as a Promoted action in Virtual Agent
Virtual Agent Designer Legacy	PRB1883389	The 'Transform NLU to LLM' topic isn't in sync with Virtual Agent Designer (VAD) operations
Virtual Agent Designer Legacy	PRB1886617	The Dynamic Action component returns duplicate sys_ids
Virtual Agent Designer Legacy	PRB1817185	In an LLM-enabled user input, the enforced user prompt isn't translated
Virtual Agent Designer Legacy	PRB1835978	A topic with a boolean control errors out with slot-filling
Virtual Agent Designer Legacy	PRB1842344	The 'Request Catalog Item' topic block throws exceptions upon trying to request the catalog item
Virtual Agent third-party integrations	PRB1840681	An image attachment added using CCCIF API does not keep the file name in conversation when using the Virtual Agent API
Virtual Agent Web Client	PRB1904063	Typing too fast in an NLU-based text choice picker for a lot of rows prevents upgrades
Virtual Agent Web Client	PRB1820930	The **Show More** button isn't working consistently in iOS Safari
Virtual Agent Web Client	PRB1874967	Feedback buttons aren't working in Enhanced Chat for anything other than synthesized responses
Virtual Agent Web Client	PRB1849233	The region landmark is not defined for the chat button (advanced chat popover)
Virtual Agent Web Client	PRB1850590	An accessible name must be (or include) an exact match of any visible text

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Virtual Agent Web Client	PRB1851863	After sending an incorrect question, there are several buttons labeled as number options
Virtual Agent Web Client	PRB1857707	Virtual agent links do not count .microsoft as a valid TLD
Virtual Agent Web Client	PRB1869054	Adding the ability to customize/update the default 'FAB' icon
Virtual Agent Web Client	PRB1872458	Dynamic Loader Rich Control doesn't update even when the props are updated
Virtual Agent Web Client	PRB1877908	A document upload fails the first time
Virtual Agent Web Client	PRB1881938	Boolean choice pickers aren't translated to the user's language in Dynamic Window
Virtual Agent Web Client	PRB1901424	Chat client lets multiple messages be sent through simple scripting
Virtual Agent Web Client	PRB1905895	The ' character causes generated responses in Enhanced Chat not to render
Virtual Agent Web Client	PRB1789311	The new CSS variable should focus on the Agent Chat button when the system property 'com.glide.cs.advanced-chat-popover' is set to 'true'
Virtual Agent Web Client	PRB1821173	Uptake the closeSpinner property on a message coming from the server
Visual Task Boards	PRB1761421	The cards in a Freeform Board Visual Task Board (VYB) don't align correctly and seem to scroll sideways when there's a long lane of cards with a scroll bar
Visual Task Boards	PRB1870437	The system property glide.vtb.member _search_operator. starts_with only works for admin users
Visual Task Boards	PRB1821365	When searching for users in the Visual Task Board (VTB) Swimlane, only names appear and there is no option to distinguish using a user-id or email
Visual Task Boards	PRB1833596	Adding or removing a description on a Visual Task Board (VTB) card detail triggers an unwanted alert message, 'INC0000XXX was modified before update, the new value may not reflect your changes'
Walk-Up Experience	PRB1848443	A badge reader throws an error: 'Could not find location queue associated with badge reader'
Walk-Up Experience	PRB1867731	There's a Walk-up Experience Portal date ordinal translations issue

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Walk-Up Experience	PRB1874213	The walkup schedule isn't displaying correctly and the 24X7 schedule displays as closed
Walk-Up Experience	PRB1879882	Assignment rules aren't working for a walk-up record created using the condition 'Location Queue' to populate an assignment group
Walk-Up Experience	PRB1833499	Interactions don't move from 'On Hold' to 'New' when the user requesting the appointment is in a different time zone
Walk-up Experience Appointment Booking	PRB1869384	A reference field pop-up isn't closing after selecting the value
Walk-up Experience Portal	PRB1869630	The walkup logo isn't displayed
Walk-up Experience Portal	PRB1830606	Walk-up portal doesn't provide complete information about the dialog and queue when the user checks in
Walk-up Experience Portal	PRB1834821	The group label 'Select reason for visit' and 'Other reason' is not announced for the 'Short Description' text field for the Walk-up portal
Web Content Accessibility Guidelines (WCAG) Conformance	PRB1850522	The page structure of the application is not efficiently recognizable by blind users
Web Content Accessibility Guidelines (WCAG) Conformance	PRB1818332	The tooltip for catalog items is not announced by the screen reader for accessibility
Word Document APIs	PRB1840050	The Docx4j version should be updated to support ServiceNow WordDocumentAPIs after a recent update of Microsoft Office Word 16.91
Work Order Management	PRB1838614	Logic fails to check for conflicts if the assignment group selected on the work order task (WOT) contains multiple group types
Work Order Management	PRB1855599	A work order task (WOT) isn't assigned to a vendor/contractor when assigning a WOT to a vendor/contractor group
Work Order Management	PRB1860852	Platform flows and mobile flows aren't consistent for the follow-up tasks

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Problem category	Problem	Short description
Work Order Management	PRB1863461	There's a mismatched start date between a work order task and a work order when generated from work plans
Work Order Management	PRB1877362	A work order task template isn't honoring the 'Location' field
Work Order Management	PRB1880140	Users get a pop-up error when opening a Work Order Task (WOT) on Portal
Work Order Management	PRB1882671	Ignore sys_user schedule when assigning tasks in the background
Work Order Management	PRB1883513	The **New** UI action should be hidden on a 'Part Requirement' related list in a work order
Work Order Management	PRB1888566	The 'Capacity check on assigned change' client script throws an error
Work Order Management	PRB1888734	The 'Dispatch group' field remains empty onLoad when a work order task is manually created
Work Order Management	PRB1895750	A work order task template doesn't display the skill associated/linked to it
Work Order Management	PRB1902998	When re-assigning an Agent Work Schedule record from one agent to another in a collapsed group, agent blocks aren't properly reflected
Work Order Management	PRB1840169	Unexpected behavior of a multi-shift WOT when it changes to WIP
Work Order Management	PRB1841899	Observe higher response times for dispatcher workspace transactions during 1x load test
Work Order Management	PRB1846321	Refactor script of remote table v_st_fsm_schedule_event
Workspace List Menu	PRB1874371	In Service Operations Workspace's 'Share List', any text added in the format 'xxx@xxx.com' is displayed in the menu
Zero Trust Access	PRB1830413	Zero Trust Access (ZTA) policy-based authentication is applied for Impersonation
Zero Trust Access	PRB1872876	There's export problems during a Zero Trust Access (ZTA) role session
Zing Text Indexing and Search Engine	PRB1763026	Search text doesn't stay in the search bar after displaying the results in Global Search in Next Experience
Zing Text Indexing and Search Engine	PRB1831964	The Zing Global Search changes capitalized letters in the Search Result List on the 'Global Search' page

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Browser support

Browser support varies for each version of the user interface (UI). Some features have additional browser requirements, which are noted in the appropriate documentation.

Note: Starting with the Washington release, Internet Explorer and Internet Explorer mode in Edge are no longer supported.

Browser support for each UI version

Browser	Next Experience	Workspace	Core UI	Service Portal
Chrome	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Firefox and Firefox ESR	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases
Internet Explorer	Not supported	Not supported	Not supported	Not supported
Microsoft Edge Chromium	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Safari	Safari 12.0 and up	Safari 12.0 and up	Safari 12.0 and up	Safari 12.0 and up
Tablet Mobile	Not supported	Not supported	Supported	Latest version of iOS and Safari Latest version of Android and Chrome
Phone Mobile*	Not supported	Not supported	Not supported	Latest version of iOS and Safari Latest version of Android and Chrome

*Mobile phone browsers do not support the desktop version of the UI. Instead, mobile browsers use the mobile UI.

Firefox

The iOS version of Firefox does not support ServiceNow Community or other Service Portal pages.

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Sidebar release notes

The ServiceNow® Sidebar application enables agents and subject matter experts to collaborate on user issues. Sidebar was enhanced and updated in the Zurich release.

Sidebar highlights for the Zurich release

Prevent Sidebar discussions from becoming cluttered by using threaded replies when responding to messages.

See Sidebar for more information.

Important: Sidebar is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Zurich release

Sidebar

Use threaded replies to answer Sidebar messages without adding clutter to the main discussion.

Activation information

Sidebar is a ServiceNow AI Platform feature part of the Omni-Experience Standard Feature Set. For details, see Installing Sidebar.

Related ServiceNow applications and features

Agent Chat

Use Agent Chat to provide features that streamline the agent and requester chat experience and enable managers to monitor and assist agents.

Virtual Agent

Unlock your enterprise productivity with Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

Accessibility and conformance

Learn about accessibility updates and improvements completed for the Zurich family release.

Release Highlights

Next Experience, Configurable Workspace, and Builder improvements

Leverage Platform and Product upgrades to help you strengthen your WCAG 2.1 AA accessibility conformance. This release enhances usability for all users, particularly those who rely on keyboard navigation, assistive technologies, or have visual impairments. Key improvements include the ability to add custom fonts for Theme Builder, new Next Experience Accessibility preferences, and a new card in the Onboarding Carousel for new instances highlighting the location of the Accessibility preferences.

New features and other improvements

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- **Onboarding Carousel:** Empower new users to customize their experience from day one. A new card in the Onboarding Carousel guides them to Accessibility preferences, making it easier for them to find and apply the settings they need.
- **New Custom Fonts feature for Theme Builder:** Upload a custom font to your theme to improve globalization support and provide greater flexibility to users who may benefit from specific font styles or sizes.
- **New Next Experience Accessibility preferences:**
  - **Accessibility settings: Page alerts:** Keep page alerts visible until you acknowledge them. This can benefit users who need more time to review the alert.
  - **Workspace settings: Lazy Load Workspace:** Control the way Workspace pages are loaded. This option can enhance compatibility with screen readers by providing a more consistent and reliable reading experience.
- **UI Builder:**
  - Find and fix accessibility issues more easily with the enhanced Find and Fix Issues feature in UI Builder. New accessibility checks in the A11y rules create warnings when a label property or aria-label property is empty for specific components. These checks can improve the usability of UI Builder, the quality of workspace pages, and developer productivity.
  - Enable alerts to auto-dismiss across an experience by configuring them in the experience settings for UIB Admin roles.
- **Next Experience Components accessibility conformance:** Refer to the ServiceNow Horizon site Components section. Web Content Accessibility Guideline (WCAG) 2.1 AA conformance level indicators can be found in the overview section for each component.
- **Dark mode option for the Coral theme:** Enhance readability and reduce eye strain with the new dark mode option for the Coral theme, now available for both web and mobile experiences. This feature can be particularly beneficial in low-light environments.
- **Guided Tours enhancements:** Benefit from Guided Tours enhancements that include descriptive page titles, as well as keyboard assistance for required fields and user interface controls.
- **Document Services:** Leverage new static and dynamic guardrails for accessibility support for PDF document generation. These enhancements monitor and manage memory usage to help maintain stability during PDF generation.
- **Playbooks in Workflow Studio:** Enhance workflow efficiency with improved keyboard navigation for Playbooks in Workflow studio. This update allows users to move more easily between stages and activities, creating a smoother experience for those who rely on a keyboard.

Product Accessibility

Accessibility Conformance Reports (ACRs), created using the international version of the Voluntary Product Accessibility Template (VPAT), are available for supported ServiceNow releases. These reports detail how our products support global accessibility standards. For a complete list of available reports, see Accessibility conformance reports.

Related topics

Section508.gov

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Prepare your upgrade

Before each upgrade, refresh your memory on general upgrade information, learn which important pre- and post- upgrade tasks apply to your upgrade, and learn how to use ServiceNow® products and tools to make your experience easier.

To help you get ready for a safe and effective upgrade, all the most important upgrade resources are compiled in one place.

Upgrading to a new ServiceNow release

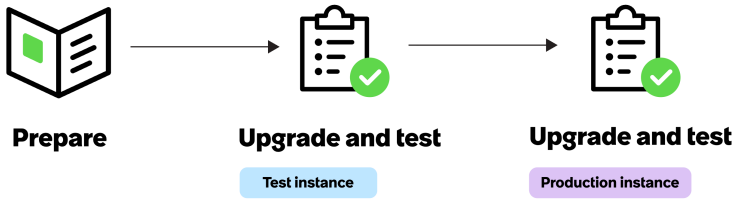
ServiceNow upgrades  Learn high-level information about upgrades, such as duration, rollback options, and testing.	**Pre- and post-upgrade tasks**  Identify any tasks to complete before and after the upgrade for your applications and features.	**Upgrade planning checklist**  Use the end to end checklist to plan and track the activities for your upgrade.
Upgrade tools and resources  Learn about ServiceNow products, tools, and resources that can improve your upgrade experience.	**Upgrades and the ServiceNow® Store**  Learn about how upgrades are applied to ServiceNow® Store applications.	

ServiceNow upgrades

The upgrade process moves your instance to a new ServiceNow release version. Understand the difference between upgrading and patching, release definitions, rollback and backup options, and how to test your non-production and production instance upgrades.

Before you begin the upgrade process, read the Zurich release notes and review the upgrade and migration tasks for your applications and features.

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System upgrades can be significant projects. Each ServiceNow feature release includes major additions, and you should always consider the impact of new functionality on an instance. Upgrading implements enhancements to all features that are part of the base system or are already active, unless the feature is customized on your instance. For a list of all available plugins and whether they are active by default on the base system, see List of Zurich plugins.

Careful preparation and knowledge of the available software, tools, and resources can contribute to a successful upgrade. In addition to the materials provided by ServiceNow, it is important to understand how your ServiceNow instance is currently operating and the performance level of key business functionality. Set the expectation with IT and business users that time must be dedicated to preparing for, implementing, and testing ServiceNow upgrades.

If you have any issues during the upgrade process, contact Customer Service and Support. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

For additional help with upgrades, ServiceNow also offers various Production Readiness Services. These services specifically address challenges with instance upgradability, manageability, scalability, and performance. The reviews are performed by a ServiceNow certified professional consultant, who provide recommendations to align customer configurations with ServiceNow best practices. Contact your ServiceNow sales representative for more details.

Upgrade and update durations in Zurich

The upgrade process takes a significantly shorter time for both updates and upgrades. (An update occurs when an instance moves from one patch or hotfix to another within the same release family. An upgrade occurs when an instance moves from one release family to another). As always, test your upgrades, but don't assume from the much faster completion time that the update or upgrade wasn't successful.

Supported upgrades

You can upgrade directly to the latest release family. If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version. For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Upgrades vs. updates

ServiceNow organizes its releases into families. A family is a set of releases that are named after a major city, such as Zurich. Families also contain patches and hotfixes. For example, the following releases are both part of the Orlando family:

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- Orlando Patch 4
- Orlando Patch 3 Hotfix 2

Upgrading is the act of moving to a release that is in a different family than your current release. For example, a move from London Patch 7 to Orlando Patch 3 is an upgrade because London and Orlando are different families.

Updating is the act of moving from one patch or hotfix to another within the same release family. For example, a move from Orlando Patch 1 to Orlando Patch 3 is a update because both versions are part of the Orlando family.

In both cases, the target release is Orlando Patch 3. It is the difference between your current and target release family that determines whether you are upgrading or updating.

Features, patches, and hotfixes

Each release family contains features, patches, and hotfixes.

A feature provides a complete solution that customers can implement to add value to their organization. New features are generally only available as part of a feature release. Features are supported with patches and hotfixes.

Type	Scope
Feature	• Introduces new features • Includes all available fixes to existing functionality • Is production-oriented; quality and stability are of the highest priority throughout the lifecycle
Patch	• Supports existing functionality with a collection of problem fixes • Generally does not include new features
Hotfix	• Supports existing functionality with a specific problem fix for a feature release • May or may not include any previous fixes for a given release • Does not include new features

For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Rollbacks and backups

When you plan an upgrade, remember that ServiceNow does not provide a universal rollback option. Rollbacks are available for updates (for example, Zurich patch-to-patch and Zurich patch-to-hotfix). The rollback window is 10 days by default. You can customize this window by modifying the *glide.rollback.expiration_days* property. To request a rollback, contact Customer Service and Support.

Avoid restoring a production instance from backup, when possible, due to downtime and data loss. When a problem cannot be solved using other methods, restoring a production instance

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from backup is a final option. ServiceNow can restore an instance to any point in time, regardless of when a backup is completed. Customer Service and Support provides support 24 hours a day, 7 days a week for assistance with critical post-upgrade issues.

Note: ServiceNow does not perform on-demand backups. Instances are automatically backed up daily during non-peak business hours on schedules defined by ServiceNow. The timing of existing backup schedules is not adjusted.

Testing throughout upgrades

Testing is an integral portion that occurs after each instance is upgraded. After you upgrade an instance, test and validate it.

This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

Instance	Type of testing required
Development	Conduct smoke tests.
Test	• Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. • You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. • For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

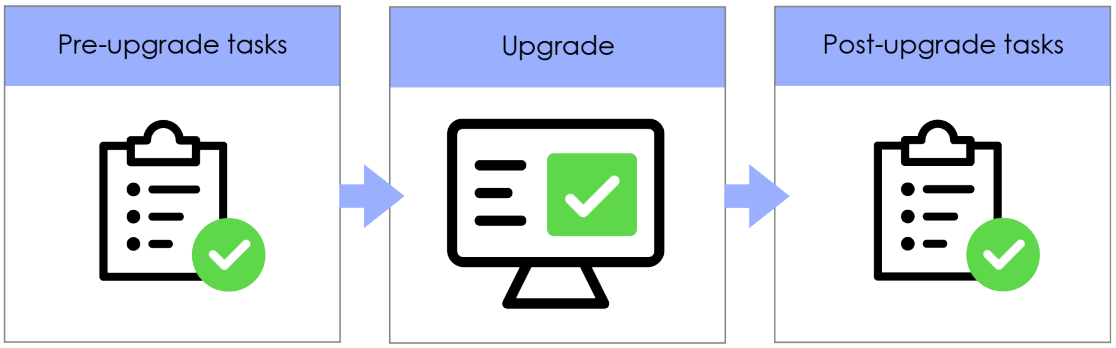
If you encounter any post-upgrade issues, document the issue's conditions, steps to reproduce the issue, and your customizations. Contact Customer Service and Support to open an incident for each issue, and provide this information accordingly. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

Pre- and post-upgrade tasks for various products

In preparation for your upgrade, review the upgrade and migration tasks for various applications and features. Plan to complete these tasks, when applicable, before or after the upgrade is complete.

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Prepare your instance for a smoother upgrade



Before you upgrade to Zurich, review these pre- and post-upgrade tasks and complete the tasks as needed.

Upgrade and migration tasks

Important: For any changes in the upgrade procedure for self-hosted customers, see KB0563844 for details.

