

ServiceNow Third-Party Model Card

GPT-5.2

GPT-5 Mini

GPT-4.1

GPT-4.1 Mini

Gemini 2.5 Pro

Gemini 2.5 Flash

Gemini 2.5 Flash Lite

Claude Opus 4.6

Claude Sonnet 4.5

Claude Sonnet 4

Claude Haiku 4.5

ServiceNow Third Party LLM Model Cards

This model card provides an overview of AI models made available through ServiceNow via third-party providers.

These models are offered as-is and are not trained, fine-tuned, or otherwise modified by ServiceNow.

Availability of specific models may vary depending on your ServiceNow environment, configuration and geographic region.

GPT-5.2

Model Name

GPT-5.2

Model Provider

Microsoft Azure

Version

GPT-5.2

Source

[OpenAI GPT-5.2 System Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

GPT-5.2 is used within ServiceNow AI-driven solutions for text generation, summarization, and conversational AI across various workflows.

The model is accessed via API without fine-tuning for real-time language processing and automation. Additionally, GPT-5.2 is leveraged in agentic AI applications, where it powers autonomous decision-making processes, workflow orchestration, and adaptive interactions to enhance user experiences and streamline enterprise operations.

GPT-5 Mini

Model Name

GPT-5 Mini

Model Provider

Microsoft Azure

Version

GPT-5 Mini

Source

[OpenAI GPT-5 System Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

GPT-5 Mini is used within ServiceNow AI-driven solutions for text generation, summarization, and conversational AI across various workflows.

The model is accessed via API without fine-tuning for real-time language processing and automation. Additionally, GPT-5 Mini is leveraged in agentic AI applications, where it powers autonomous decision-making processes, workflow orchestration, and adaptive interactions to enhance user experiences and streamline enterprise operations.

GPT-4.1

Model Name

GPT-4.1

Model Provider

Microsoft Azure

Version

GPT-4.1

Source

[OpenAI GPT-4.1 System Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

GPT-4.1 is used within ServiceNow AI-driven solutions for text generation, summarization, and conversational AI across various workflows.

The model is accessed via API without fine-tuning for real-time language processing and automation. Additionally, GPT-4.1 is leveraged in agentic AI applications, where it powers autonomous decision-making processes, workflow orchestration, and adaptive interactions to enhance user experiences and streamline enterprise operations.

GPT-4.1 Mini

Model Name

GPT-4.1 Mini

Model Provider

Microsoft Azure

Version

GPT-4.1 Mini

Source

[OpenAI GPT-4.1 System Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

GPT-4.1 Mini is used within ServiceNow AI-driven solutions for text generation, summarization, and conversational AI across various workflows.

The model is accessed via API without fine-tuning for real-time language processing and automation. Additionally, GPT-4.1 Mini is leveraged in agentic AI applications, where it powers autonomous decision-making processes, workflow orchestration, and adaptive interactions to enhance user experiences and streamline enterprise operations.

Gemini 2.5 Pro

Model Name

Gemini 2.5 Pro

Model Provider

Google Gemini

Version

gemini-2.5-pro

Source

[Gemini 2.5 Pro - Model Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

Gemini 2.5 Pro is used within ServiceNow AI-driven solutions for text generation, summarization, and conversational AI across various workflows.

The model is accessed via API without fine-tuning for real-time language processing and automation. Additionally, Gemini 2.5 Pro is leveraged in agentic AI applications, where it powers autonomous decision-making processes, workflow orchestration, and adaptive interactions to enhance user experiences and streamline enterprise operations.

Gemini 2.5 Flash

Model Name

Gemini 2.5 Flash

Model Provider

Google Gemini

Version

gemini-2.5-flash

Source

[Gemini 2.5 Flash Model Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

Gemini 2.5 Flash is used within ServiceNow AI-driven solutions for text generation, summarization, and conversational AI across various workflows.

The model is accessed via API without fine-tuning for real-time language processing and automation. Additionally, Gemini 2.5 Flash is leveraged in agentic AI applications, where it powers autonomous decision-making processes, workflow orchestration, and adaptive interactions to enhance user experiences and streamline enterprise operations.

Gemini 2.5 Flash Lite

Model Name

Gemini 2.5 Flash Lite

Model Provider

Google Gemini

Version

gemini-2.5-flash-lite

Source

[Gemini 2.5 Flash Lite Model Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

Gemini 2.5 Flash Lite is used within ServiceNow AI-driven [Predictive Intelligence](#) features.

The model is accessed via API without fine-tuning for real-time language processing and automation.

Claude Opus 4.6

Model Name

Claude Opus 4.6

Model Provider

AWS Anthropic

Version

claude-opus-4-6

Source

[Claude Opus 4.6 System Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

Claude Opus 4.6 is used within the ServiceNow [Build Agent](#) tool for reasoning, planning, tool calling and code writing functionalities.

The model is accessed via API without fine-tuning for real-time language processing and automation.

Claude Sonnet 4.5

Model Name

Claude Sonnet 4.5

Model Provider

AWS Anthropic

Version

claude-sonnet-4-5

Source

[Claude Sonnet 4.5 System Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

Claude Sonnet 4.5 is used within ServiceNow for AI solutions across workflows such as text generation, summarization, and conversational AI.

The model is accessed via API in real-time without fine-tuning. In addition, Claude Sonnet 4.5 powers agentic AI applications, enabling autonomous decision-making and workflow orchestration to enhance user experiences and streamline enterprise operations.

Claude Sonnet 4

Model Name

Claude Sonnet 4

Model Provider

AWS Anthropic

Version

v1.0 – May 2025

Source

[Claude Sonnet 4 System Card – Anthropic](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

Claude Sonnet 4 is used within ServiceNow for AI solutions across workflows such as text generation, summarization, and conversational AI.

The model is accessed via API in real-time without fine-tuning. In addition, Claude Sonnet 4 powers agentic AI applications, enabling autonomous decision-making and workflow orchestration to enhance user experiences and streamline enterprise operations.

Claude Haiku 4.5

Model Name

Claude Haiku 4.5

Model Provider

AWS Anthropic

Version

claude-haiku-4-5

Source

[Claude Haiku 4.5 System Card](#)

License

Please refer to your agreement with ServiceNow for all license information.

Usage in Our System

Claude Haiku 4.5 is used within ServiceNow for AI solutions across workflows such as text generation, summarization, and conversational AI.

The model is accessed via API in real-time without fine-tuning. In addition, Claude Haiku 4.5 powers agentic AI applications, enabling autonomous decision-making and workflow orchestration to enhance user experiences and streamline enterprise operations.