Product	Release notes	Family
AI Control Tower	Not applicable.	Australia
Application Manager	*Application Manager* is active by default on instances on the *Australia* release. Upgrade your instance to *Australia* patch 4 or later to use the latest features. For information about upgrading your *ServiceNow AI Platform* instance, see Prepare your upgrade.	Australia
Care Team Operations for Biomed	Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.	Australia

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Product	Release notes	Family
	If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.	
Care Team Operations for Environmental Services	If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.	Australia
Care Team Operations for Facilities	If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.	Australia
Care Team Operations for Healthcare IT	Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.	Australia
Cloud Cost Management 10.0	The *Cloud Cost Management* platform support is available beginning with the *Xanadu* release. For instructions on upgrading *Cloud Cost Management* to *Australia*, see Upgrade Cloud Cost Management.	Australia
Configuration Management Database (CMDB)	Due to changes in the Configuration Item [cmdb_ci] table, if you're upgrading to *Australia*, you might experience an increased upgrade time. To learn more about this change and reducing its impact, see the Increased Australia Upgrade Time due to cmdb_ci composite index addition [KB2588894] article in the *Now Support Knowledge Base*. If you're upgrading from *Xanadu* or *Yokohama* directly to the *Australia* release, you must run the *Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles*	Australia

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Product	Release notes	Family
	scheduled job to correctly configure some user roles, such as *CMDB* Admin and *CMDB* Editor. For more information about this scheduled job and its use, see the CMDB Zurich release notes. Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.	
Employee Center Pro	Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.	Australia
Employee Center	Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information	Australia

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Product	Release notes	Family
	about granular read-only security options, see Configuring read-only security options.	
Hardware Asset Management	• To enhance security and manage admin access precisely, the granular admin roles are now installed. These roles replace broad admin checks by assigning specific privileges based on user tasks, rather than granting full admin access: ○ sn_hamp.ham_system_admin: Provides access to *HAM* licensing, *HAM* Guided Setup, *HAM* application properties and system properties, and a few tables. ○ sn_hamp.ham_asn_admin: Provides access to the Advanced Shipment Notification (ASN) feature. ○ asset_integration_admin: Provides access to Standard hardware Zero touch request and carrier integration features, and shipment tables. ○ asset_system_admin: Provides access to asset job log, content audit, transfer order, expense management, and model management. ○ asset_task_admin: Provides access to asset tasks. ○ procurement_system_admin: Provides access to procurement module, tables, and tasks. ○ contract_system_admin: Provides access to contract module, tables, and tasks. ○ asset_licensing_admin: Provides access to the ITAM licensing module. ○ asset_recommendation_admin: Provides access to recommendation actions. • Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.	Australia
Healthcare Operations Core	Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These	Australia

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Product	Release notes	Family
	back-end changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.	
Healthcare and Life Sciences Service Management Core	Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role.	Australia
Impact	The *Impact Store Application* configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application.	Australia
Instance Data Replication	Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is composed of seven shards, with five days for each shard. All log entries in this table that are created before the upgrade are automatically truncated.	Australia

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Product	Release notes	Family

Key Management	• In pre-*Zurich* releases, the GlideEncrypter API used the three-key Triple Data Encryption Standard (3DES) encryption standard, which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the *Australia* release in preparation for a full deprecation of GlideEncrypter/3DES in the future:
	  ○ New *Australia* instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.
	  ○ if you're upgrading your *Australia* instances, you can still GlideEncrypter, which has been updated to use AES256-GCM encryption via the Key Management Framework.
	  ○ Learn more about 3DES deprecation in KB1704481.
		Australia

MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 21.0.7. If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted according to the executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	Australia

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Product	Release notes	Family
Now Assist for Configuration Management Database (CMDB)	To enable Now Assist to provide detailed descriptions of CIs and classes, you must activate the 'External Content Connectors' plugin, install the 'ServiceNow Product Documentation' connector, and then crawl the product documentation. For configuration instructions, see Configure the CI form contextual help skill.	Australia
Now Assist for Creator	To upgrade the *Build Agent* application, upgrade the *Now Assist for Creator* application (sn_now_creator), which includes the *Build Agent* Pro plugin (sn_build_agent_pro). To upgrade the *Build Agent* (Trial) app, upgrade the sn_build_agent plugin.	Australia
Now Assist for Employee Center Pro	Now Assist for Employee Center Pro only provides employee or requester conversations and might require other Now Assist products to deliver AI agents or other related features.	Australia
Now Assist	If you customized UI actions or other items that are associated with *Now Assist* skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected. If you run into issues when you're upgrading a *Now Assist* product, see the Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates [KB1637452] article in the *Now Support Knowledge Base*. You might need to log in to view the article. The *Australia* release introduces enhanced protections for read-only fields across the *ServiceNow AI Platform*. These changes include a new read_only_option field with granular control levels, including strict_read_onlyand client_script_modifiable. The changes occur in the back end and maintain backward-compatible behavior. This update helps strengthen instance security while preserving flexibility. If you have custom client scripts that modify read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to the KB2718122 article in the *Now Support Knowledge Base* to identify affected fields and adjust the settings. The existing access control lists (ACLs) have been updated to replace the admin role with purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API is replaced with the `hasRole()` API for authorization purposes. Additionally, all references to the admin role in the code have been substituted with the granular roles for authorization use cases. For more information,	Australia

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Product	Release notes	Family
	see https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html.	
Operational Resilience	Beginning with *Operational Resilience* release 22.0.x, the following scheduled jobs are deactivated for new installations by default: • *Calculate red flags for CSDM and dependencies* • *Update CSDM and other dependencies* For existing installations, these jobs retain their current active or inactive state.	Australia
Performance Analyzer	Starting with the *Zurich* release, Performance Analyzer is available on your instance automatically. For access to Performance Analyzer for earlier instances, install Performance Analyzer from the *ServiceNow® Store*.	Australia
Platform Analytics experience	After upgrading, only admins can create *Core UI* analytics objects: reports, *Performance Analytics* widgets, responsive dashboards, and interactive filters. Other users can still view and edit *Core UI* objects but can create only *Platform Analytics* objects, such as data visualizations. When upgrading, the published status on all *Core UI* reports changes to **false**, making them unpublished. After upgrading, the *Analytics Hub* isn't available. Links to the *Analytics Hub* are redirected to *KPI Details*.	Australia
Playbook	After you upgrade to *Australia*, update the *Workflow Studio* application in the *ServiceNow Store*.	Australia
Product Catalog Management and Pricing Management	*Pricing Management* v16.0.0 provides a default pricing plan that includes changes to support pricing strategies introduced in this release. If you've been using a custom pricing plan from an earlier release, after upgrading to Pricing Management v16.0.0, the default pricing plan is in a Retired state. Determine whether you want to publish the default pricing plan for use or customize it.	Australia
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the labels for the Customer, Accounts, and Service Organizations UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select	Australia

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Product	Release notes	Family
	Configurable Workspace for Public Sector Digital Services > **Customize Workspace Labels Manually**.	
RPA Hub	Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot* • *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Australia*. Based on the number of records in the application file table, you may experience a delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Australia*. Before upgrading *RPA Hub* to *Australia*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to *Australia*, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Australia* without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the *Now Support Knowledge Base*.	Australia
Service Exchange (formerly Service Bridge)	**Important:** Do not upgrade your *ServiceNow*® instance to the *Australia* release if you rely on *Service Exchange*. A known RPS issue prevents *Service Exchange* from functioning correctly. Proceed with the upgrade only after *Australia* Patch 1 becomes available.	Australia

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Product	Release notes	Family
	• *Service Exchange* version 2.x.x, which was first released with the *Xanadu* release, doesn't support migration of *Service Exchange* (Legacy) versions. *Service Exchange* (Legacy) version: Before you upgrade to the *Australia* release, consult the Service Exchange for Providers (Legacy) - Migration Utility [KB1499823] article in the *Now Support* Knowledge Base to find out how to migrate your configuration data. • *Service Exchange* version 1.x.x: When upgrading, consult the Upgrade Guide - Service Exchange for Providers and Consumers application (v2.x.x release) [KB1700387] article in the *Now Support* Knowledge Base to find out how to migrate your *Service Exchange* applications. • *Service Exchange* version 2.x.x: New entitlements that require the latest compatibility version cannot be activated until both consumers and providers upgrade to *Service Exchange* version 2.x.x. New entitlements configured with a lower compatibility version can be activated. Older active entitlements continue to work but new ones can't be activated. • When using *Service Exchange* for Providers and *Service Exchange* for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility. If the versions diverge, a scan check will report version mismatches and the Health Dashboard will show a version mismatch issue. After upgrading, run and validate the post-upgrade scan suite to identify and resolve any post-upgrade issues. • If you have upgraded to *Service Exchange* version 2.0.55 before upgrading the platform to the *Australia* release and your instance has *Sales and Order Management* plug-in version 1.0.4 installed, the new Deny ACLs aren't installed. After upgrading to the *Australia* release, select Repair to reinstall the *Service Exchange* application to ensure Deny ACLs are installed. • When you install the *Service Exchange* application, the *Service Exchange* Global script include is automatically installed or updated on the following platform versions: ◦ *Yokohama* ◦ *Zurich* ◦ *Australia*	
ServiceNow AI Platform core feature	The dynamic schema application framework was revised in the *Zurich* release. If you implemented dynamic schema in the *Xanadu* or *Yokohama* releases, the application is automatically migrated to a new framework as part of the	Australia

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(continued)

Product	Release notes	Family
	upgrade to releases starting with the *Zurich* release. For details on the migration and steps you might need to perform, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the *Now Support Knowledge Base*. Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.	
ServiceNow IDE	*ServiceNow IDE* version 3.2.3 is active by default on instances on the *Australia* release. Update to *ServiceNow IDE* version 4.0 or later to use the latest features. For information about updating *ServiceNow IDE*, see Install or update the ServiceNow IDE.	Australia
ServiceNow SDK	To upgrade to the latest version of the *ServiceNow SDK* globally or within an application, see Upgrade the ServiceNow SDK. *ServiceNow SDK* version 4.4 supports integration with *ServiceNow* instances beginning with the *Washington DC* release. On *Windows* systems, after upgrading to *ServiceNow SDK* version 4.3 or later, existing stored credentials aren't supported due to the deprecation of Keytar. Users on Windows systems must add their user credentials again using the `now-sdk auth --add` command to authenticate with instances. For more information, see Authenticate. **Note:** For more information about minor releases of the *ServiceNow SDK*, see the ServiceNow SDK repository on *GitHub*.	Australia
ServiceNow Studio	*ServiceNow Studio* no longer has to be downloaded from the *ServiceNow Store*. It's available on the *ServiceNow AI Platform* by default.	Australia

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Product	Release notes	Family
ServiceNow Vault	*ServiceNow Vault* is a bundle of the following products: • ServiceNow Vault • Data Discovery • Data Privacy • Zero Trust Access • Field Encryption • Code Signing • Log Export Service (LES)	Australia
Source-to-Pay Operations Integrations	**Important:** Due to a performance issue identified with the upgrade fix script, the sourcing fix script has been modified. This script will no longer execute automatically during the upgrade process. Instead, it is now delivered as an on-demand job. Administrators must manually execute this job outside of business hours after the upgrade is complete.	Australia
Subscription Management	*Subscription Management* version 6.1 is active by default on all instances of the *Australia* release. Update to *Subscription Management* version 6.1 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin.	Australia
Third-party Risk Management	If you're a *VRM* user upgrading to *TPRM* and upgrading to *Australia* from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. For example, you must upgrade from *Xanadu* to *Yokohama*, *Yokohama* to *Zurich*, and so on. If the scripts don't run in the correct order, you can get data inconsistencies, broken functionalities, and conflicts. After upgrading to version 21.0.x, you can enable the *Smart Assessment Engine* (*SAE*) by setting the *Smart Assessment Engine* enabled (**sn_vdr_risk_asmt.sae_enabled**) property. After setting this property, *Smart Assessment Engine* (*SAE*) becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible. **Warning:** Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues.	Australia

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(continued)

Product	Release notes	Family
	For more information on upgrading from *VRM* to *TPRM* and the differences between the Smart and Classic Assessment engines, see Third-party Risk Management upgrade information. For existing *TPRM* customers, after upgrading to version 21.0.3, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column.	
UI Builder	Saving section for later.	Australia
Workflow Studio	An earlier version of the save as you go feature was released and withdrawn from the *Washington DC* release. If you're upgrading from the *Washington DC* release, you might have manually turned off the save as you go features by setting a system property. To restore the save as you go features, see Restore save as you go functionality. Strengthen your instance security and maintain backward compatibility through enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These back-end changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". If you have custom client scripts that modify read#only fields on the *ServiceNow AI Platform*® using `g_form.setValue()` or `g_form.clearValue()`, see the Remediation for strict read-only fields preventing client side updates [KB2718122] article in the *Now Support* Knowledge Base. This article provides additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.	Australia
AI Search	*Washington DC* Patch 9: • After you upgrade to *Washington DC* Patch 9 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources.	Washington DC

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(continued)

Product	Release notes	Family

	Washington DC:
	• When you upgrade to *Washington DC*, *AI Search* automatically updates your existing Genius Result configurations to use the new *AI Search* Genius Result Configuration form fields. This update procedure makes the following changes:
	  ○ Removes existing **Genius result answer type** field values.
	  ○ Migrates **Genius result logic** field values to the new *AI Search* **request processor** and *AI Search* **response processor** fields as appropriate.
	• After you upgrade your instance to *Washington DC*, *AI Search* retains the value that you previously set for the **Boolean search operator to use when a search query includes multiple terms** (*glide.ais.query.search_operator*) system property. To gain the benefits of the new enhanced query mode for multi-term searches, set this system property's value to *AND then OR 2+ key terms*. For details on *AI Search* system properties, see AI Search system properties.
	• Starting in *Washington DC*, the User [sys_user] table defaults to sorting indexed records by their sys_created_on dates instead of sorting them by their sys_updated_on dates. This change requires reindexing of the User table indexed source for *AI Search*, which can be time-consuming. When you upgrade to *Washington DC* from a previous family release, *AI Search* does not automatically reindex the User table indexed source. If you need to be able to search the latest configuration for user records, you can manually reindex the User table indexed source, which may take some time. Otherwise, *AI Search* will reindex individual User table records as they're updated until all records have been reindexed.	

Automated Test Framework	Copy and customize quick start tests provided by the *ServiceNow AI Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.	Washington DC

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Product	Release notes	Family
Business Continuity Management	After upgrading to the *Washington DC* release, you must note the following important information for the existing business impact analyses, business continuity plans, and events: • For business impact analyses, the Source column in the dependency assessment is renamed to Primary source and the **BCM** source is renamed to **Manual** for manually added dependencies following an upgrade. When you select the **Update dependencies** button, the system adds the *CMDB* dependencies. • For business continuity plans, the Source column is renamed to Primary source following an upgrade. When you select the **Update dependencies** button, the system adds the *CMDB* and BIA dependencies. To maintain compatibility with the previous releases, the *BCM* administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration. • For events and exercises, when you select the **Update dependencies** button, the system adds the *CMDB*, BIA, and Business Continuity Planning (BCP) dependencies after an upgrade. To maintain compatibility with the previous releases, the *BCM* administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration.	Washington DC
Configuration Management Database (CMDB)	• The column *product_instance_id* has been added to the base Configuration Item [cmdb_ci] table to support the new product instance identifier (PID), which enables the lookup and linking of any pre-existing related assets, CIs, and Install Base Items (IBI). For more information about the impact of that change during upgrade and how to minimize that impact, see the Upgrade impact of CMDB_CI schema changes for Washington release [KB1534035] knowledge base article. • If you enable CMDB 360 for the first time after upgrading to the *Washington DC* release, to enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) you must set the *glide.identification_engine.multisource_non_cmdb_ci_enabled* system property to true. • If you have been using the legacy Data Certification application on Core UI, then any associated definitions won't be available in the new implementation of Data Certification in CMDB Workspace. After upgrading to the *Washington DC* release and to CMDB Workspace version 6.0, you can	Washington DC

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(continued)

Product	Release notes	Family
	convert definitions created in the legacy Data Certification application into draft Data Manager Certification policies in CMDB Workspace. For more information, see .	
Core ServiceNow AI Platform	Previously, if a transaction was canceled, certain auditable operations were not being recorded. This behavior of missing audit records is because the platform executes some operations between the record change and is canceled before audit creation. But now, audits are created immediately after the record is changed, reducing the chance of a canceled transaction aborting the operation before the audit is recorded. To facilitate this update, audits are now recorded in the same thread as the transaction. Earlier audits were created in a background thread. This change redefines the default value of the `glide.db.audit.lazy` property from true to false. Ideally, this property is not defined in the Properties table, which means that the majority of instances start using the new default value and behavior with the *`Washington DC`* release. On some instances, this property may have been inserted with the value set to true, which means that these instances won't be able to use this change to audit behavior. Delete this property to leverage this update.	Washington DC
Encryption Key Management	If you upgrade your instance to *`Washington DC`* but don't upgrade your *`MID Server`*, Secrets Management authentication fails. Avoid authentication failures by upgrading your *`MID Server`* to *`Washington DC`*. If you can't upgrade, you must turn off authentication until *`MID Server`* is upgraded to *`Washington DC`* to avoid authentication failures. For details on MID Server upgrades, see MID Server upgrades.	Washington DC
Enterprise Asset Management	After you upgrade to *`Washington DC`*, the model_component field isn't available in the Enterprise asset [sn_ent_asset] table. Instead, a new model_component_id field is available in the Asset [alm_asset] table. The ENT - Migrate to new model component script moves the existing model_component field data to the model_component_id field. Note the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets: • Upgrade works for all *`Enterprise Asset Management`* flow tasks • You must have task rate cards for each workflow task.	Washington DC

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(continued)

Product	Release notes	Family

	• The TCO upgrade populates the **Asset** and **Expense category** fields on expense lines corresponding to each task.
	• Expense category is populated based on the expense lines and the source of the expense line.
	• You need to populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
	• TCO upgrade populates following fields on asset forms:
	  ○ **Asset end of useful life**: The created date plus the useful life in months.
	  ○ **Asset first used date**: The created date.
	  ○ **Asset TCO**: The aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.	

Financial Services Operations Core	During the upgrade to *Washington DC*, the *Financial Services Operations Core* plugin reparents the following tables: **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records. • The Service Definition [sn_bom_service_definition] table extends from the Service Definition [sn_case_type_selection] table instead of the Request Definition [sn_ind_request_definition. • The Financial task [sn_bom_task] table extends from the Customer Service Task [sn_customerservice_task] table instead of the Global Task [task] table. • The Policy Participant [sn_bom_policy_participant] table extends from the Sold Product Related Party [sn_install_base_sold_product_related_party] table. Reparenting enables leveraging of the benefits and advancements introduced by *ServiceNow® Customer Service Management (CSM)* while preserving the functionality of existing applications.	Washington DC
Hardware Asset Management 10.0.0	After your upgrade to *Washington DC*, keep in mind the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:	Washington DC

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(continued)

Product	Release notes	Family

	• Upgrade works for all *Hardware Asset Management* flow tasks.
	• You must have task rate cards for each workflow task.
	• TCO upgrade populates an asset and expense category field on the expense line corresponding to each task.
	• Expense category is populated based on the expense lines and the source of the expense line.
	• You must populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
	• TCO upgrade populates the following fields on assets:
	  ○ Asset end of useful life: Created date along with useful life in months.
	  ○ Asset first used date: Same as the created date.
	  ○ Asset TCO: Aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.	

Healthcare and Life Sciences Service Management Core	During the upgrade to *Washington DC*, the Healthcare sold product [sn_hcls_sold_product] parent table changes to Install base item [sn_install_base_item] for the following tables: • Member Plan [sn_hcls_member_plan] • Medication [sn_hcls_medication] • Immunization [sn_hcls_immunization] • Enrolled Program [sn_hcls_enrolled_program] • Enrolled Program Service [sn_hcls_enrolled_program_service] In addition, the following tables have had their parent tables removed and are standalone tables: • Healthcare Organization[sn_hcls_organization] • Healthcare Location[sn_hcls_location] • Practitioner Location[sn_hcls_practitioner_facility] This reparenting enables customers to use the organizations and location tables for a broader set of use cases. Existing data is migrated in the following manner so that existing functionality isn't impacted:	Washington DC

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(continued)

Product	Release notes	Family
	1. Reference of location field in sn_hcls_immunization updated to use cmn_location. **2.** All data is moved from Healthcare Sold Product to Install Base Item tables. **3.** Rows in the affected Install Base Item are populated based on the source_task value from the Healthcare Sold Product. **4.** The state of sn_hcls_enrolled_program and sn_hcls_enrolled_program_service are copied from hcls_state. **5.** All data moves to the standalone tables of Healthcare Organization, Healthcare Location, and Practitioner Location. **a.** The script creates records in the Business Location table for existing records in the Healthcare Organization table to form a 1:1 reference. **b.** Records that refer to a service organization are updated with a reference to the appropriate business location. **c.** Any practitioner who has a record in the practitioner location will have a record created in the Service Organization Member table with the appropriate business location. **d.** Records that contain healthcare location data will contain the parent service organization of that healthcare location. **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.	
Industrial Process Manager	The *Industrial Process Manager* application now has a dependency with the *Operational Technology Service Management* applications, which include *Operational Technology Incident Management* and *Operational Technology Change Management*. To install *Industrial Process Manager* on your instance, one of the following SKUs is required: • *Operational Technology* Visibility SKU • *Operational Technology Service Management* SKU • Any custom SKU that entitles *Industrial Process Manager*	Washington DC
Instance Data Replication	Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses the *Hermes Messaging Service*. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication.	Washington DC

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(continued)

Product	Release notes	Family
	Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.	
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. If you have installed your own JRE, the upgrade process takes the following actions to ensure that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted per executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	Washington DC
Now Assist for Creator	To receive *Workflow Studio* performance improvements, install one of these versions of the *Workflow Studio* application from the *ServiceNow Store*. For more information about upgrading *Workflow Studio*, see Update to the latest version of Workflow Studio.	Washington DC

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<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>
Upgrade path for the flow generation skill
<table>
<tr><th>Is Now Assist for Creator already installed?</th><th>Version of Workflow Studio to use for upgrade</th></tr>
<tr><td>No</td><td>Upgrade Workflow Studio to version 25.1.3</td></tr>
<tr><td>Yes</td><td>Upgrade Workflow Studio to version 25.0.0</td></tr>
</table>
</td><td></td></tr>
<tr><td>Now Assist</td><td>For more information about troubleshooting your Now Assist application and plugin upgrades, see the KB article for issues and mitigation for Now Assist upgrades.</td><td>Washington DC</td></tr>
<tr><td>Order Management</td><td>Features introduced in this Washington DC release aren't supported in earlier releases of Order Management.

If you're upgrading from Order Management for Telecommunications and Media version 6.0 or earlier:
Starting with the#Washington DC#release, the#Monthly Recurring Charges#(MRC) and the#Non-Recurring Charges#(NRC) for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines rather than in the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to#Washington DC, see the #Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base.
After upgrading to the#release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process if needed, see the #Deprecating List for Order Capture [KB1586538] article in the Now Support Knowledge Base.
After upgrading to the#Washington DC release, review the reconfiguration workarounds when working with new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the #Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base.</td><td>Washington DC</td></tr>
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Product	Release notes	Family
Order Management	New features introduced in this *Washington DC* release aren't supported in earlier releases of *Order Management for Telecommunications, Media, and Technology*. Starting with the *Washington DC* release, the **Monthly Recurring Charges** (MRC) and the **Non Recurring Charges** (NRC) set for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines, rather than the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to *Washington DC*, see the Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base. After upgrading to the *Washington DC* release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process if needed, see the Deprecating Telco List for Order Capture [KB1586538] article in the Now Support Knowledge Base. After upgrading to the *Washington DC*, review the reconfiguration workarounds for working on new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base.	Washington DC
Performance Analytics	The legacy PA Scores [pa_scores] table is being deprecated. If you still have indicator scores captured in the PA Scores table and the number of such scores is fewer than 43 million, these scores will be migrated automatically to the pa_scores_l1 and pa_scores_l2 tables upon upgrade. The expected amount of time added to upgrade is approximately two hours. For more information, see KB1294371 or Migrating Performance Analytics scores.	Washington DC
Platform Analytics Experience	*Platform Analytics* Experience functionality was previously located in the *Platform Analytics* Workspace. The functionality is now part of the core *ServiceNow AI Platform*, accessible through the *Next Experience Unified Navigation*. You can migrate any dashboards, reports, and *Performance Analytics* widgets that were created in *Core UI* to this functionality.	Washington DC

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Product	Release notes	Family
Playbooks in Workflow Studio	After you upgrade to *Washington DC*, update the *Playbooks* and *Workflow Studio* applications in the ServiceNow Store.	Washington DC
Portfolio Planning	Starting with v8.0.0, you can access the *Strategic Portfolio Management* (*SPM*) Pro-licensed features only in *Strategic Planning Workspace*. If you have been using *Portfolio Planning Workspace* to access *SPM* Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install *Strategic Planning* to access these features. For more information on the features that can be accessed only in *Strategic Planning* Workspace, see Comparing Portfolio Planning with Strategic Planning.	Washington DC
Predictive Intelligence	If you're upgrading to *Washington DC*, you won't be able to create new regression solutions. If you have existing solutions, they will still be supported and you will be able to train and modify them, but you won't be able to create new ones. The changes to the similarity and clustering solutions apply to all instances that are on *Washington DC*.	Washington DC
Proactive Service Experience Workflows	Customers who prefer not to receive trouble ticket notifications can disable the business rules related to the incident and case tables. To learn more about how to disable the business rules for trouble ticket notification, see Deactivate trouble ticket notification.	Washington DC
Product Catalog Management and Pricing Management	If you used attribute characteristics in the Standard Price Adjustment matrix in the initial release of the *Sales and Order Management* applications, and you're upgrading to the May 2024 release of *Sales and Order Management* applications, you must run a scheduled job that corrects the format of the automatically generated **Code** values. Run the **Schedule job to modify code field on characteristic records that contain special characters** on demand job to replace any character that is not a letter (a-z, A-Z), a number (0-9), an underscore (_), or a dollar sign ($) with an underscore (_). This job corrects the **Code** value so that it doesn't start or end with an underscore, doesn't begin with a digit, and contains no consecutive underscores.	Washington DC
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in the *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details	Washington DC

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Product	Release notes	Family
	on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.	
Robotic Process Automation (RPA) Hub	Ensure that you upgrade any of the following currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot* • *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade steps are applicable only when you're upgrading from *San Diego* or *Tokyo* to *Washington DC*. Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* or before to *Washington DC*. Before upgrading *RPA Hub* to *Washington DC*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to the *Washington DC*, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from bot process to bot process configuration. If you upgrade to the *Utah* version without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the *Now Support* Knowledge Base.	Washington DC
Security Posture Control	For a complete list of the applications that are required to implement Security Posture Control, see Install the supported applications for Security Posture Control.	Washington DC

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<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td>Service Operations Workspace for IT Service Management</td><td>Ensure that the following applications have compatible upgraded versions:
Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)
Service Operations Workspace ITOM Applications application (sn_sow_itom_cont)
Compatible SOW versions<table><tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr><tr><td>1.1.x</td><td>21.0.y</td></tr><tr><td>1.2.x</td><td>21.1.y</td></tr><tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr><tr><td>2.0.x</td><td>22.0.y</td></tr><tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr><tr><td>3.1.x</td><td>23.y.y</td></tr><tr><td>4.x.x</td><td>24.y.y</td></tr></table>In the table, x is the subversion of the Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) and y is the subversion of the Service Operations Workspace ITOM Applications application (sn_sow_itom_cont).

After the 3.0 upgrade, the Recommendation Framework feature is no longer available. Instead, only the standard version of the Recommended Actions for ITSM feature is available.</td><td>Washington DC</td></tr>
<tr><td>Service Portal</td><td>After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the Washington DC release, public widgets that accept the table input parameter can't access and return data from any tables for guest users. If you added the glide.service_portal.widget.table_allow_list or glide.service_portal.widget.allow_list system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading. For more information, see Configure widget security.</td><td>Washington DC</td></tr>
</table>

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(continued)

Product	Release notes	Family
	Additionally, field-level read ACLs are enforced for filter conditions in Simple List widget instances by default. A new system property, *glide.service_portal.enable_acls_for_encoded_query_in_list*, enforces these ACLs regardless of whether the **Enforce field-level Read ACLs on Filter query terms** option is selected for Simple List widget instances. To use the **Enforce field-level Read ACLs on Filter query terms** option, change the value of *glide.service_portal.enable_acls_for_encoded_query_in_list* to false. For more information, see Simple List widget. If a user previously selected a user consent preference for user experience analytics for portals different from the rest of the platform, the preference selected for the platform is also used for portals in the *Washington DC* release. For example, if users opted out of tracking for portals but opted in to tracking for the rest of the platform in the *Vancouver* release, user experience analytics for portals are tracked for them in the *Washington DC* release. Users can update their selection from the user profile page in portals at any time.	
Software Asset Management	After upgrading to *Washington DC*, you must redo all your customizations related to *Adobe* and *Microsoft 365* integrations with your *ServiceNow* instance because the functionalities of these integrations are moved to the *Software Asset Management – SaaS License Management* store application. • If you've customized an impacted file, the upgrade process skips the file and indicates a conflict. You must manually resolve the conflict and ensure that the old existing file is deleted. • If you haven't customized an impacted file, the file gets deleted as part of the upgrade, and a file with a new sys_id is created.	Washington DC
Strategic Planning	Starting with v4.0.2, you can access the *Strategic Portfolio Management* (*SPM*) Pro-licensed features only in *Strategic Planning Workspace*. If you have been using *Portfolio Planning Workspace* to access *SPM* Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install *Strategic Planning* to access these features. For more information on the features that can be accessed only in *Strategic Planning Workspace*, see Exploring Portfolio Planning in Strategic Planning. If you're upgrading to *Strategic Planning* v4.1.2 and previously had customized the List view or the Hierarchy view of the Goals page using the Personalization side panel, the user interface enhancements done in v4.1.2 may not appear. In this case, you must delete your user preference records.	Washington DC

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(continued)

Product	Release notes	Family
	For more information on how to delete user preferences made using the Personalization side panel, see KB1642037.	
Supplier Lifecycle Operations	After upgrading from the *Vancouver* release to the *Washington DC* release, you will see only the *Source-to-Pay Workspace* on the **All** navigation tab. You don't have to do anything if you choose to continue to use the *Source-to-Pay Workspace*. However, you will see both the *Source-to-Pay Workspace* and *Supplier Manager Workspace* on the **Workspaces** tab. If you want to use the *Supplier Manager Workspace* instead of the default *Source-to-Pay Workspace*, ensure that you run the `fixscript_migrate_workspace_to_smw.xml` fix script after upgrading to the *Washington DC* release. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the *ServiceNow Store*. If you want to revert to using the *Source-to-Pay Workspace*, run the `fixscript_migrate_workspace_to_s2p.xml` fix script. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the *ServiceNow Store*. For more information about how to run a fix script, see Run fix scripts. After you upgrade to *Washington DC*, you must review all the post-upgrade tasks and complete them as needed. For more information, see Post-upgrade tasks for Supplier Lifecycle Management.	Washington DC
Third-party Risk Management	If you are a *VRM* user upgrading to *TPRM*, when upgrading to *Vancouver* or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from *Utah* to *Vancouver*, *Vancouver* to *Washington DC*, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts. For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information.	Washington DC
User Experience Analytics	• Users can opt out of basic tracking. • A funnel data visualization is available for *Usage Insights* data sources.	Washington DC

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<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td>Vulnerability Response integrations</td><td>

For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Washington DC release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.
For information about the new features of Vulnerability Response, see Vulnerability Response release notes.

</td><td>Washington DC</td></tr>
<tr><td>Workflow Studio</td><td>
To receive Workflow Studio performance improvements, install one of these versions of the Workflow Studio application from the ServiceNow Store.
Upgrade path for the flow generation skill
<table>
<tr><th>Is Now Assist for Creator already installed?</th><th>Version of Workflow Studio to use for upgrade</th></tr>
<tr><td>No</td><td>Upgrade Workflow Studio to version 25.1.3</td></tr>
<tr><td>Yes</td><td>Upgrade Workflow Studio to version 25.0.0</td></tr>
</table>
</td><td>Washington DC</td></tr>
<tr><td>AI Search</td><td>
Xanadu Patch 3:

After you upgrade to Xanadu Patch 3 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources.

Xanadu:
After you upgrade to Xanadu from an earlier release, perform the following steps to add the Dashboards, data visualizations, and KPIs navigation tabs to global search results in AI Search for Next Experience:

Update the AI Search for Next Experience ServiceNow Store application to version 4 or later. For update instructions, see Update an application.
Commit the update set provided in the AI Search for Next Experience 4.0 PAR tables update sets

</td><td>Xanadu</td></tr>
</table>

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(continued)

Product	Release notes	Family
	(KB1644544) article in the *Now Support Knowledge Base*. To learn more about update sets, see System update sets.	
Accounts Payable Operations	If you are upgrading from a previous release, you must configure the reference field in the Tax Code [sn_fin_tax_code] table. The exception engine validates the invoice using the tax code and raises exceptions if necessary.	Xanadu
Analytics, Intelligence, and Reporting	If you are upgrading, you can use the *Platform Analytics Migration Center* to take advantage of a single set of visualizations and unified filters for all data sources.	Xanadu
App Engine Studio	Due to a new process for assigning groups in *App Engine Management Center* (*AEMC*), ensure you have the same version of the *Application Intake* plugin installed on each of your instances.	Xanadu
Application Vulnerability Response	• For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes. • For more information about the released versions of the *Application Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	Xanadu
Assessments and Surveys	Update the *Automated Test Framework* (ATF) tests, if you're upgrading to *Xanadu* from any version prior to *Utah*. In the *Utah* release, all the buttons on the assessments or surveys cards have been removed. To run ATF tests successfully, the Click the Take Survey button step must be replaced with the Click the Survey card step for all tests that have this step.	Xanadu
Business Continuity Management	The relationship tables introduced in the plan records are generated by the *Update BCP dependencies snapshot* scheduled job. After upgrading to the *Xanadu* release, you can view these tables only after the scheduled job has run or by manually selecting the **Update dependencies** button.	Xanadu

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Product	Release notes	Family
Case management for CSM	The customer service manager role [sn_customerservice_manager] includes the approver user role [approver_user]. The approver user role replaces the approval admin role [approval_admin]. Users with the customer service manager role can approve the approval requests that are assigned to them.	Xanadu
Cloud Cost Management 8.0.0	On upgrading to *Cloud Cost Management* 8.0 version, the new Tag Category **AI Service** is available for *Amazon Web Services* (*AWS*), *Microsoft Azure*, and *Google Cloud Platform (GCP)* service providers. Because *Cloud Cost Management* executes the Billing Download job only from the current month onwards, the spend on AI services will be included only for the current month. If you want to view the billing details for the months prior to the current month, you must manually execute the Billing Download job. Once the Billing Download job is executed successfully, you can view the spend data of your AI services.	Xanadu
Configuration Management Database (CMDB)	• Before the upgrade to *Xanadu*, the 'Updated CIs' and 'Updated application services' trend lines in the Recent CI activity and Recent application services activities tiles on the Management view in *CMDB* Workspace, might not have accurately reflected on changes in your system. After upgrading to *Xanadu* and to versions 5.5, 6.2, or 7.2 of *CMDB* Workspace, those trend lines will reflect on the more accurate detection of updated CIs and updated application services. • *CMDB* Health: If either the *CMDB Health Dashboard - Relationship Compliance Processor* or *CMDB Health Dashboard - Relationship Score Calculation* dashboard job is active, that job is deactivated during the upgrade to *Xanadu*. After the upgrade is complete, you can reactivate those jobs to resume health reports for CI relationships. The active state of all other *CMDB* Health dashboard jobs is retained. Any failure threshold for a KPI or metric that is greater than 100,000, is set to 100,000 during upgrade. This upper limit is enforced to avoid excessive processing when a large number of CIs are failing the specified metric tests. • Bookmarks for the CI dashboard no longer work after an upgrade to *Xanadu*. A `Page not found` error message appears. To see *CMDB* Health reports for a CI, open the CI form in *CMDB* Workspace.	Xanadu

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(continued)

Product	Release notes	Family
	• The legacy Application Service Dashboard on *Core UI* isn't supported in the *Xanadu* release. After upgrading, you can still access that legacy dashboard by using a previously created bookmark. You can also instead access the Application Services dashboard in *CMDB* Workspace from the Application services tile in the Insights view in *CMDB* Workspace. • The *CMDB* Integrations Dashboard on *Core UI* isn't supported in the *Xanadu* release. After upgrading, you can still access that legacy dashboard by using a previously-created bookmark. • All records that exist in the CMDB Health Result [cmdb_health_result] table before an update to *Xanadu* Patch 5, are deleted during the upgrade. To access a legacy dashboard on an upgraded instance, navigate to **All** > **Self-Service** > **Dashboards** and then search for the dashboard.	
Data Management	A data management policy record is automatically created for each table that is configured with an archive rule or a table cleaner rule prior to the upgrade.	Xanadu
Data Privacy	Licensing changes enable you to install *Data Discovery*, *Data Discovery* APIs, Data Anonymization, and *Data Privacy* APIs without an entitlement, but you must have an entitlement to run a job.	Xanadu
Decision tables in Workflow Studio	*Workflow Studio* is automatically installed on your instance. However, *Workflow Studio* is a *ServiceNow Store* application, so to get the latest features, you must update your version manually to the most recent version. As of Washington DC Patch 3, updating *Workflow Studio* automatically updates all its application dependencies such as *Workflow Studio*, *playbook*, and *Decision Builder*. You can no longer see or update the individual application dependencies of *Workflow Studio* from the *ServiceNow Store* or the list of plugins.	Xanadu
DevOps Change Velocity	If you are an upgrading customer, you must run the **ReConfigure Bitbucket Server Repositories for PullRequest** job to re-configure your existing Bitbucket Server or Bitbucket Data Center repositories so that pull request records can be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it.	Xanadu

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(continued)

Product	Release notes	Family
External Content Connectors	Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually.	Xanadu
Field Service Management	Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you need to create a new Google API key after March 1, 2025, you must enable the new APIs from Google Console and upgrade to Xanadu Patch 9 version or higher to ensure compatibility.	Xanadu
Flows, subflows, and actions in Workflow Studio	After upgrading, users who previously had the fd_read_operations role will now see only basic execution details such as the run state and duration. This restriction prevents users with this role from seeing sensitive information in execution details. To provide read access to all execution details such as input configuration and runtime values, grant the user the new role fd_read_operations_all.	Xanadu
Goal Framework for SPM	After upgrading to *Goal Framework for SPM* v2.3.0, run the **Migrate BreakdownInterval To Checkinfrequency** scheduled job. This scheduled job migrates the existing values in the **Review frequency** and **Breakdown interval** fields to the **Check-in frequency** field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration.	Xanadu
Hardware Asset Management 11.0.0	After upgrading to *Xanadu*, you can view both the *Core UI Performance Analytics* dashboards and the *Next Experience Platform Analytics* dashboards for *Hardware Asset Management*. **Note:** While migrating the *Core UI Performance Analytics* dashboards to the *Next Experience Platform Analytics* dashboards, auto-migration is disabled by default to avoid duplicate dashboards.	Xanadu
ITOM Health	Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*.	Xanadu

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(continued)

Product	Release notes	Family
ITOM Optimization	Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*.	Xanadu
ITOM Visibility	For an improved *Service Mapping* experience, install *Service Mapping Plus* version 1.13.0 from the *ServiceNow® Store*. Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*.	Xanadu
Industrial Process Manager	The *Industrial Process Manager* application now has a dependency with the *Operational Technology Service Management* applications, which include *Operational Technology Incident Management* and *Operational Technology Change Management*. To install *Industrial Process Manager* on your instance, one of the following SKUs is required: • *Operational Technology* Visibility SKU • *Operational Technology Service Management* SKU • Any custom SKU that entitles *Industrial Process Manager*	Xanadu
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted according to executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information.	Xanadu

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(continued)

Product	Release notes	Family
	For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	
Now Assist for Hardware Asset Management (HAM)	Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents: • Hardware asset management sourcing AI agent • Transfer order creation AI agent • Purchase order creation AI agent	Xanadu
Now Assist for Security Operations	For more information about required applications for *Now Assist for Vulnerability Response*, see Supporting information for Now Assist for Vulnerability Response. For more information about required applications for *Now Assist for Security Incident Response*, see Supporting information for Now Assist for Security Incident Response. The AI Search application must be enabled so that the Recommended Actions skill works for security incidents. To verify AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates AI Search is not enabled.	Xanadu
Now Assist	If you customized UI actions or other items that are associated with *Now Assist* skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected. If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for *Now Assist* (Generative AI) Applications and Plugin updates. You may need to log in to view the article.	Xanadu
Order Management	Features introduced in the *Xanadu* release aren't supported in earlier releases of *Order Management*. If you're upgrading from *Order Management for Telecommunications and Media* version 6.0 or earlier: • Starting with the *Washington DC* release, the Monthly Recurring Charges (MRC) and the Non-Recurring Charges (NRC) for product offerings and product attribute characteristics are no longer stored in the product offering	Xanadu

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(continued)

Product	Release notes	Family
	data model. Instead, the MRC and NRC are stored in the Pricing data model in price lists and price list lines. If you want to upgrade your pricing information to use price lists after upgrading to#*Washington DC*, see the#Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the *Now Support Knowledge Base*. • After upgrading to the#Xanadu release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process, see the #Deprecating Telco List for Order Capture [KB1586538] article in the *Now Support Knowledge Base*. If you're an upgrade customer who uses the **contract start date** and **contract end date** fields and has records, you can migrate those records to the latest data model by running the *Migrate data from deprecated contract fields to new fields on Order and Order Lines* scheduled job. This scheduled job must be manually executed by navigating to **System Definitions** > **Scheduled Jobs**. For more information on scheduled jobs, see Scheduled jobs.	
Platform Analytics experience	New customers: The *Platform Analytics* experience is automatically available on the *ServiceNow AI Platform*. It offers an intuitive interface to help you better understand and utilize your data. Upgrading customers: If you are currently using *Core UI* responsive dashboards, you will continue to have access without any disruption. Consider transitioning to the *Platform Analytics* experience to take full advantage of the new capabilities.	Xanadu
Playbooks in Workflow Studio	After you upgrade to *Xanadu*, update the *Playbooks* and *Workflow Studio* applications in the *ServiceNow Store*.	Xanadu
Product Catalog Management and Pricing Management	If you're using the extension point *sn_csm_pricing.PricingAdjustmentsExtensionPoint* for pricing adjustments, change the default pricing plan (introduced in the November 2024 release) after upgrading. The pricing plan steps for the Configuration Component Price Adjustment and Standard Price Adjustment matrices are not applicable. As pricing admin or manager, remove the steps for these matrices from the default pricing plan.	Xanadu

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(continued)

Product	Release notes	Family
	1. Navigate to **All** > **Pricing** > **Pricing Plans**. **2.** Select the published Default Pricing Plan. **3.** Select **Copy**. **4.** In the pricing plan copy, go to the Pricing Plan steps related list. **5.** Select the rows for the Apply configuration component adjustments step (Sequence 50) and the Apply contextual adjustments step (Sequence 60) and select **Delete** in the Actions on selected rows menu. **6.** Select **Update**. **7.** Publish the pricing plan copy.	
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.	Xanadu
RPA Hub	Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot* • *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Xanadu*. Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Xanadu*. Before upgrading *RPA Hub* to *Xanadu*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and	Xanadu

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(continued)

Product	Release notes	Family
	set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to *Xanadu*, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Xanadu* without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release article in the *Now Support* knowledge base.	
Security Posture Control	For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control.	Xanadu
Service Exchange	• *Service Exchange* 2.x.x that is being released with the *Xanadu* release does not support migration of the *Service Exchange* (Legacy) versions. If you are using a *Service Exchange* (Legacy) version, before you upgrade to the *Xanadu* release, you must follow instructions in the *Service Exchange* for Providers (Legacy) - Migration Utility (KB1499823) article in the *Now Support* Knowledge Base to migrate your configuration data. • If you are upgrading from version 1.x.x of *Service Exchange*, follow the steps listed in Upgrade Guide - *Service Exchange* for Providers and Consumers application (v2.x.x release - KB1700387) to migrate your *Service Exchange* applications. • Due to the introduction of mismatched version support, new entitlements cannot be activated until both the consumers and providers upgrade to the *Xanadu* release. Older active entitlements will continue to work but new ones cannot be activated.	Xanadu
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions: • *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) • *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont)	Xanadu

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(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>Compatible Service Operations Workspace versions
<table>
<tr><th>Service Operations Workspace for ITSM (sn_sow_itsm_cont)</th><th>Service Operations Workspace for ITOM (sn_sow_itom_cont)</th></tr>
<tr><td>1.1.x</td><td>21.0.y</td></tr>
<tr><td>1.2.x</td><td>21.1.y</td></tr>
<tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr>
<tr><td>2.0.x</td><td>22.0.y</td></tr>
<tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr>
<tr><td>3.1.x</td><td>23.y.y</td></tr>
<tr><td>4.x.x</td><td>24.y.y</td></tr>
<tr><td>5.0.x</td><td>24.2.y</td></tr>
<tr><td>5.1.0</td><td>25.2.0</td></tr>
<tr><td>6.1.1</td><td>26.0.12</td></tr>
</table></td><td></td></tr>
<tr><td>ServiceNow SDK</td><td>Upgrade to the latest version of the ServiceNow SDK with the <code>now-sdk upgrade</code> command. For more information, see Upgrade the ServiceNow SDK.</td><td>Xanadu</td></tr>
<tr><td>Skills Management</td><td>The skills dashboard is automatically migrated to the Next Experience UI in the Xanadu release. When you upgrade, you can automatically access the Skills dashboard in the Next Experience UI.</td><td>Xanadu</td></tr>
<tr><td>Software Asset Management</td><td>After upgrading to the Microsoft Entra ID spoke 4.3 version, the Microsoft Azure AD - Download Group Membership directory job isn't executed for existing SSO or Directory integrations. This directory job also isn't created for new SSO or Directory integrations. Instead, the Microsoft Azure AD - Download Groups directory job downloads all groups and group memberships configured on .</td><td>Xanadu</td></tr>
<tr><td>Strategic Planning</td><td>After upgrading to Strategic Planning v4.3.2, run the Migrate BreakdownInterval To Checkinfrequency scheduled job. This scheduled job migrates the existing values in the Review frequency and Breakdown interval fields to the Check-in frequency field in the target records. For more</td><td>Xanadu</td></tr>
</table>

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(continued)

Product	Release notes	Family
	information on how these values are migrated for targets with different values, see Target breakdowns migration.	
Subscription Management	*Subscription Management* version 3.2 is active by default on all instances of the *Xanadu* release. Update to *Subscription Management* version 4.0 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin.	Xanadu
Telecommunications Network Inventory	If you are an existing user of previous releases, both legacy and new product models will be available in the Network Inventory Workspace menu after upgrading to *Xanadu*. To rectify this issue, you must migrate your legacy product model data to the new product model tables in your current instance. For more details about the procedure, see KB1695167.	Xanadu
Third-party Risk Management	If you are a *VRM* user upgrading to *TPRM*, when upgrading to *Vancouver* or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from *Utah* to *Vancouver*, *Vancouver* to *Washington DC*, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts. For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information.	Xanadu
Vulnerability Response Integration with Claroty CTD	Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application.	Xanadu
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support* Knowledge Base. • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.	Xanadu
Workflow Studio	As of *Washington DC* patch 3, updating *Workflow Studio* automatically updates all of its application dependencies such as *ServiceNow® Workflow*	Xanadu

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(continued)

Product	Release notes	Family
	Studio, Playbook, and *ServiceNow® Decision Builder*. You can no longer see or update the individual application dependencies of *Workflow Studio* from the *ServiceNow® Store* or the list of plugins.	
AI Control Tower	General availability release, no upgrade.	Yokohama
AI Search	When you upgrade to *Yokohama* from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources.	Yokohama
Accounts Payable Operations	If you're upgrading from a previous release, you must configure the reference field in the Tax Code [sn_fin_tax_code] table. The exception engine validates the invoice using the tax code and raises exceptions if necessary.	Yokohama
App Engine Studio	Due to a new process for assigning groups in *AEMC*, the same version of the Application Intake plugin must be activated on each of your instances. For more information, see App Readiness and Compliance Report.	Yokohama
Application Manager	*Application Manager* is active by default on instances on the *Yokohama* release. Upgrade your instance to *Yokohama* patch 11 or later to use the latest features. For information about upgrading your *ServiceNow AI Platform* instance, see Prepare your upgrade.	Yokohama
Application Vulnerability Response	• For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes. • For more information about the released versions of the *Application Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	Yokohama
Automated Test Framework	Copy and customize quick start tests provided by the *ServiceNow AI Platform®* to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application.	Yokohama

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(continued)

Product	Release notes	Family
	The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.	
Configuration Management Database (CMDB)	Three new indexes (parent, type), (child, type), and (child, parent, type, port) are added to the CI Relationship [cmdb_rel_ci] table to improve the performance of Identification and Reconciliation Engine (IRE) querying this table. This change is likely to increase upgrade time. For more information about the impact of this change during upgrade and to learn how to minimize that impact, see Increased Yokohama Upgrade Time due to cmdb_rel_ci index additions [KB1703367].	Yokohama
Data Management	• After upgrading a self-hosted instance to *Yokohama*, the sys_physical_table_stats table doesn't display the latest data for table size, with the sample_period_start column showing dates prior to the upgrade. To see the correct table size, you can set the com.glide.stats.storage_disk_usage.information_schema system property to true, which allows the statsGatherer job to use the information schema to generate the required database statistics. • A data management policy record is automatically created for each table that is configured with an archive rule or a table cleaner rule prior to the upgrade.	Yokohama
Data Privacy	Licensing changes enable you to install *Data Discovery*, *Data Discovery* APIs, Data Anonymization, and *Data Privacy* APIs without an entitlement, but you must have an entitlement to run a job.	Yokohama
DevOps Change Velocity	If you are a new customer or are using a zBoot instance and you want to create type-based workflow change requests in *DevOps Change Velocity*, you must add the *com.snc.change_management.change_model.type_compatibility* property and set it to True. For more information, see Add a system property. If you are an upgrading customer, you must run the **ReConfigure Bitbucket Server Repositories for PullRequest** job to re-configure your existing Bitbucket Server or Bitbucket Data Center repositories so that pull request records can	Yokohama

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(continued)

Product	Release notes	Family
	be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it.	

Encryption Key Management	• The GlideEncrypter API uses the three-key Triple Data Encryption Standard (3DES) encryption standard which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the *Yokohama* release in preparation for a full deprecation of GlideEncrypter/3DES in the future.
	  ◦ New *Yokohama* instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.
	  ◦ if you're upgrading your *Yokohama* instances, you can still use 3DES, but you can also disable 3DES usage with a system property.
	  ◦ Learn more about 3DES deprecation in KB1704481.
		Yokohama

External Content Connectors	Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually. When you upgrade to version 4 of the External Content Connectors application from an earlier version, searches may not show all previously crawled content until you've completed both a content crawl and a user mapping crawl for each upgraded connector. The first content crawl run after the upgrade will reindex all searchable content from the source system, and the user mapping crawl will reindex all security principals from the source system. All crawled content should be shown in searches after both of these crawls are complete.	Yokohama
Field Service Management	• Upgrading to Yokohama may extend the upgrade maintenance time of a customer due to Appointment Booking. The Appointment Booking configuration tables get extended to the Application File [sys_metadata] table as a part of the upgrade. After upgrading to Yokohama, re-parenting occurs automatically and the duration of the re-parenting depends on the number of records in Application File [sys_metadata] table. • Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places	Yokohama

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(continued)

Product	Release notes	Family
	API (New) and Routes API. You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you need to create a new Google API key after March 1, 2025, you must enable the new APIs from Google Console and upgrade to Yokohama Patch 3 version or higher to ensure compatibility.	
Financial Services Card Operations	During the upgrade to *Yokohama*, the *Financial Services Card Operations* plugin reparents the Card Disputes Transaction table [sn_bom_credit_card_disputes_transaction] to the Financial Task table [sn_bom_task] in *Financial Services Operations Core*. Reparenting leverages the benefits and advancements of *ServiceNow® Financial Services Operations Core* while preserving the functionality of existing applications. **Note:** If your instance uses the Card Disputes Transaction table [sn_bom_credit_card_disputes_transaction] and it contains a large amount of data, you may experience increased upgrade times.	Yokohama
Generative AI Controller	*Generative AI Controller* is installed and updated when you install or update any *Now Assist* application. If you have issues installing or updating applications, see this knowledge article for steps that may address your issue. Otherwise, you can make a Support case.	Yokohama
ITOM Visibility	3DES support is planned for permanent removal from the *MID Server* for *MID Servers* with SSH-based Discovery or SSH-based integrations. For more information, see 3DES deprecation in SSH from Xanadu [KB1644950]. After upgrading to Yokohama, a Fix Script named "Add Explicit Public SNMP Credential" might create a public SNMP credential in Production instances. This could lead to unnecessary records via *Discovery*. The Fix Script is present in Yokohama instances, including OOB. Before applying the upgrade of *Discovery* core, Yokohama version, verify the fix script behavior in a sandbox environment. Remove the public SNMP credentials if not required.	Yokohama
Impact	The *Impact Store Application* configuration requires a sequence of tasks. See Configuring the Impact Store Application for details.	Yokohama

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(continued)

Product	Release notes	Family
Instance Data Replication	Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses *Hermes Messaging Service*. For details, see Upgrading legacy sets. Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.	Yokohama
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 17.0.12. If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted according to the executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	Yokohama
Now Assist Analytics	*Now Assist Analytics* is installed and updated when you install or update any *Now Assist* application. If you have issues installing or updating applications, see this	Yokohama

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(continued)

Product	Release notes	Family
	knowledge article for steps that may address your issue. Otherwise, you can make a Support case.	
Now Assist Skill Kit	If you customized UI actions or other items that are associated with *Now Assist* skills, ensure that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected. If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article.	Yokohama
Now Assist for Hardware Asset Management (HAM)	Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents: • Hardware asset management sourcing AI agent • Transfer order creation AI agent • Purchase order creation AI agent	Yokohama
Now Assist for IT Service Management (ITSM)	When you upgrade to the Zurich Patch 4 release, any customizations you may have made to the *Now Assist* context menu (NACM) won't be preserved. For more information, see the Community article Upgrade information for the NACM support in Now Assist for ITSM.	Yokohama
Now Assist for Security Incident Response	For more information about required applications for *Now Assist for Security Incident Response*, see Supporting information. **Note:** Upgrading the *Now Assist* plugins activate any designated skills that were previously untouched by the customer. • If you have the plugins installed but never touched the configuration (never activated the skill nor adjusted associated roles) of a skill, any Default On skill will be activated on a per skill basis upon upgrading. • If you have previously toggled a skill from active and then back to inactive or have updated any roles for that skill, that skill remains inactive upon upgrading. • You maintain full control over deactivating individual skills at any time after activation. Starting with version 2.0.1, the name of the *Now Assist for Security Operations* application in	Yokohama

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(continued)

Product	Release notes	Family
	ServiceNow® Store and in your *ServiceNow AI Platform®* instance has changed to *Now Assist for Security Incident Response*. You must upgrade to version 2.0.1 to access the following features: • Generate resolution notes in the *Now Assist* context menu. • Generate correlation insights for a security incident investigation from the *Now Assist* panel. The *AI Search* application must be enabled so that the recommended actions skill works for security incidents. To verify that *AI Search* is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates that *AI Search* is not enabled.	
Now Assist for Vulnerability Response	For more information about required applications for *Now Assist for Vulnerability Response*, see Supporting information. **Note:** Upgrading the *Now Assist* plugins activate any designated skills that were previously untouched by the customer. • If you have the plugins installed but never touched the configuration (never activated the skill nor adjusted associated roles) of a skill, any Default On skill will be activated on a per skill basis upon upgrading. • If you have previously toggled a skill from active and then back to inactive or have updated any roles for that skill, that skill remains inactive upon upgrading. • You maintain full control over deactivating individual skills at any time after activation.	Yokohama
Now Assist in Contract Management	If you're upgrading to *Now Assist* in *Contract Management* starting with Yokohama Patch 3 from a previous version and you have customized use cases, run a fix script to migrate the existing data to the *Now Assist Admin* console. 1. Navigate to **All** > **System Definition** > **Fix Scripts**. 2. In the **Name** field, search for `Upsert DI skill config`. 3. In the script, add the use case ids that you want to migrate to the *Now Assist Admin* console. 4. Select **Run Fix Script**.	Yokohama

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(continued)

Product	Release notes	Family
	For more information, see Post-upgrade steps for Now Assist in Contract Management.	
Now Assist	If you customized UI actions or other items that are associated with *Now Assist* skills, ensure that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected. If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article.	Yokohama
Platform Analytics experience	If you had previously migrated your analytics assets to *Platform Analytics*, assets that were in compatibility mode but are newly supported in *Yokohama* are migrated automatically.	Yokohama
Playbooks in Workflow Studio	After you upgrade to *Yokohama*, update the *Workflow Studio* application in the *ServiceNow Store*.	Yokohama
Portfolio Planning	After upgrading to *Portfolio Planning* v8.8.0, the custom view settings previously saved under user preferences will be cleared. You must reapply these changes and create views as needed. For instructions, see Create a portfolio plan view in Portfolio Planning and Create a free-form roadmap view in Portfolio Planning.	Yokohama
Product Catalog Management and Pricing Management	After upgrading to the May 2025 release of *Sales and Order Management* applications, you must run a scheduled job that automatically enables the **Allow multiple configurations** option when your catalog admin creates product offerings with an associated product specification. This job is called **Scheduled job with an upgrade script to set 'allow_multiple_configurations' to true on an Offering**. When multiple product offering configurations are allowed in configurable opportunities, quotes, or orders, agents can create multiple instances of a child product offering and define custom configurations for each offering instance. **Note:** The **Allow multiple configurations** option is always enabled (set to true) for all product offerings that have an associated product specification. However, if the product specification has a child hierarchy, this option is honored only for orders placed through the TMF APIs. For specifications without a hierarchy, the flag is honored across all ordering channels.	Yokohama

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(continued)

Product	Release notes	Family
	The May 2025 release provides a default pricing plan that includes a new step, Apply Renewal Adjustment. If you've been using a custom pricing plan from an earlier release, review the default pricing plan, which is in a Retired state after upgrading to the May 2025 release. Determine whether you want to publish the default plan or customize the default pricing plan for your needs and then publish the custom plan to be used.	
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in the *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the labels for the **Customer**, **Accounts**, and **Service Organizations** UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.	Yokohama
RPA Hub	Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot* • *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Yokohama*. Based on the number of records in the application file table, you may experience a delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Yokohama*. Before upgrading *RPA Hub* to *Yokohama*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to *Yokohama*, the bot process definitions change to the new structure, which is the bot process configuration.	Yokohama

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(continued)

Product	Release notes	Family
	Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Yokohama* without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the *Now Support Knowledge Base*.	
Security Posture Control	For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control.	Yokohama

Service Exchange	• When using *Service Exchange* for Providers and *Service Exchange* for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility.
	• The *Service Exchange* Global Script Include is automatically installed or updated when you install the *Service Exchange* application on the following platform versions:
	  ○ *Washington DC* Patch 9
	  ○ *Xanadu* Patch 4
	  ○ *Yokohama*
	• *Service Exchange* 2.x.x, which was first released with the *Xanadu* release, does not support migration of *Service Exchange* (Legacy) versions. If you are using a *Service Exchange* (Legacy) version, before you upgrade to the *Yokohama* release, you must follow instructions in the *Service Exchange* for Providers (Legacy) - Migration Utility [KB1499823] article in the *Now Support* Knowledge Base to migrate your configuration data.
	• If you are upgrading from *Service Exchange* version 1.x.x, follow the steps in Upgrade Guide - *Service Exchange* for Providers and Consumers application (v2.x.x release) [KB1700387] to migrate your *Service Exchange* applications.
	• Due to the introduction of mismatched version support, new entitlements cannot be activated until both the consumers and providers upgrade to *Service Exchange* version 2.x.x. Older active entitlements will continue to work but new ones cannot be activated.
	• If you upgrade to *Service Exchange* version 2.0.55 with *Sales and Order Management* plug-in version 1.0.4 before upgrading the platform to the *Yokohama* release,
		Yokohama

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(continued)

Product	Release notes	Family
	the new Deny ACLs will not be installed. To ensure the Deny ACLs get installed, after upgrading to *Yokohama*, you must click Repair to reinstall the *Service Exchange* application.	
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions: • *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) • *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) For more information on compatible versions, see Version compatibility between Service Operations Workspace for ITSM and Service Operations Workspace ITOM.	Yokohama
ServiceNow IDE	*ServiceNow IDE* version 1.1.4 is active by default on instances on the *Yokohama* release. Update to *ServiceNow IDE* version 2.0 or later to use the latest features. For information about updating *ServiceNow IDE*, see Updating apps.	Yokohama
ServiceNow SDK	Upgrade to the latest version of the *ServiceNow SDK* with the `now-sdk upgrade` command. For more information, see Upgrade the ServiceNow SDK. *ServiceNow SDK* version 3.0 supports integrating with *ServiceNow* instances beginning with the *Washington DC* release. **Note:** For more information about minor releases of the *ServiceNow SDK*, see the ServiceNow IDE, SDK, and Fluent articles in the *ServiceNow Community*.	Yokohama
ServiceNow Studio	*ServiceNow Studio* no longer has to be downloaded from the *ServiceNow Store*. It's available on the *ServiceNow AI Platform* by default.	Yokohama
Software Asset Management	Starting from the *Yokohama* release, all the reconciliation script includes are being moved from the family release to the *Software Asset Management* store application (com.sn_itam_samp). When upgrading to *Yokohama*, if you have made customizations to reconciliation script includes, you must move your customizations to the new script includes. The old script includes will be deprecated. When upgrading to *Yokohama* Patch 1 with the *Software Asset Management* (sn_itam_samp) 2.1.0 store application installed, you must delete the entitlements for the existing	Yokohama

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(continued)

Product	Release notes	Family
	CrowdStrike integration profiles. Then, create new entitlements for various *CrowdStrike* products, such as *CrowdStrike* Falcon Endpoint Protection and *CrowdStrike* Falcon Discover, based on their license metrics. These metrics include the Reserved Hourly Average Sensor and Sensor Subscription, which are found under the *CrowdStrike* License Metric Group. • If any existing *CrowdStrike* profiles are in the Draft state, create new integration profiles and delete the existing ones. • If any existing *CrowdStrike* profiles are in the Published state, their state changes to Draft.	
Strategic Planning	After upgrading to *Strategic Planning* v4.7.0, the following changes apply to user preferences: • Custom view settings previously saved under user preferences will be cleared. You must reapply these changes and create views as needed. For instructions, see Create a portfolio plan view in Strategic Planning and Create a free-form roadmap view in Strategic Planning. • Customizations made to the Timeline and Kanban views in the **Roadmap** tab, and the Kanban view in the **Prioritization** tab at the portfolio plan level, will be copied to the Default view of the portfolio plan. Similarly, any customizations made to the Timeline and Kanban views in the free-form roadmap will also be copied to the Default view of the free-form roadmap.	Yokohama
Subscription Management	*Subscription Management* version 4.1 is active by default on all instances of the *Yokohama* release. Update to *Subscription Management* version 6.0.2 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin.	Yokohama
Telecommunications Network Inventory	The *Yokohama* release needs the *Xanadu* platform version to support the Design and Assign playbook feature.	Yokohama
Telecommunications Service Operations Management (TSOM)	After installing *Telecommunications Service Operations Management* TSOM, any customized IRE identification rules applied to interface cards, slots, sub-slots and network interfaces may be affected. You must review and validate the rules to ensure proper functionality.	Yokohama
Third-party Risk Management	Starting with the *Vancouver* release, if you're a *VRM* user upgrading to *TPRM*, from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from one release to the next rather than	Yokohama

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(continued)

Product	Release notes	Family
	skipping to the latest release. Not running scripts in the correct order can result in data inconsistencies, broken functionalities, and conflicts. For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information. For existing *TPRM* customers, after upgrading to version 20.2.4, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column.	
Vulnerability Response Integration with Claroty CTD	Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application.	Yokohama
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Yokohama* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support* Knowledge Base. • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.	Yokohama
Workforce Optimization for ITSM	**Enhanced security to access *Workforce Optimization for ITSM*** When you upgrade to the *Yokohama* release, you have the option to turn on enhanced security for the *Workforce Optimization for ITSM* application. To get the enhanced security, you must contact *Now Support* to install the ITSM Enhanced Security Features plugin (com.snc.itsm.enhanced_security). After you install the plugin, you need the roles listed here to access the respective features.	Yokohama

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(continued)

<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>
<table>
<tr><th>Features in Workforce Optimization for ITSM</th><th>Role required for each user</th></tr>
<tr><td>Skill review</td><td>• Skill review manager (sn_wfo_skillreview.manager)
• Skill review user (sn_wfo_skillreview.user)</td></tr>
<tr><td>Work scheduler</td><td>• Work scheduler admin (sn_wfo_work_sched.admin)
• Work scheduler manager (sn_wfo_work_sched.manager)</td></tr>
</table>
</td><td></td></tr>
<tr><td>AI Search</td><td>After you upgrade to Zurich from an earlier family release, run full document crawls in all your external content connectors to update their semantic vector indexing field mappings.</td><td>Zurich</td></tr>
<tr><td>Application Manager</td><td>Application Manager is active by default on instances on the Zurich release. Upgrade your instance to Zurich patch 4 or later to use the latest features. For information about upgrading your ServiceNow AI Platform instance, see Prepare your upgrade.</td><td>Zurich</td></tr>
<tr><td>Application Vulnerability Response</td><td>• If you are currently using Application Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Application Vulnerability Response and for upgrades to supported third-party integration applications.
• For information about the new features of Vulnerability Response, see the Vulnerability Response release notes.
• For more information about the released versions of the Application Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Zurich release,</td><td>Zurich</td></tr>
</table>

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(continued)

Product	Release notes	Family
	see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	
Automated Test Framework	Copy and customize quick start tests provided by the *ServiceNow AI Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.	Zurich
CPQ Configurator	If you used the legacy product configurator previously and want to use the CPQ Configurator, after upgrading, you must set the *sn_prd_pm.enable_advanced_configuration* system property to true to be able to use the configurator in *Sales and Order Management* workflows. .	Zurich
Change Management	As part of the update to use Flow instead of Progress Workers for conflict detection, the Conflict Checker Progress UI Formatter record references a new UI macro, change_conflict_worker_progress_gate. This macro checks the *change.conflict.useprogressworker* system property to determine the conflict detection mechanism and then displays the corresponding UI macro to work with either Progress Workers or the Change Management Worker table. For more information, see Conflict detection.	Zurich
Cloud Cost Management 9.0	The *Cloud Cost Management* platform support is available beginning with the *Xanadu* release. For instructions on upgrading *Cloud Cost Management* to *Zurich*, see Upgrade Cloud Insights.	Zurich
Cloud Exposure View	The Cloud Exposure View is a workspace in the Cloud Security for Cloud Workspace application that is supported by the *Unified Security Exposure Management* application. *Unified Security Exposure Management* (*USEM*) and the Cloud Security for Cloud Workspace applications are required. *USEM* is available to all customers who are entitled to *Vulnerability Response*. See Unified Security Exposure Management release notes for more information.	Zurich

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(continued)

Product	Release notes	Family
Configuration Compliance	If you are currently using *Configuration Compliance*, and you do not intend to upgrade to *Unified Security Exposure Management* (USEM), install a version below v30.x of *Configuration Compliance* and for upgrades to supported third-party integration applications. The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with *Wiz* integrations, after updating to version 1.1, you must backdate any of your existing *Wiz* primary integrations by three days and run them. Please review more information about the *Wiz* integration at SecOps articles on the Security Operations Community. For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Zurich* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	Zurich
Configuration Management Database (CMDB)	Due to the removal of the **Design** value for the operational status attribute in a CI, after an upgrade, you must review all CIs that have the discovery source attribute set to *Manual via IRE*. Review the operational status attribute of those CIs and set it to a supported value in *CMDB* for your environment. For example, you can set the attribute to *Non-Operational*. For more information about the operational status values, see Tangible/physical life cycle. On an upgraded *Zurich* instance, to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some *CMDB Workspace* tasks, you must manually run the scheduled job *Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles*. This scheduled job modifies the user roles as follows: • Updates the itil user role to no longer contain the sn_cmdb_editor user role, and updates the itil_admin user role to no longer contain the sn_cmdb_admin user role. • If those permissions don't exist, updates the sn_cmdb_admin and the sn_cmdb_editor user roles with create, update, and delete access to the Configuration Item [cmdb_ci] class. For more information about the *Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles* scheduled job, see Remove sn_cmdb_admin	Zurich

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(continued)

Product	Release notes	Family
	from itil_admin and sn_cmdb_editor from itil, and then add create/update/delete access to cmdb_ci table for sn_cmdb_admin / sn_cmdb_editor [KB2290506].	
Container Vulnerability Response	If you are currently using *Container Vulnerability Response*, and you do not intend to upgrade to *Unified Security Exposure Management* (USEM), install a version below v30.x of *Container Vulnerability Response* and for upgrades to supported third-party integration applications. The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with *Wiz* integrations, after updating to version 1.1, you must backdate any of your existing *Wiz* primary integrations by three days and run them. Please review more information about the *Wiz* integration at SecOps articles on the Security Operations Community. For more information about the released versions of the *Container Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Zurich* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	Zurich
Customer self-service for Sales and Order Management	The new order checkout experience and improved cart capabilities are delivered through a new Sales Cart plugin (sn_sales_cart). As an admin, you must perform the Post-upgrade order migration to continue providing a seamless experience for your customers. Failing to perform the upgrade steps can result in your customers losing products added to their carts.	Zurich
Encryption Key Management	• In previous releases, the GlideEncrypter API used the three-key Triple Data Encryption Standard (3DES) encryption standard, which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the *Zurich* release in preparation for a full deprecation of GlideEncrypter/3DES in the future:	Zurich

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(continued)

Product	Release notes	Family
	○ New *Zurich* instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes. ○ if you're upgrading your *Zurich* instances, you can still GlideEncrypter, which has been updated to use AES256-GCM encryption via the Key Management Framework. ○ Learn more about 3DES deprecation in KB1704481.	
Encryption	For the GlideEncrypter API, NIST 800-131A Rev 2 has recommended against using the Triple Data Encryption Standard (3DES) encryption. The following changes are taking place in the *Zurich* release with the official removal of 3DES encryption for GlideEncrypter. • The GlideEncrypter API defaults to using the Key Management Framework (KMF) based algorithm, Advanced Encryption Standard (AES), for encryption and decryption operations for upgraded instances only. • For instances created with the *Zurich* release or later, this API isn't supported. • Learn more about 3DES deprecation in KB1704481. In the *Zurich* release, Column Level Encryption has received a required upgrade to Key Management Framework Column Level Encryption (KMF-CLE) due to the platform-wide deprecation of 3DES. For more information about this upgrade, see KB1700704.	Zurich
Enterprise Asset Management	Starting with *Zurich* release, a new menu, Asset put away, has been added to the *ServiceNow Agent* app navigation bar. When upgrading to the *Zurich* release, a fix script identifies whether the *ServiceNow Agent* app navigation bar was customized and takes the necessary action. • If the navigation bar wasn't customized before the upgrade, a new Asset put away icon () is included in the navigation bar • If the navigation bar was customized before the upgrade, two navigation bars appear: Customized old IT Asset Management and IT Asset Management. The new icon appears in the IT Asset Management navigation bar.	Zurich
External Content Connectors	Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external	Zurich

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(continued)

Product	Release notes	Family
	content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually. When you upgrade to version 4 of the External Content Connectors application from an earlier version, searches may not show all previously crawled content until you've completed both a content crawl and a user mapping crawl for each upgraded connector. The first content crawl run after the upgrade will reindex all searchable content from the source system, and the user mapping crawl will reindex all security principals from the source system. All crawled content should be shown in searches after both of these crawls are complete.	
Field Service Management	Effective March 1, 2025, the *Google* Places API, Directions API, and Distance Matrix API have been designated as legacy services. The newer versions of these services are Places API (New) and Routes API. *Google* Maps APIs for *Field Service* capabilities uses the latest version of the APIs in the *Zurich* release and *Dispatcher Workspace* version 8.0. To help avoid issues with the *Google* Maps APIs, enable Places API (New) and Routes API from *Google Cloud Platform* Console.	Zurich
Flows, subflows, and actions in Workflow Studio	An earlier version of the save as you go feature was released and withdrawn from the *Washington DC* release. If you're upgrading from the *Washington DC* release, you might have manually turned off the save as you go features by setting a system property. To restore the save as you go features, see Restore save as you go functionality.	Zurich
Generative AI Controller	*Generative AI Controller* is installed or updated when you install or update a *Now Assist* application. If you have issues installing or updating applications, see this knowledge article or open a support case.	Zurich
Hardware Asset Management	• Starting from the *Zurich* release, a few workflows have been migrated to *Workflow Studio* as flows. **Note:** The migration of workflows to *Workflow Studio* applies to *Asset Management*, *Procurement*, and *Contract Management* applications. ○ The following workflows have been migrated to *Workflow Studio* as flows: ▪ Procurement Process Flow – Hardware ▪ Transfer Order ▪ Transfer Order Line	Zurich

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(continued)

Product	Release notes	Family
	▪ Source Request ▪ Contract Approval ○ When upgrading to the *Zurich* release, a fix script identifies whether the workflows were customized and takes necessary action. ▪ If the workflows weren't customized before the upgrade, the legacy workflows are deactivated from the instance, and *Workflow Studio* flows are installed and executed post-upgrade. ▪ If the impacted workflows were customized before the upgrade, the *Workflow Studio* flows are installed but aren't executed for any of the impacted flows post-upgrade. You can view and access the impacted workflows in the instance after the upgrade. However, the deprecated workflows are considered custom code and aren't supported for maintenance. • After upgrading to the *Zurich* release, if an approval history record exists for a contract that is no longer required, reject the record instead of deleting it. If the approval history record is deleted, *Workflow Studio* doesn't support updating the contract's **Substate** field value to display the correct state. • Starting with *Zurich* release, a new menu, Asset put away, has been added to the *ServiceNow Agent* app navigation bar. When upgrading to the *Zurich* release, a fix script identifies whether the *ServiceNow Agent* app navigation bar was customized and takes the necessary action. ○ If the navigation bar wasn't customized before the upgrade, a new Asset put away icon () is included in the navigation bar ○ If the navigation bar was customized before the upgrade, two navigation bars appear: Customized old IT Asset Management and IT Asset Management. The new icon appears in the IT Asset Management navigation bar. • A new role, sn_itam_recomm.recommendations_read, helps ensure that only valid users can execute APIs related to the Important Actions menu in the *Asset Workspace*. The following roles, which have access to the *Asset Workspace*, now include the sn_itam_recomm.recommendations_read role: ○ procurement_user ○ inventory_admin ○ inventory_user ○ model_manager	

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(continued)

Product	Release notes	Family
	○ contract_manager ○ itil ○ catalog_manager ○ catalog_admin ○ sam ○ ham_user ○ asset • Control sensitive data leakage from range queries accessed by unauthenticated users through the following access control lists (ACLs): ○ Contract [ast_contract] table: Only users with the contract_manager role can perform the query_range operation on the Start date, Contract number, PO number, and Vendor columns. ○ Contract user M2M [clm_m2m_contract_user] table: Only users with the contract_manager and asset roles can perform the query_range operation on the Contract and User columns. ○ HAMP Success Activity [sn_hamp_success_activity] table: Only users with the ham_admin and asset roles can perform the query_range operation on the Description, Short description, and Success goals columns. • Only users with the admin role can update the following system properties: ○ glide.sg.voice_search.enabled ○ glide.ui.sn_hamp_asset_reclaim_task_activity.fields ○ glide.ui.sn_hamp_loaner_asset_order_activity.fields ○ glide.ui.sn_hamp_ztr_task_activity.fields ○ sn_hamp.enable_shipping_carrier_validation_asn ○ sn_hamp.model_lifecycle_phase_order ○ sn_hamp.update_assets_norm_model_name	
Impact	The *Impact Store Application* configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application.	Zurich
Instance Data Replication	• Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses *Hermes Messaging Service*. For details, see Upgrading legacy sets.	Zurich

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(continued)

Product	Release notes	Family
	• Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is composed of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.	
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 17.0.12. If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted according to the executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	Zurich
Notify	Starting with the *Zurich* release, *Notify* uses subflows instead of workflows. For existing users in *Zurich*, your current workflows are still supported. For new users, your *Notify* plugin installations use subflows. As part of this transition, the following workflow activities are available as flow actions and can be used when creating subflows:	Zurich

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(continued)

Product	Release notes	Family
	• Join conference call • Call • Send SMS • Forward call • Input • Hangup • Play • Record • Reject • Say • Forward to notify client • Queue Maintain, build, and modify your own custom subflows in *Workflow Studio* with subflows for new instances. The following base system workflows have been migrated to subflows: • (Re)join Conference Call • Join Conference Call with muting • Join Conference Call with SMS Your existing workflows continue to function after the upgrade. **Note:** All workflow-related artifacts have been moved to a new plugin, which is maintained in a support-only mode and isn't available for new installations.	
Now Assist for CMDB	The installation (activation) process has changed for the *Now Assist for CMDB* v2.1 plugin. See Configure for the new instructions.	Zurich
Now Assist for Hardware Asset Management (HAM)	If you have the procurement_user user role, you can access the help manage hardware asset requests agentic workflow, which includes the following AI agents: • Hardware asset management sourcing AI agent • Transfer order creation AI agent • Purchase order creation AI agent	Zurich
Now Assist for IT Service Management (ITSM)	When you upgrade to the Zurich Patch 4 release, any customizations you may have made to the *Now Assist* context menu (NACM) won't be preserved. For more	Zurich

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(continued)

Product	Release notes	Family
	information, see the Community article Upgrade information for the NACM support in Now Assist for ITSM.	
Now Assist for Security Incident Response (SIR)	**Note:** The following *Now Assist* skills, agents, and agentic workflows for *Now Assist for Security Incident Response* are activated by default: Skills • Security incident summarization • Resolution notes generation • Post incident analysis • Security incident recommended actions • Correlation insights generation • Security incident quality assessment • Natural language condition evaluator • Generate content for shift handover • Quality assessment report NACM • Security incident resolution plan • Security operations metrics analysis Agentic workflows • Wrap up security incident • Resolve security incident • Generate SIR shift handover report • Analyze security operations metrics Agents • EDR AI agent • Exchange online integration handling AI agent • Observable analysis AI agent • Security incident activities handling AI agent • Security incident resolution AI agent • Security incident retrieval AI agent • Security incident shift handover AI agent • Security incident wrap up generator AI agent • Security metrics analysis AI agent For more information, see AI assets on by default	Zurich

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(continued)

Product	Release notes	Family
	Note: Upgrading the *Now Assist* plugins activates any designated skills that were previously untouched by the customer. • If you installed the plugins for a skill but never configured it, meaning you never activated it nor adjusted associated roles, any skill on by default is activated on a per skill basis when upgrade. • If you previously toggled a skill from active and then back to inactive, or updated any roles for that skill, that skill remains inactive when upgrading. • You maintain full control over deactivating individual skills at any time after activation. When you update the *Now Assist for Security Incident Response* (*SIR*) application, the dependency applications are automatically updated. For more information about required applications for *Now Assist for Security Incident Response*, see Supporting information. The *AI Search* application must be enabled so that the recommended actions skill works for security incidents with *Now Assist for Security Incident Response*. To verify that *AI Search* is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates that *AI Search* isn't enabled.	
Now Assist for Vulnerability Response	The following *Now Assist* skills for *Now Assist for Vulnerability Response* are activated by default. • Recommend preferred solution for VIT (VR) • Vulnerable item de-duplication (VR) • Approval Recommendation (VR)(USEM) • Security Exposure Management (SEM) Insights (VR)(USEM) • SPC Setup Connector (Security Posture Control) When you update the *Now Assist for Vulnerability Response* application, the dependency applications are automatically updated. For more information about required applications for *Now Assist for Vulnerability Response*, see Supporting information.	Zurich
Now Assist in Contract Management	If you're upgrading to *Now Assist* in *Contract Management* from Yokohama (Patch 2 and lower) or Xanadu (Patch 8 and lower), and you have customized use cases, run	Zurich

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(continued)

Product	Release notes	Family
	a fix script to migrate the existing data to the *Now Assist Admin* console. **1.** Navigate to **All** > **System Definition** > **Fix Scripts**. **2.** In the **Name** field, search for `Upsert DI skill config`. **3.** In the script, add the use case IDs that you want to migrate to the *Now Assist Admin* console. **4.** Select **Run Fix Script**. For more information, see Post upgrade steps.	
Now Assist	If you customized UI actions or other items that are associated with *Now Assist* skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected. If you run into issues when you're upgrading a *Now Assist* product, see the Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates [KB1637452] article in the *Now Support Knowledge Base*. You might need to log in to view the article. The *Zurich* release introduces enhanced protections for read-only fields across the ServiceNow AI Platform. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the backend and maintain backward-compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. If you have custom client scripts that modify ServiceNow-owned read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to KB2718122. This article provides additional technical details on how to identify affected fields and adjust their settings. The existing Access Control Lists (ACLs) will be updated to replace the 'admin' role with specific, purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API will be replaced with the `hasRole()` API for authorization purposes. Additionally, all references to the 'admin' role in the code will be substituted with the new feature-specific granular roles for authorization use cases. Read https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html to learn more.	Zurich
On-Call Scheduling	Starting from the *Zurich* release, *On-Call Scheduling* uses subflows, not workflows. You must transition from workflows to subflows, because the workflows are considered as legacy workflows. For existing users in *Zurich*, your	Zurich

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(continued)

Product	Release notes	Family
	current workflows continue to be supported. However, for new users, the *On-Call Scheduling* plugin installations on *Zurich* and later instances only use subflows. Maintain, build, and modify your own custom on-call scheduling flows in *Workflow Studio* with subflows for new instances. The following subflows are available for configuration:	
Operational Resilience	After upgrading to *Operational Resilience* version 21.0.x, rerun the *Update CSDM and other dependencies* scheduled job to populate the additional metadata that was introduced in this release.	Zurich
Performance Analyzer	Starting with the *Zurich* release, Performance Analyzer is available on your instance automatically. For access to Performance Analyzer on earlier instances, install Performance Analyzer from the *ServiceNow® Store*.	Zurich
Platform Analytics experience	On upgrade, any homepages on your instance that have been opened are migrated to *Core UI* dashboards, which are visible in the dashboard library. For more information, see Homepage deprecation. Simple lists are all converted to the new List element on upgrade.	Zurich
Playbooks in Workflow Studio	After you upgrade to *Zurich*, update the *Workflow Studio* application in the *ServiceNow Store*.	Zurich
Product Catalog Management and Pricing Management	*Pricing Management* v15.0.0 provides a default pricing plan that includes new steps to support pricing strategies introduced in this release. If you're using a custom pricing plan from an earlier release, review the default pricing plan, which is in a Retired state after you upgrade. Determine whether you want to publish the default plan or customize the default pricing plan for your needs. The default plan contains new steps for calculating net pricing and roll-up values for configurable products in quotes and orders: Net Price Calculation, Line Rollup, and Header Rollup steps. This pricing functionality existed in previous releases for quotes and orders but wasn't included in the default pricing plan. To retain this previous functionality for quotes and orders, you must add the Net Price Calculation, Line Rollup, and Header Rollup steps in your custom pricing plan before you publish it for use.	Zurich

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(continued)

Product	Release notes	Family
	If you used the legacy product configurator previously and want to use the CPQ Configurator, after upgrading set the *sn_prd_pm.enable_advanced_configuration* system property to true. When set to true, this property enables the CPQ Configurator. If you want to use *AI Search* for product catalog searches, before upgrading install *Now Assist for Sales Force Automation (SFA)*, which includes the plugins needed for *AI Search* functionality. After upgrading, complete various steps to implement *AI Search*. These steps include running a scheduled job to set up *AI Search* and enabling *AI Search* in the product catalog interface by setting the *enable_ai_search_in_catalog* system property to true. For details on these configuration steps, see Configuring AI Search for product catalog search.	
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the labels for the Customer, Accounts, and Service Organizations UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.	Zurich
RPA Hub	Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot* • *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Zurich*. Based on the number of records in the application file table, you may experience a delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Zurich*. Before upgrading *RPA Hub* to *Zurich*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and	Zurich

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(continued)

Product	Release notes	Family
	set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to *Zurich*, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Zurich* without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the *Now Support Knowledge Base*.	
Retail applications	Starting with this release onwards, the retail base case has been made abstract. (An abstract case or abstract case type is a base configuration of a case that is intended to be extended by specialized case types rather than used directly.) After upgrading to the *Zurich* release and for any version updates beginning with the *Yokohama* release, if you are using the retail base case table you will no longer be able to create new cases or update existing cases. Use the following case types instead: • Store Inquiry • Retail Customer Complaint • In-store Operations • HQ Communications You can also extend your own case types. For more information on these changes, see the Impact analysis and guidance: Retail case table updates [KB2216547] article in the *Now Support* Knowledge Base.	Zurich
Security Posture Control	For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control.	Zurich
Service Exchange	• *Service Exchange* version 2.x.x: Which was first released with the *Xanadu* release, doesn't support migration of *Service Exchange* (Legacy) versions. *Service Exchange* (Legacy) version: Before you upgrade to the *Zurich* release, follow instructions in the Service Bridge for Providers (Legacy) - Migration Utility	Zurich

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(continued)

Product	Release notes	Family
	[KB1499823] article in the *Now Support* Knowledge Base to migrate your configuration data. • *Service Exchange* version 1.x.x: When upgrading, follow the steps in the Upgrade Guide - Service Bridge for Providers and Consumers application (v2.x.x release) [KB1700387] article in the *Now Support* Knowledge Base to migrate your *Service Exchange* applications. • *Service Exchange* version 2.x.x: Due to the introduction of mismatched version support, new entitlements can't be activated until both the consumers and providers upgrade to *Service Exchange* version 2.x.x. Older active entitlements continue to work but new ones can't be activated. • When you upgrade to *Service Exchange* version 2.0.55 with *Sales and Order Management* plug-in version 1.0.4, before upgrading the platform to the *Zurich* release, new Deny ACLs aren't installed. To ensure the Deny ACLs get installed, after upgrading to *Zurich*, select Repair to reinstall the *Service Exchange* application. • When using *Service Exchange* for Providers and *Service Exchange* for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility. • When you install the *Service Exchange* application, the *Service Exchange* Global Script Include is automatically installed or updated on the following platform versions: ◦ *Washington DC* patch 9 ◦ *Xanadu* patch 4 ◦ *Yokohama* ◦ *Zurich*	
Service Observability	If you have the snc_sow_svcobs.manager role, you must belong to a user groups with a type of `srm`.	Zurich
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions: • *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) • *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) For more information on compatible versions, see Version compatibility between Service Operations Workspace for ITSM and Service Operations Workspace ITOM.	Zurich

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(continued)

Product	Release notes	Family
ServiceNow AI Platform core feature	The dynamic schema application framework has been revised in the *Zurich* release. If you implemented dynamic schema in *Xanadu* or *Yokohama*, the application is automatically migrated to a new framework as part of the upgrade to the *Zurich* release. For details on the migration, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the *Now Support Knowledge Base*.	Zurich
ServiceNow IDE	*ServiceNow IDE* version 2.1.2 is active by default on instances on the *Zurich* release. Update to *ServiceNow IDE* version 3.0 or later to use the latest features. For information about updating *ServiceNow IDE*, see Install or update the ServiceNow IDE.	Zurich
ServiceNow SDK	To upgrade to the latest version of the *ServiceNow SDK* globally or within an application, see Upgrade the ServiceNow SDK. *ServiceNow SDK* version 4.0 supports integration with *ServiceNow* instances beginning with the *Washington DC* release. On *Windows* systems, after upgrading to *ServiceNow SDK* version 4.3 or later, existing stored credentials aren't supported due to the deprecation of Keytar. Users on Windows systems must add their user credentials again using the `now-sdk auth --add` command to authenticate with instances. For more information, see Authenticate. **Note:** For more information about minor releases of the *ServiceNow SDK*, see the ServiceNow SDK repository on *GitHub*.	Zurich
ServiceNow Studio	*ServiceNow Studio* no longer has to be downloaded from the *ServiceNow Store*. It's available on the *ServiceNow AI Platform* by default.	Zurich
ServiceNow Vault	To install *ServiceNow Vault*, the following must be installed: • Data Discovery • Data Privacy • Data anonymization • Field Encryption • Zero Trust Access	Zurich

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(continued)

Product	Release notes	Family
Skills Foundation	You cannot download industry skills data as part of the guided setup.	Zurich
Software Asset Management	Starting from the *Zurich* release, the following workflows are migrated to Flow Designer as flows: • Reclamation workflow • Procurement Process Flow - Auto allocation enabled When upgrading to the *Zurich* release, a fix script identifies whether the workflows were customized. If you haven't customized the workflows before the upgrade, the fix script deactivates the legacy workflows from the instance and deploys the Flow Designer flows on the instance post-upgrade. If you have customized the impacted workflows in the previous release, the fix script doesn't deploy the Flow Designer flows on the instance post-upgrade. You can view and access the impacted workflows in the instance after the upgrade. However, the deprecated workflows are considered as custom code and *ServiceNow* doesn't support those workflows. Starting from the *Zurich* release, the *Software Asset Workspace* plugin (com.sn_sam_workspace) is moved from the family release to the *Software Asset Workspace* store application. After upgrading to *Zurich*, the *Software Asset Workspace* plugin (com.sn_sam_workspace) is inactivated and the *Software Asset Workspace* store application (sn_sam_workspace) is enabled in the instance. When upgrading to the *Software Asset Management – SaaS License Management* plugin (sn_sam_saas_int) version 16.0.6 or later in the Zurich release, verify that the *Software Asset Workspace* store app (sn_sam_workspace) is updated to version 9.0.4.	Zurich
Source-to-Pay Operations Integrations	**Important:** Due to a performance issue identified with the upgrade fix script, the sourcing fix script has been modified. This script will no longer execute automatically during the upgrade process. Instead, it is now delivered as an on-demand job. Administrators must manually execute this job outside of business hours after the upgrade is complete.	Zurich
Strategic Planning	After upgrading to *Strategic Planning* v4.8.0, the existing **Investment type** and **Investment class** fields will appear as **Investment type (Deprecated)** and **Investment class (Deprecated)** respectively across the Planning page including in the Prioritization and Roadmap views and in the Scenario Planning page. The values from these deprecated	Zurich

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(continued)

Product	Release notes	Family
	fields will be automatically copied to the new **Investment type** and **Investment class** fields. If you previously applied filters or personalized your view using the deprecated fields, you must update those configurations to use the new **Investment type** and **Investment class** fields across the workspace—including in the Prioritization and Roadmap views on the Planning page, as well as in the Scenario Planning page.	
Subscription Management	*Subscription Management* version 5.0 is active by default on all instances of the *Zurich* release. Update to *Subscription Management* version 6.1 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin.	Zurich
Synthetic monitoring	If you want to run monitors using a *MID Server* as a location, you must restart the *MID Server* after upgrading.	Zurich
Third-party Risk Management	If you're a *VRM* user upgrading to *TPRM* and upgrading to *Vancouver* or a later release from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. For example, you must upgrade from *Utah* to *Vancouver*, *Vancouver* to *Washington DC*, and so on. If the scripts don't run in the correct order, you can get data inconsistencies, broken functionalities, and conflicts. After upgrading to version 21.0.x, you can enable the *Smart Assessment Engine* (*SAE*) by setting the *Smart Assessment Engine* enabled (**sn_vdr_risk_asmt.sae_enabled**) property. After setting this property, *Smart Assessment Engine* (*SAE*) becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible. **⚠ Warning:** Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues. For more information on upgrading from *VRM* to *TPRM* and the differences between the Smart and Classic Assessment engines, see Third-party Risk Management upgrade information. For existing *TPRM* customers, after upgrading to version 21.0.3, data from the Industry column in the Company [core_company] table is automatically migrated to the	Zurich

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(continued)

Product	Release notes	Family
	tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column.	
Unified Security Exposure Management	*Unified Security Exposure Management* is available to all customers who are entitled to *Vulnerability Response*, however, migrating to *USEM* is a major upgrade that introduces a unified architecture for improved performance, scalability, and streamlined workflows. Before upgrading, leverage the *Migration assistant for Unified Security Exposure Management* that is available as an update set. See the Migration Guidance to Unified Security Exposure Management [KB2556844] Knowledge Base article for more information. This tool provides a guided experience for plugin installation, data mapping, rule migration, and post-migration validation, reducing risk and manual effort. Ensure that all integrations and workflows are reviewed for compatibility before initiating migration. For more information, see Migrating to USEM and Migrate to USEM.	Zurich
Vulnerability Response	If you are currently using *Vulnerability Response*, and you do not intend to upgrade to *Unified Security Exposure Management* (USEM), install a version below v30.x of *Vulnerability Response* and for upgrades to supported third-party integration applications. The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with *Wiz* integrations, after updating to new version 1.1, you must backdate any of your existing *Wiz* primary integrations by three days and run them. Please review more information about the *Wiz* integration at SecOps articles on the Security Operations Community. For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Zurich* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	Zurich

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Product	Release notes	Family
Zero Copy Connector for ERP	If you have existing scheduled extractions and have upgraded to Zurich, run the *Scheduled Extraction V2 Move* fix script to place scheduled extractions in a new table where scheduling is done by the scheduled scripts engine. For detailed steps, see Run fix scripts.	Zurich

Upgrade planning checklist

Plan and track the activities related to your ServiceNow instance upgrade. To help ensure that you complete all the tasks for a successful upgrade, follow the step-by-step instructions in the upgrade planning checklist to track and plan the upgrade.

Some optional steps may not be appropriate depending on the number of instances, customizations, and so forth. Mark the ones you do not need in the **N/A** column.

Tip: To download a PDF version of this checklist, click here.

The process for completing steps for self-hosted customers may vary (for example, requesting an instance clone or upgrades). These differences must be considered during planning.

Customer name:	
Product instance name:	https://[instancename].service-now.com
Other instance names	https://[instancename].service-now.com https://[instancename].service-now.com

	Description	Yes	No	N/A
Phase 1 - Read the release notes and plan your upgrade				
1	Review the Zurich release notes for the target ServiceNow feature release and patch, in addition to product and release documentation. For Zurich -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.	❑	❑	❑
Phase 2 - Complete these planning tasks.				
2	Confirm which ServiceNow instances are in-scope for upgrade.			
3	Confirm the instance hosting model. For example, ServiceNow cloud, on-premise, or off-premise.	❑	❑	❑
4	Based on the Zurich release notes and other release materials, determine new functionality or	❑	❑	❑

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	Description	Yes	No	N/A
	notable changes that need to be validated after the upgrade.			
5	Confirm plans to enable or disable features introduced in the new product release.	❑	❑	❑
6	Review the Browser support to determine browser prerequisites. For example, versions and types supported, and additional requirements for new UI versions. Compare these supported browsers to your corporate standard and identify any gaps.	❑	❑	❑
7	Create a project plan for cloning, upgrading, and testing.	❑	❑	❑
8	Identify the core team of testers, power users, and key stakeholders required to validate functionality in the ServiceNow instances before and after the upgrade.	❑	❑	❑
9	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter.	❑	❑	❑
10	Confirm which of the following situations applies to your ServiceNow non-production instances: **1.** Development and testing can be frozen until the production upgrade is completed. **2.** Continued development (and testing) activities need to continue in a non-production instance while upgrade, remediation, and testing activities are performed in parallel on another instance. **3.** Once the final upgrade to your production instance is complete, the cloning of your final production instance to your non-production instance will wait until after the production upgrade is complete.			
11	Confirm the availability of other systems required for integration testing (key resources and environments).	❑	❑	❑
12	Confirm whether there are any restrictions in which ServiceNow instances can be used for integration testing. For example, an interfacing	❑	❑	❑

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	Description	Yes	No	N/A
	system is only set up to access a specific ServiceNow test instance.			
13	Confirm the testing scope and approach.	❑	❑	❑
14	Create a comprehensive test plan including test cases for all core instance functionality and integrations.	❑	❑	❑
15	Confirm the method for tracking any defects identified during testing.	❑	❑	❑
16	Create a high-level implementation plan that covers: • the sequence and timing to upgrade non-production and production instances • the instances to be cloned • the instance to be used for integration testing.	❑	❑	❑
17	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter. Responsible: ServiceNow or Customer	❑	❑	❑
18	Determine whether existing internal training materials, Knowledge Base articles in the customer instance, or other supporting documentation must be updated to align with the upgraded version. For example, changes in functionality or user interface.	❑	❑	❑
19	**Optional:** Schedule the ServiceNow Configuration Review, which provides recommendations to align the customer configurations with ServiceNow best practices. **Note:** There may be a service charge and require professional services engagement.	❑	❑	❑
20	On your production instance, create a system clone and select your development instance as the **Target instance**. Notify impacted users and internal stakeholders of the scheduled date/time for cloning (from production) and upgrade of the non-production instance.	❑	❑	❑

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	Description	Yes	No	N/A
	Note: It is important to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data, and ensure that you have deselected the exclude options.			
Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support				
21	Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs.	❑	❑	❑
22	Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.	❑	❑	❑
23	Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.	❑	❑	❑
24	Schedule the upgrade in Now Support.	❑	❑	❑
25	If applicable, request a version entitlement.	❑	❑	❑
Phase 4 - Upgrade and validate the development instance				
26	Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.	❑	❑	❑
27	After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.	❑	❑	❑
28	Identify your update sets.	❑	❑	❑
29	Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.	❑	❑	❑
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance				

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	Description	Yes	No	N/A
30	On your production instance, create a system clone and select your development instance as the **Target instance**.	❑	❑	❑
31	Schedule the non-production upgrade in Now Support and verify your upgrade configurations.	❑	❑	❑
32	Validate that the upgrade to your non-production instance is complete.	❑	❑	❑
33	Install any optional plugins that were installed on your development instance.	❑	❑	❑
34	Install any custom applications and post-upgrade fix scripts that you need.	❑	❑	❑
35	Install update sets.	❑	❑	❑
36	Perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 6 - Prepare to upgrade the production instance				
37	Confirm sign-off from IT and Business stakeholders that all non-production instance defects have been fixed and validated in update sets. Responsible: Customer	❑	❑	❑
38	Confirm the core team of key stakeholders required to validate functionality in the ServiceNow instance after the production upgrade. Responsible: Customer	❑	❑	❑
39	Confirm coverage for Day 1 support post-upgrade. Responsible: Customer	❑	❑	❑
40	Create a Production Upgrade Implementation Plan that includes all upgrade steps, roles and responsibilities, communication plans, key contacts, support coverage for Day 1, and so forth. Responsible: Customer	❑	❑	❑

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	Description	Yes	No	N/A
41	Schedule a walkthrough and sign-off of the Implementation Plan with key stakeholders and the core team. Responsible: Customer	❑	❑	❑
42	Submit and obtain approvals for change records as required by the organization change process. Responsible: Customer	❑	❑	❑
43	Send a communication to key stakeholders and end users with details for the production upgrade outage, new features, and so forth. Responsible: Customer	❑	❑	❑
44	Profile the performance of your instance before upgrading.	❑	❑	❑
45	Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.	❑	❑	❑
46	On your clone, perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 7 - Upgrade the production instance				
47	Schedule the upgrade in Now Support.	❑	❑	❑
48	If applicable, request a version entitlement.	❑	❑	❑
49	Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.	❑	❑	❑
50	Apply any update sets and post-upgrade fix scripts that you have.	❑	❑	❑
51	Validate and test your instance by conducting user acceptance testing (UAT). Verify with all key stakeholders that the system is performing properly after production upgrade, and key functionality is available.	❑	❑	❑

Upgrade tools and resources

Learn about ServiceNow products and tools that can improve your upgrade experience.

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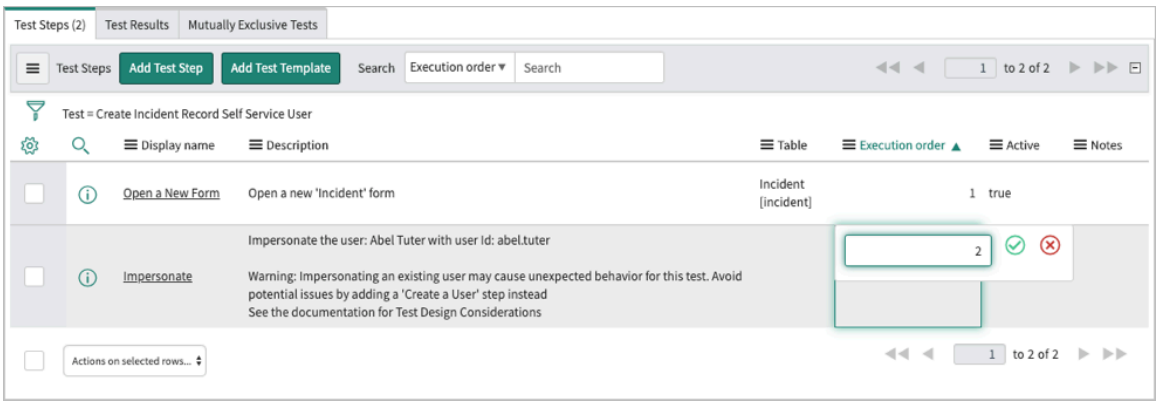
Products

Use these ServiceNow products to automate parts of your upgrade testing and manage your upgrades from one central place.

Automated Test Framework

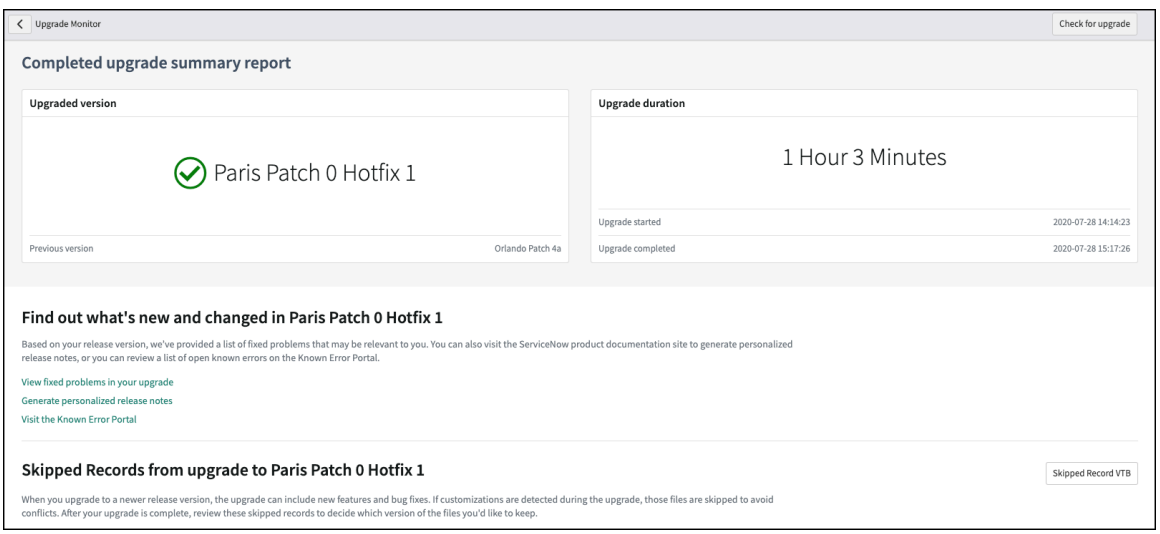
The Automated Test Framework (ATF) enables you to create and run automated tests to confirm that your instance works after making a change. For example, after an upgrade, during application development, or when deploying instance configurations with update sets. Review failed test results to identify the changes that caused the failure and the changes that you should review.

Note: By default, the system property to run automated tests is disabled to prevent you from accidentally running them on a production system. Run tests only on development, test, and other non-production instances to avoid data corruption and outage.



Upgrade Center

Use ServiceNow® Upgrade Center to plan and manage your upgrades. Use the Upgrade Preview module to explore different release versions available to you and gain insights about the experience of an upgrade without actually upgrading your instance. You can also monitor the status of any ongoing upgrade and view the summary of your latest upgrade with the new Upgrade Monitor module. The Upgrade Center also features an Upgrade visual task board (VTB) to manage post-upgrade skips. A separate Upgrade History module can be used to view all your past upgrades.



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Upgrade tools

In addition to upgrade-related products, you can also use ServiceNow's upgrade tools.

Now Support upgrade assist

Stay current by automating your ServiceNow upgrades. Use an automated service to offload upgrade scheduling tasks.

Known Error portal

Review a list of known issues in selected patch release versions.

Sample upgrade project plans

The Upgrade planning checklist provides a quick look at the steps in an upgrade. If you'd like to track your upgrade progress in Excel, PDF, or Microsoft Project, you can download these sample project plans to get started.

- PDF
- Excel
- MPP

Best practices

Visit the ServiceNow Customer Success Center website for information on upgrade value and best practices.

Upgrade value calculator

Determine the potential business value of staying current with ServiceNow upgrades.

Playbook: Upgrade quickly and maintain platform health

Use upgrade processes and tools to conduct your upgrades, and learn how to make changes to your baseline system when required.

Balance value and risk with platform customizations

Learn when and how to customize your instance to maximize value and minimize upgrade impact.

Balance value and risk with platform customizations.

Resources

ServiceNow Customer Success Center

Browse prescriptive content and tools such as playbooks, checklists, and quick answers to gain more value from your ServiceNow implementation.

Expert services

Connect with a ServiceNow expert who will help you apply best practices and tools to upgrade to the most recent ServiceNow innovations.

Upgrades and the ServiceNow Store

The ServiceNow Store includes official applications that are developed and released by ServiceNow. Users can download, access, and configure Zurich apps on their instances. Store application versions can be upgraded when you upgrade your instance to a new release version.

New versions for a ServiceNow® Store app can be defined in patch and family releases. This includes the ability to define a minimum version and/or a hotfix for a version you already have

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installed. If your instance has an installed app version below the defined minimum version, the app will be upgraded to the minimum required version. Similarly, if your instance has an installed app below the defined hotfix version, your app will be upgraded to the hotfix version.

For example, consider an application that defines these versions in a release: 1.7.0, 2.4.1, and 3.0.1. In this example, version 1.7.0 is the minimum version. Versions 2.4.1 and 3.0.1 are hotfix versions.

When an instance upgrades to the release version, the following behavior occurs:

Minimum version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.0.0	1.7.0 - The version upgrades to the minimum version
1.3.2	1.7.0 - The version upgrades to the minimum version
1.7.0	1.7.0 - The version stays the same, because the instance was already on the minimum version
1.7.2	1.7.2 - The version stays the same, because the instance was already ahead of the minimum version

Hotfix version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.8.0	1.8.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
2.0.0	2.4.1 - The version upgrades to the defined hotfix version
2.6.0	2.6.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
3.0.0	3.0.1 - The version upgrades to the defined hotfix version
3.0.5	3.0.5 - The version stays the same, because the instance was already ahead of the defined hotfix version
4.0.0	4.0.0 - The version stays the same, because there are no hotfix versions defined for 4.0.0+.

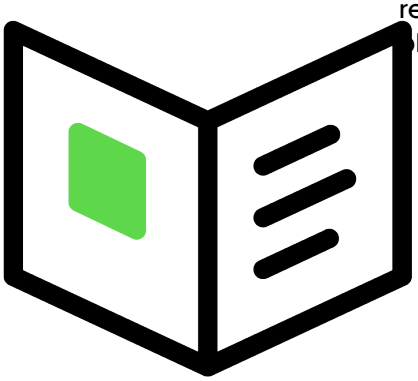
Upgrade to the Zurich release

Upgrading and patching your instance requires planning, testing, and validation. To ensure a safe and effective upgrade, read the release notes, create upgrade plans, and test your upgrade on non-production instances before upgrading your production instance.

Important: These topics contain in-depth explanations about upgrades. For a step-by-step reference of upgrade steps, refer to the Upgrade planning checklist.

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Phase 1 - Read the release notes and plan your upgrade



Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

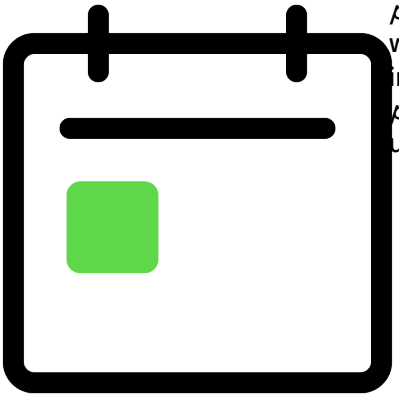
Phase 2 - Prepare for the development instance upgrade



For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

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Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support



Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the *Check distribution for possible upgrade* scheduled job. Then, schedule your upgrade in Now Support.

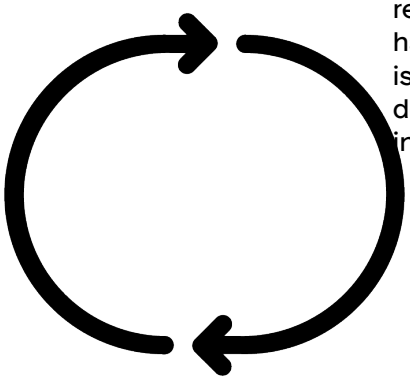
Phase 4 - Upgrade and validate the development instance



Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

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Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance



After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Phase 6 - Prepare to upgrade the production instance



After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

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Phase 7 - Upgrade the production instance

After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).



Phase 1 - Read the release notes and plan your upgrade

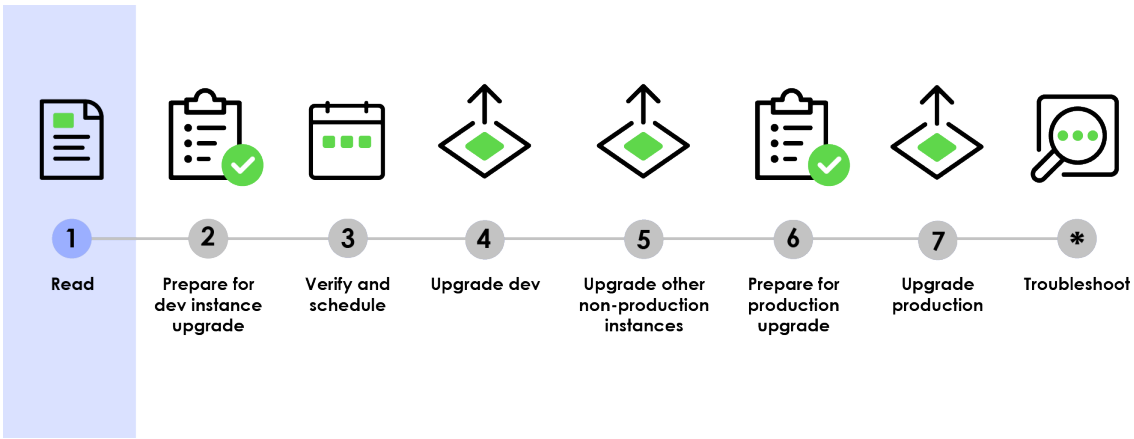
Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

Before you begin

Important: If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version.

Role required: admin.

About this task



Procedure

1. Read the release notes for your target version.
   Review upgrade and migration tasks that you will need to complete before or after your upgrade.

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- ServiceNow provides release notes for every release. The release notes offer valuable information about new functionality, notable changes, and fixes available in a particular version. Read the Zurich release notes to determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.
- For Zurich -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.
- If you are thinking about upgrading to the Zurich family, problem (PRB) fixes can be an important factor in your upgrade plans. You can generate a list of . Compare the lists of fixed problems across various Zurich upgrade scenarios to help you decide which release version to upgrade to.

2. Complete the preparation and planning tasks in Phase 2 of the Upgrade planning checklist.

   The checklist contains a list of planning tasks that guide you through various aspects of upgrade preparation. You are guided through tasks such as scoping, gathering stakeholders, identifying features to disable and enable, and creating test plans to use throughout the upgrade. Follow these steps to ensure that all aspects of your organization are ready for the upgrade.

3. To better prepare for the upgrade, evaluate the level of customizations on your instances.

   For information on customization best practice guidelines, visit the Customer Success Center website.

Complexity score	Customization examples
Low	○ Modification to form layout/design ○ Add fields and/or UI policies to forms ○ Build simple custom integration ○ Extend an existing table (such as incident) in scope with new fields only
Low-medium	○ Extend an existing table (such as incident) in scope with some scripting ○ Extend an existing table (such as incident) as the basis for a different application, such as HR
Medium	Build a new scoped application
Medium-high	Build a new global application
High	○ Change baseline business rules (such as modifying the SLA process) ○ Build a complex custom integration

4. Create a comprehensive test plan that includes test cases for all core instance functionality and integrations, including any customizations you may have.

   To efficiently test and evaluate system functionality, create a set of detailed test scripts for your testing team to use. You will use this test plan throughout each instance upgrade.

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Instance	Type of testing required
Development	Conduct smoke tests.
Test	○ Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. ○ You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. ○ For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

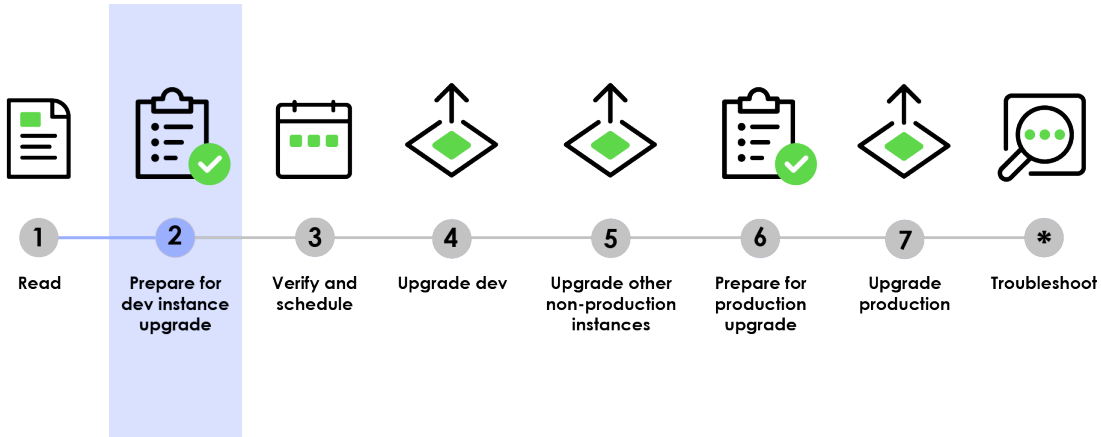
Phase 2 - Prepare for the development instance upgrade

For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

Before you begin

Role required: admin.

About this task



Procedure

1. On your production instance, create a system clone and select your development instance as the **Target instance**.

   The clone provides you with an exact copy of production. Performing an upgrade on your clone allows you to simulate an upgrade on your production configuration in a non-production environment. Refer to System clone for details.

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Important:

For effective upgrade testing, use this clone to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data on your production clone. To ensure that all production data is included with the clone, make sure that you clear all the **Exclude** check boxes on the Request Clone form. On your non-production instance, replicate typical user behaviors that occur on your production instance to enhance an estimate of your upgrade duration.

2. Set expectations for performance during upgrades.

   During an upgrade, your performance may be impacted because your nodes initiate the distribution upgrade. All nodes are restarted during an upgrade, but your multi-node instances are available during an upgrade because ServiceNow instances operate on a multi-node system. This multi-node system staggers node distribution upgrades, ensuring that there is at least one active pair of nodes for multi-node instances during an upgrade.

   To help you set accurate expectations for performance during upgrades, be aware of the differences between the nodes on your non-production and production instances. Instances with one node experience a short period of downtime during the upgrade, but multi-node instances do not have UI downtime. For details on your nodes and their status, see the Upgrade Progress screen.

Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support

Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the *Check distribution for possible upgrade* scheduled job. Then, schedule your upgrade in Now Support.

Before you begin

Role required: admin.

You must check the configuration of the **Check distribution for possible upgrade** and **Check database for possible upgrade** sys_triggers, which are essential to making sure your instance upgrades to the correct target version.

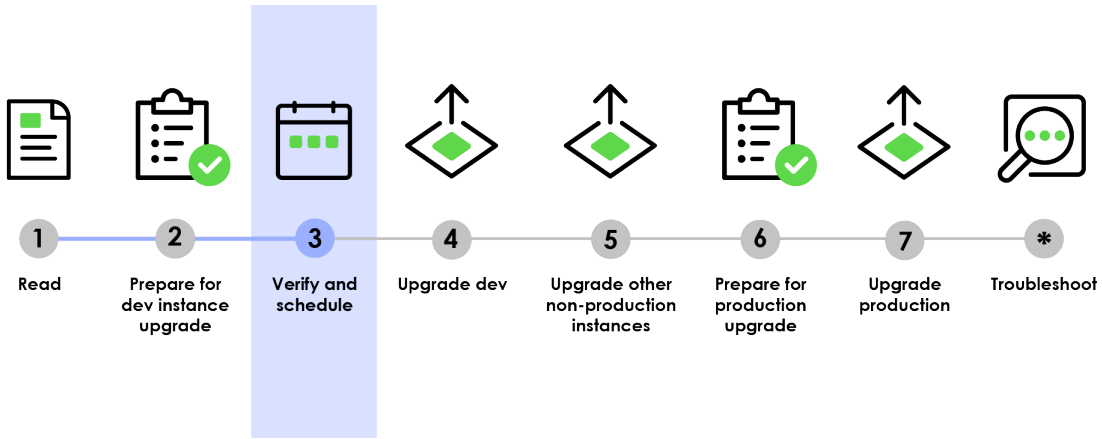
Note: Starting in the Paris release, 'Upgrade' job has been renamed to 'Check distribution for possible upgrade'. In addition, the 'Check Upgrade Script' job has been renamed to 'Check database for possible upgrade'.

sys_trigger	Function
Check distribution for possible upgrade	• Queries Now Support to ask whether an upgrade is going to happen in a given time interval, which is determined by the configuration for the *Check distribution for possible upgrade* scheduled job. • Asks whether the instance should be running a different version. If so, the distribution for that version is downloaded, and your instance upgrades to the target version.

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sys_trigger	Function
Check database for possible upgrade	• Runs after the distribution has been upgraded. • Performs the database upgrade.

About this task



Important: Your upgrades are orchestrated out of your instance, not Now Support.

Now Support keeps records of what version you should be running, and your instance periodically queries Now Support to check its assigned version. When you designate a time for your upgrade, your instance begins the upgrade at that time. For example:

Action	Result
You schedule an upgrade to Zurich Patch 8 to take place on June 10 at 3:00pm.	Now Support changes its records to reflect that you should be on Zurich Patch 8 on June 10 at 3:00pm.
Now Support waits to get pinged by your instance after the scheduled time on June 10.	Your instance continues to operate on its current release version, and it periodically pings Now Support.
After the scheduled time on June 10, Now Support receives a ping from your instance.	Now Support tells your instance that it should be on Zurich Patch 8.
Your instance receives a Now Support notification that it should be running a different version.	Your instance starts the upgrade.

How to schedule and manage instance upgrades on Now Support

You can browse the Now Support service catalog to request and self-service tasks such as scheduling an upgrade.

Request plugins and self-service tasks using service catalog on Now Support

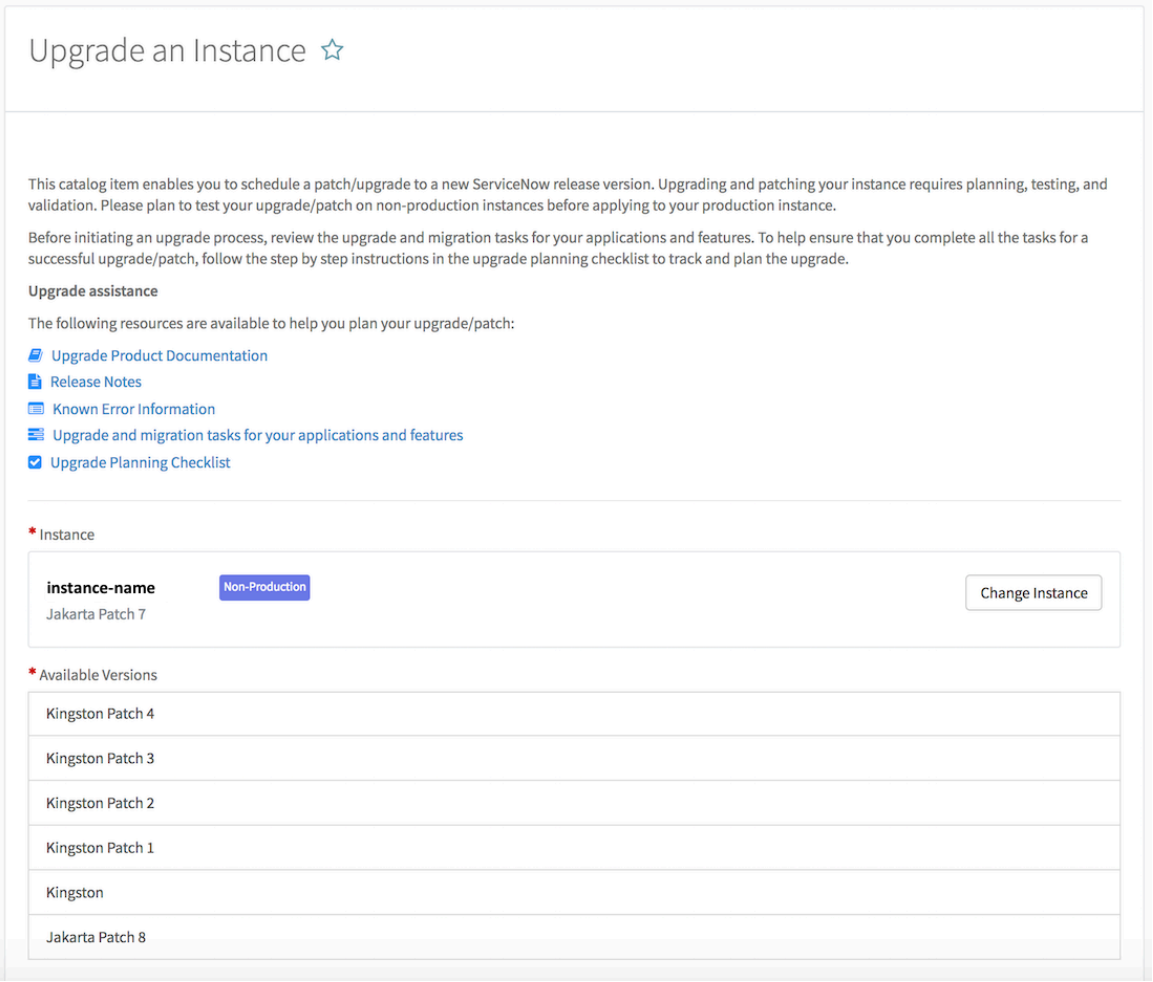
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Procedure

1. Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. In the list, find the *Check distribution for possible upgrade* scheduled job.
   c. View the **Next action** column to determine when the job next runs.
2. Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the *Check distribution for possible upgrade* scheduled job.
   c. Make sure that the **Trigger type** is set to **Interval**.
   d. Make sure that the **System ID** is set to **None**.
3. Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the *Check database for possible upgrade* scheduled job.
   c. Make sure that the **Trigger type** is set to **Run at System Startup**.
4. Schedule the upgrade in Now Support.
   a. Log in to Now Support.
   b. Click **Instances** in the left navigation menu.
   c. Select **Manage Instances**.
   d. Partners only: From the user menu, use the **Switch Company** feature to select a company.
   e. Select the instance that you want to upgrade or patch.
   f. In the **Actions** menu, click **Upgrade Instance**.

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The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

h. Click the clock icon to select the time for the upgrade or patch.

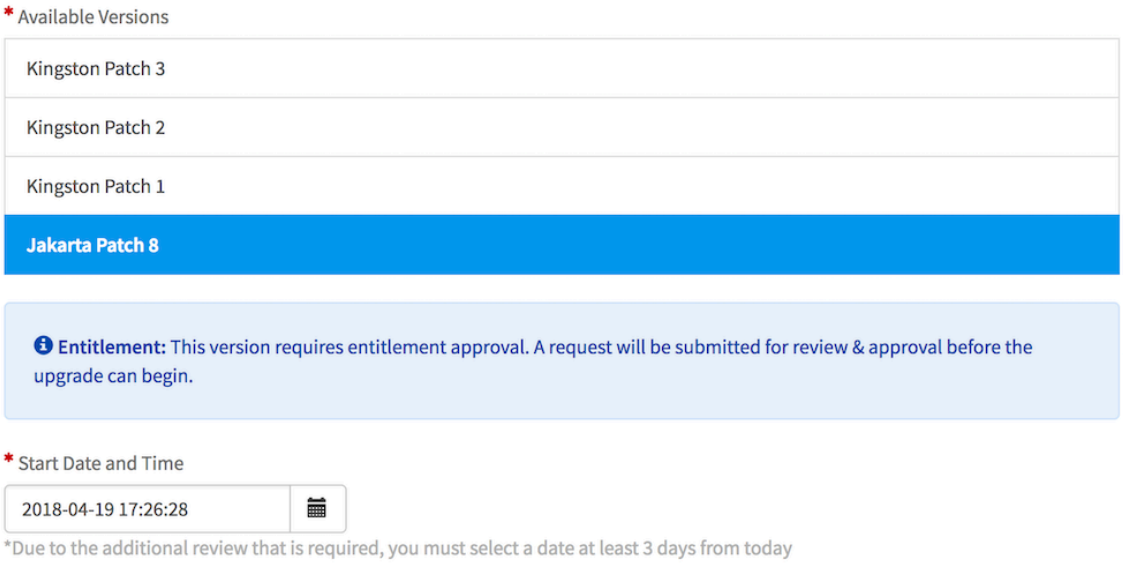
> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

5. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:

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b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

Phase 4 - Upgrade and validate the development instance

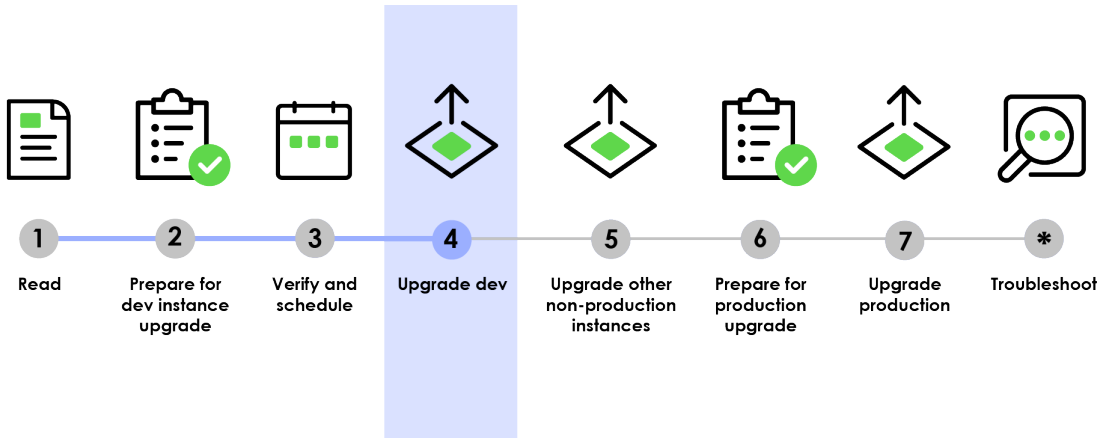
Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

Before you begin

Role required: admin.

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About this task



The Upgrade Monitor helps you upgrade an individual instance. You can monitor the progress of an upgrade and resolve conflicts between the upgrade and customizations.

Procedure

1. Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.
2. After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.

   As you are processing the skipped list, you may merge and revert records, resolve conflicts for an individual record, and make additional customizations. These changes go into the latest version, which goes into your current update set.

3. Identify your update sets.

   You need these update sets for your subsequent non-production instances. If there are issues that must be addressed after the upgrade, make the appropriate changes and they will go into your current update set. Collect the update sets that:

   - Were created while reviewing the skipped updates list.
   - Were created while changing customizations to work with the latest release.
   - Must go live immediately after your next upgrade.

   Gathering these update sets before your upgrade expedites the process of exporting, importing, and committing them onto your other instances. After the correct update sets are identified, follow the standard process for moving and applying those update sets. Refer to System update sets for details.

4. Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.

   After upgrading, track any defects or deviations from the pre-upgrade testing results. Defect tracking can help identify root causes and create fixes. When a fix is identified, capture the fix in a single update set. The resulting update sets hold the cumulative fixes that should be applied to the production instance.

   To help automate your testing and validation on non-production instances, use the Automated Test Framework. You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests.

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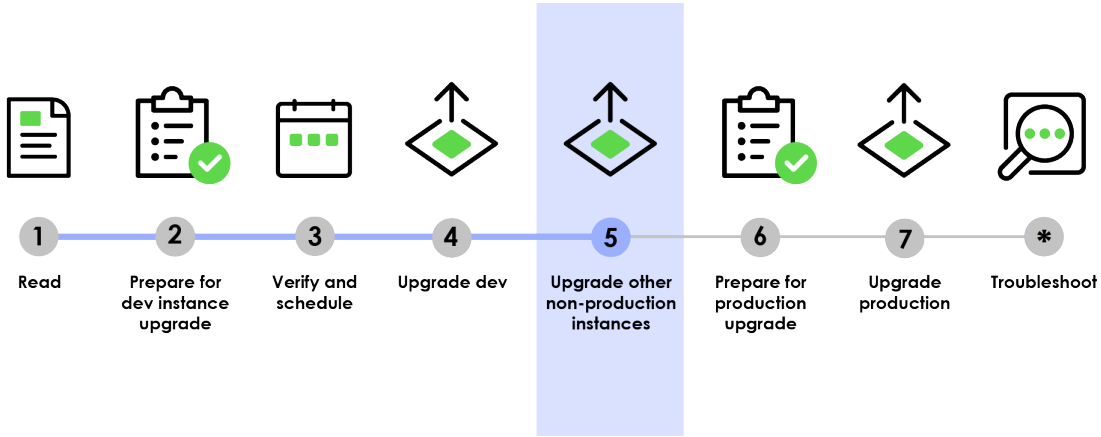
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Before you begin

Role required: admin.

About this task



This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

After you have applied your development update sets to your test instance, perform the following tasks on your test instance (and other non-production instances, if applicable).

Procedure

1. Create a system clone down from your production instance.
2. Schedule the non-production upgrade in Now Support and verify your upgrade configurations.
3. Validate that the upgrade to your non-production instance is complete.
4. Install any optional plugins that were installed on your development instance.
5. Install any custom applications and post-upgrade fix scripts that you need.
6. Install update sets.
   Use these update sets to move your initial changes into your subsequent non-production instances.
7. Perform functional testing and monitor the performance of your instance.
   Reproduce the typical user activities that occur on your production instance. The Automated Test Framework can greatly assist you in testing your non-production instances. You can use Automated Test Framework quick start tests and product testing suites to help you jump start

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your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. For extra testing coverage, you can also conduct user acceptance testing (UAT).

Phase 6 - Prepare to upgrade the production instance

After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

Before you begin

Role required: admin.

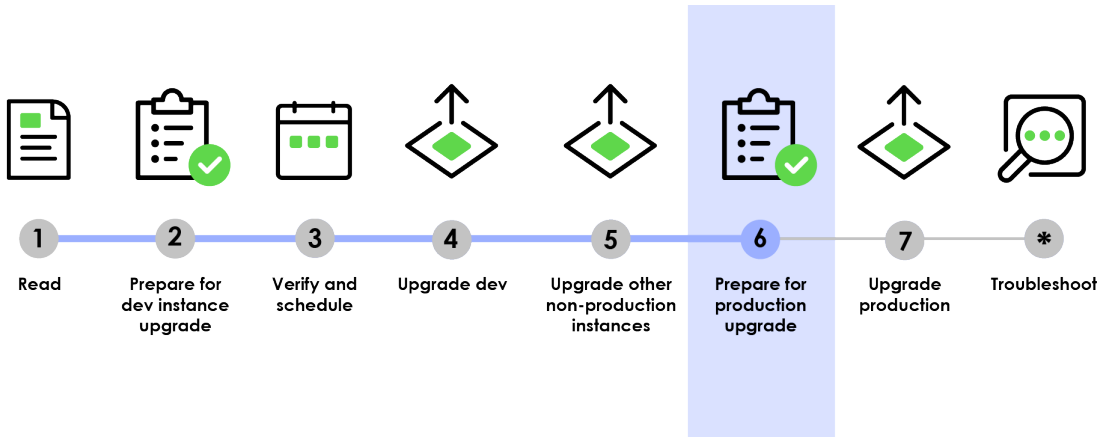
To ensure that all stakeholders in your company are prepared for the final production upgrade, complete the administrative planning tasks in Phase 6 of the Upgrade planning checklist. When upgrading a production instance:

- Obtain confirmation from IT and management that all non-production instance defects have been fixed, validated, and included in an update set.
- Use the change management process established by your organization to track the upgrade.
- Communicate effectively with your user community regarding changes, new features, and process updates resulting from the upgrade.
- Negotiate a suitable upgrade time for all users of the ServiceNow system.

  For example, schedule the upgrade after hours, to minimize impact to your users. Remember to schedule the upgrade to occur 15–20 minutes before the *Upgrade* scheduled job interval.

- Allow time in your change window to run all test cases and validate that all integrations, key business functionality, and system performance are acceptable. Add a time buffer for responding to errors without breaching the change window.

About this task



Procedure

1. Profile the performance of your instance before upgrading.

   Pre-upgrade instance validation can provide a reliable benchmark of the current operating environment and alert you to any issues that may appear after the upgrade. For example, it sometimes appears that specific functionality is broken by an upgrade. Analysis might show that the functionality did not work properly in the production instance, even before the upgrade.

   Before performing the upgrade, analyze the current operating environment. Specifically, review:

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- Key functionality
- Integrations
- Instance performance

2. Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.

   You will later compare and contrast this information during your post-upgrade validation and testing. Benchmarks will be different for each of your instances.

   To access the ServiceNow Performance homepage:

   a. Log in to your instance.

   b. From the list in the top left of the instance homepage, select **ServiceNow Performance**.



3. On your clone, perform functional testing and monitor the performance of your instance. Replicate typical user behaviors that occur on your production instance. Assign a consistent core team of power users and key stakeholders to validate important functionality in the ServiceNow instance before and after upgrades.

Phase 7 - Upgrade the production instance

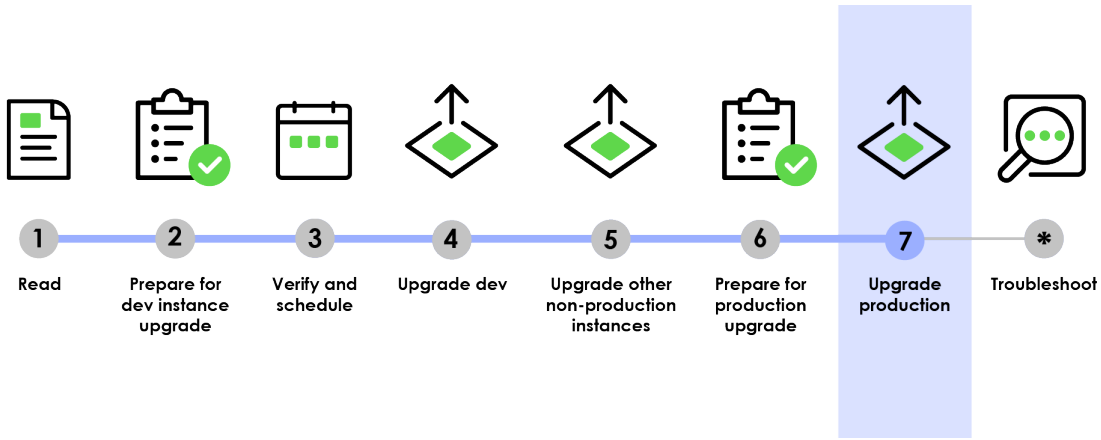
After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).

Before you begin

Role required: admin.

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About this task



Procedure

1. Schedule the upgrade in Now Support.

a. Log in to Now Support.

b. Click **Instances** in the left navigation menu.

c. Select **Manage Instances**.

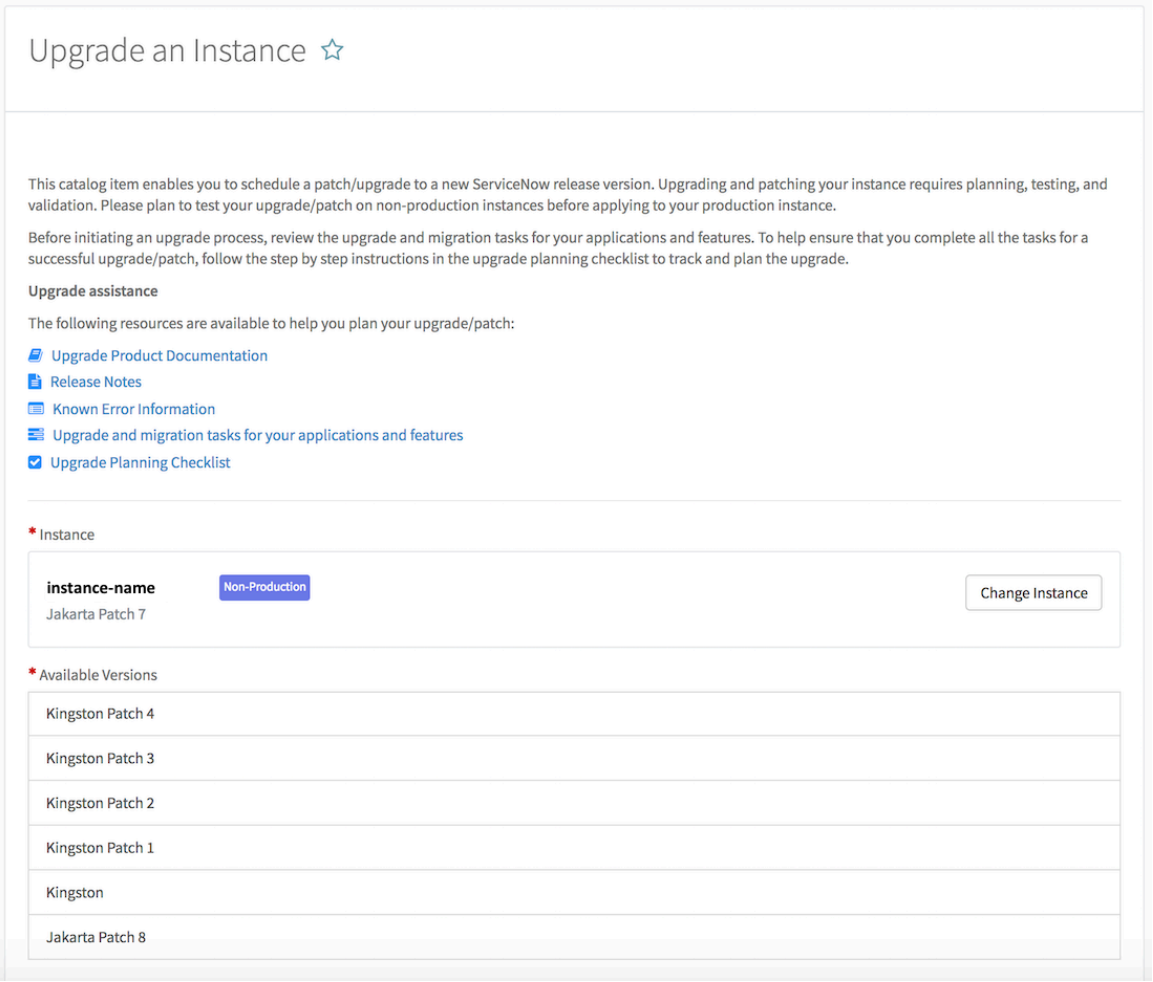
d. Partners only: From the user menu, use the **Switch Company** feature to select a company.

e. Select the instance that you want to upgrade or patch.

f. In the **Actions** menu, click **Upgrade Instance**.

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The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

h. Click the clock icon to select the time for the upgrade or patch.

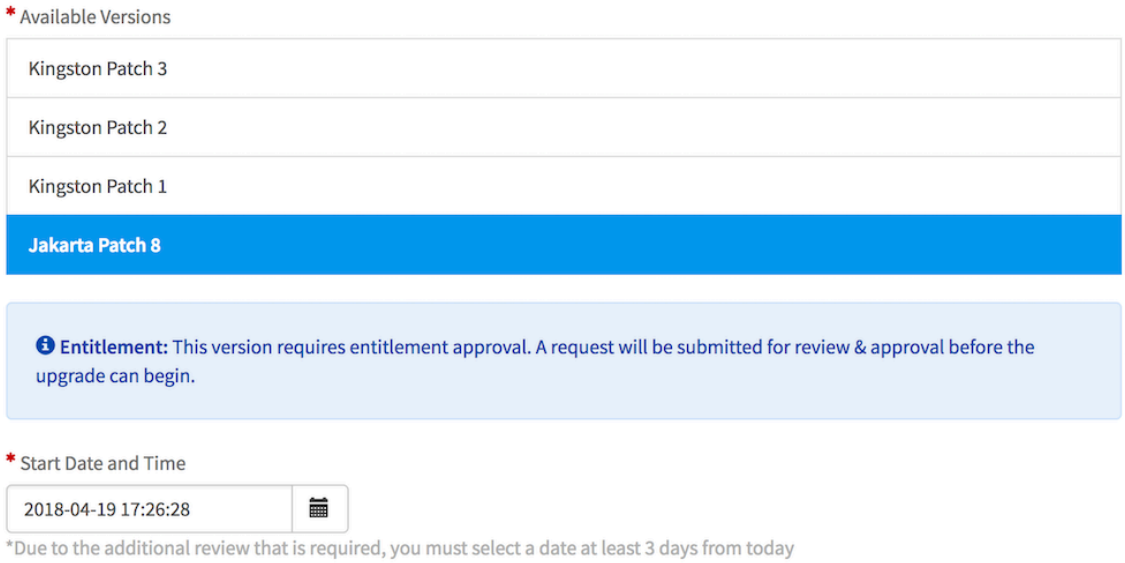
> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

2. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:

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b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:** Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

3. Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.
There are several methods of verifying that your upgrade is complete:

- Navigate to the **System Diagnostics** > **Upgrade Monitor**.
- Navigate to **System Diagnostics** > **Upgrade Log** and locate the `Notifying HI that upgrade has been completed` message.
- Navigate to **System Definition** > **System Upgrades**. Information about all system upgrades is listed.
- Navigate to **System Diagnostics** > **Upgrade History** and search for the most recent upgrade.

4. Apply any update sets and post-upgrade fix scripts that you have.

5. Validate and test your instance by conducting user acceptance testing (UAT).
Performance and operating information is available in the system logs, which offer an excellent source of information for evaluating the inner workings of a ServiceNow instance. Use this

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information to help resolve as many errors as possible. To access the log data, navigate to **System Logs** > **System Log** > **Errors**.

Note: Not all errors in the error log are results of your upgrade. Error messages are often present in pre-upgrade instances, and many of these messages do not affect users or performance.

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